LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 09/23/2004 **PIM 027 v2**

**Company(s) Submitting Issue**: Nextel Communications

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**(NOTE: Submitting Company(s) is to complete this section of the form along with Sections 1, 2 and 3.)**

1. **Problem/Issue Statement:** (Brief statement outlining the problem/issue.)

If the OLD SP Cancels a Subscription Version (SV) in error, the NEW SP has two options:

1. Concur with the Cancel Pending and Create a new SV, or

2. Wait for the two Cancel Pending Timers (9 business hours each) to expire, let the SV go to Conflict and request that the OLD SP remove the Conflict -- or wait 6 business hours for the Conflict timer to expire.

There is no way to get an SV out of Cancel Pending status other than waiting out the timers. The timers could take up to 24 business hours (two 9-hour Cancel Pending timers plus 6-hour Conflict timer

--9+9+6=24 business hours).

If the NEW SP erroneously Cancels an SV that is in concurrence, the SV will go to Cancelled status when one of the following occurs:

1. The OLD SP concurs with the Cancel Pending, or

2. The OLD SP does not concur with the Cancel Pending and the two Cancel Pending Timers expire

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.)

A. Examples & Impacts of Problem/Issue:

1. NEW SP sends SV Create (status = Pending without Concurrence)

2. OLD SP sends matching SV Create (status = Pending with Concurrence)

3. OLD SP sends Cancellation request (status = Cancel Pending)

4. NPAC sends first request for Cancellation Concurrence to NEW SP and starts Cancellation-Initial Concurrence Window (9 business hours)

5. NEW SP does not respond within 9 business hours

6. NPAC sends second request for Cancellation Concurrence to NEW SP and starts Cancellation-Final Concurrence Window (9 business hours)

7. NEW SP does not respond within 9 business hours

8. Cancellation-Final Concurrence Window expires, NPAC sets SV to Conflict (status = Conflict)

9. NPAC starts 6-hour Conflict timer if it’s the first time the SV is in Conflict\*

- Only the OLD SP can remove SV from Conflict during the 6 business hours

- After the 6-hour Conflict Timer expires, either the OLD or NEW SP can remove it from Conflict

10. If the SV has been in conflict before, the conflict resolution window no longer applies and either SP can remove the SV from conflict immediately.

11. Once the SV has been removed from Conflict so the Pending status is restored, the NEW SP can activate the SV

12. If the SV remains in Conflict for 30 days, the NPAC will Cancel the SV

\*The conflict resolution window occurs only the first time an SV is placed in conflict.

There is no way to get an SV out of Cancel Pending status other than waiting out the timers. The timers could take up to 24 business hours (two 9-hour Cancel Pending timers plus 6-hour Conflict timer

--9+9+6=24 business hours)

B. Frequency of Occurrence:

SVs are cancelled in error frequently in the wireline world. We are concerned that wireless ports could be cancelled in error

1. NPAC Regions Impacted:

 Mid Atlantic \_\_\_ Midwest\_\_\_ Northeast\_\_\_ Southeast\_\_\_ Southwest\_\_\_ Western\_\_\_

 West Coast\_\_\_ ALL X

D. Rationale why existing process is deficient:

The Cancel Pending timers were set (by default) for 9 business hours each which we believe is too long.

E. Identify action taken in other committees / forums:

M/A

F. Any other descriptive items:

1. **Suggested Resolution:**

We propose that the two wireline “Cancellation Acknowledgement Window” intervals be reduced from nine hours each to an amount of time agreeable by the industry, e.g., 4 hours each.

1. **Final Resolution:**

This PIM was not accepted at the October 2003 meeting. Refer to the LNPA meeting minutes for details.

**LNPA WG:** (only) Final Resolution Date: 10/15/2003

Item Number: PIM 027 v2 Related Documents:

Issue Resolution Referred to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why Issue Referred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_