LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 01/17/2005 **PIM 50 v2**

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

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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.)

A large number of wire line to wireless ports fail the automated process because they are from large accounts where the customer service record (CSR) is too large to return on a CSR query. The CSR is needed to complete an LSR.

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.)
2. Examples & Impacts of Problem/Issue: The automated process for porting from wire line to wireless is dependent on obtaining the customer service record (CSR) that provides additional information needed to complete an LSR. “CSR too large” is one of the more frequent causes of fall-out for intermodal ports. It occurs when a number is being ported from a large account such as a hospital, school or large business. There is a limit to the size of the CSR file that can be returned. The current systems of wireline providers will return the entire CSR when only a small amount of data is relvant and needed. Typically a file cannot exceed 1 MB. Consequently these ports for numbers within large accounts fail and must be worked manually.
3. Frequency of Occurrence: Between 100 and 200 ports each month

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1. NPAC Regions Impacted:

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

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

1. Rationale why existing process is deficient: These ports must be manually processed and require a lot of time and effort to process.
2. Identify action taken in other committees / forums:

No other yet.

1. Any other descriptive items: \_\_

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1. **Suggested Resolution:**

Porting systems could be designed within the ILECs so that only information relevant to the particular number being ported is returned in response to a CSR query.

1. **Final Resolution:**

This PIM resulted in the creation of BP 046 - Intermodal Port delayed due to CSR too large

**LNPA WG:** (only) Final Resolution Date: 03/13/2007

Item Number: 0050 v2 Related Documents: BP 046

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

Why Issue Referred:

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