LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 02/27/2004 **PIM 034 v2**

**Company(s) Submitting Issue**: TSI

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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.)

Wireless carriers are not receiving customer service records (CSRs) from all wire line network service providers when porting ‘Type 1’ numbers from other wireless service providers who are leasing the number. Wireless port requests do not contain the needed information to complete a wire line local service request (LSR). The CSR is required to complete the LSR and the port.

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

The current NANC flows suggest that when a number is ‘Type 1’, the port request should be issued to the network service provider rather then the billing service provider.

Developing a local service request (LSR) from a wireless port request (WPR) requires a customer service record (CSR) provided by the old network service provider (OSP). When the OSP is leasing the number from a wire line network service provider as a ‘Type 1’ number, the CSR is not always provided by the wire line network service provider and there is not enough information to complete the LSR.

About half of the larger wire line carriers do provide the CSR on ‘Type 1’ numbers and the ports occur without incident. The others wire line carriers simply reject the CSR request because it is not their customer and the port fails and is nearly impossible to resolve.

1. Frequency of Occurrence:

Multiple time a day.

1. NPAC Regions Impacted:

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

 West Coast\_\_\_ ALL\_x\_

1. Rationale why existing process is deficient:

For old network service providers that do not provide CSRs, the ports fail.

1. Identify action taken in other committees / forums:

No other action has been taken by other groups.

1. Any other descriptive items: \_\_

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1. **Suggested Resolution:**

Wire line network service providers should provide the customer service record on ‘Type 1’ ports. The response message to the CSR query should include a statement that the number being ported is a ‘Type 1’ number.

1. **Final Resolution:**

PIM 34 has been closed without an industry-wide automated resolution. Wireless carriers have cooperated in developing alternative solutions to port a Type 1 number. Wireline and wireless providers continue to work together to migrate Type 1 numbers to Type 2.

**LNPA WG:** (only) Final Resolution Date: 6/14/2005

Item Number: 0034 v3 Related Documents:

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

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