LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 05/08/2006\_ **PIM 55 v3**

**Company(s) Submitting Issue**: NeuStar Inc.

**Contact(s): Name** Syed Mubeen Saifullah

 **Contact Number** 925-833-1793/510-295-5167

 **Email Address** syed.mubeen@neustar.biz

**(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.)

Intermodal porting faces a challenge in the form of a process gap between the wireless and wireline carriers after a confirmation has been received. The 2 processes are not in synch, causing fall out and delays.

The primarily purpose of this PIM would be to expose the problems that exist with a wireline practice referred to as a “Provider Initiated Activity” (PIA). The wireless carriers currently have no automated way to support any non-NPAC activity after a confirmation has been received and the Due Date has past. The major concern lies with the fact that the LSR process allows the ILECs to initiate a cancel or put a stop to the order after a Confirmation was sent.

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

**A. Examples & Impacts of Problem/Issue:**

Per the LSOG process, after a “Confirmation” is sent by the ILEC to a wireless carrier for an intermodal port, the ILEC reserves the right to send messages related to the port in the form of a PIA. As stated above, the wireless carriers have no automated method to process these PIA messages and it requires them to modify the port or update NPAC transactions in a manual fashion.

Captured below are 4 fields used by the LSOG to send PIA messages. Please note that some ILECs have implemented these fields in a “custom” fashion, which may not be captured.

**LOCAL RESPONSE – Field # 18: RT - Response Type**

Identifies the type of response being sent to the customer.

VALID ENTRIES

*\*Note – the entries below are those which NeuStar & Sprint felt may impact the intermodal process – other entries have been removed from this list*

C = Firm order confirmation

E = Errors only

J = Jeopardy notice

N = Confirmation of customer requested cancellation

P = Provider initiated

S = Provider initiated cancellation of the service request

W = Post to billing system

Z = Completion

USAGE: This field is required.

DATA CHARACTERISTICS: 1 alpha character

**LOCAL RESPONSE – Field #25: PIA - Provider Initiated Activity**

Indicates a provider initiated response that is not the result of a customer local service request or supplement, prior to order completion.

*NOTE 1:This may signal to the customer that additional investigation is needed to determine internal process impacts.*

VALID ENTRIES:

2 = Due date change

4 = Other (clarify in RT field or remarks)

5 = Service order number change

8 = PON old/stale – send cancel supplement

9 = Telephone number change

USAGE: This field is optional.

DATA CHARACTERISTICS: 1 numeric character

**LOCAL RESPONSE – Field #39: RCODE - Reason Code**

Identifies the reason the order may not meet the requested due date at confirmation and/or post confirmation.

VALID ENTRIES:

1B = Scheduling/work load

1F = NSP missed appointment

1H = Central office freeze

1K = Natural disaster (flood, etc.)

1L = Frame due time can not be met

1M = Requested DD is less than published interval

1N = DD and frame due time can not be met

1P = Other

1Q = Assignment problem

1R = Customer could not be reached at the reach number

2A = LSR error, incorrect or missing information

3A = Records

3C = Dependent/related order not complete

3D = Translation problems

3E = Provider order information/codes incorrect/ missing

4A = Field visit determined address invalid - send supplement

4B = Verify address, or provide nearby TN - send supplement

4G = Need to revise TN - send supplement

5A = Notification of new due date only

5B = Additional paperwork required - contact service center

5C = Jeopardy previously sent without Estimated Due Date (ESDD) –

 New ESDD now provided

USAGE: This field is conditional.

NOTE 1: Required when the RT field is “J”, otherwise optional.

DATA CHARACTERISTICS: 2 alphanumeric characters

**LOCAL RESPONSE – Field #** **40: RDET – Reason Jeopardy Code Detail**

Identifies further detail for the service when the reason/ jeopardy code for the order is not defined.

USAGE: This field is optional.

DATA CHARACTERISTICS: 60 alphanumeric characters

1. **Frequency of Occurrence:**

Per some basic research, it appears that Jeopardy messages account for roughly 20% of manual activities for Intermodal fall out. With the further roll out/adoption by the ILECs the PIA messages (including the Jeaopardy) this percentage may increase.

1. **NPAC Regions Impacted:**

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

 West Coast\_\_\_ ALL\_X\_\_

**D. Rationale why existing process is deficient:**

Today there exists a gap/break in the chain of the 2 processes and ultimately the goal of Number Portability is to facilitate the porting process, regardless of whether the port request is a wireless to wireless; wireless to wireline; wireline to CLEC; wireline to wireless, etc.

**E. Identify action taken in other committees / forums:**

This issue has been discussed at the Wireless Committee at OBF and also at the Intermodal Subcommittee, however no clear resolution is in sight.

**F. Any other descriptive items:** How ILECs have implemented the PIA

**Verizon West:**

B = Firm Order with Facility Information

C = Firm Order Confirmation

F = Facility Confirmation

J = Jeopardy Notice

K = Network Modification request (Verizon Added)

Z = Completion

**Verizon East:**

C = Firm Order Confirmation

I = LIDB (Verizon Added)

J - Jeopardy Notice

K = Notification of Network Modifications required

N = Notice of Cancellation

S = BA Cancellation

X = Provisioning Completion

Z = Billing Completion

**SBC:**

C = Firm Order Confirmation

D = Confirmation and DLR

N = Confirmation of Customer Requested Cancellation

S = Provider Initiated Cancellation of the Service Request

Z = Completion

J = Jeopardy Notice

E = Error/Reject

L = Directory Service Completion

**Bellsouth:**

Does not support RT - uses RCODE and RDESC instead:

BellSouth Local Response RT Values:

CA - CANCELLED ORDER (cancel complete) expect that Wisor will send responseType tag equal to “LR”) NOTE: BST is using two bytes for their values, to keep with the current SPMP/RPM interface. SPMP will convert the value of CA for RPM to an N to signal RPM to mark the LSR in RPM as cancel complete. The SPMP GUI will accurately display the LEC’s actual values.

AT – Firm Order Confirmation (expect that Wisor will send responseType tag equal to “LR”) NOTE: BST is using two bytes for their values, to keep with the current SPMP/RPM interface. SPMP will convert the value of AT for RPM to an C to signal RPM to mark the LSR in RPM as cancel complete. The SPMP GUI will accurately display the LEC’s actual values.

BellSouth FOC Received

RD –Reject (expect that Wisor will send responseType tag equal to “REJECT”) NOTE: BST is using two bytes for their values, to keep with the current SPMP/RPM interface. SPMP will convert the value of RD for RPM to an E to signal RPM to mark the LSR in RPM as cancel complete. The SPMP GUI will accurately display the LEC’s actual values.

BellSouth Reject Received

AC –Jeopardy (expect that Wisor will send responseType tag equal to “JEOPARDY”) NOTE: BST is using two bytes for their values, to keep with the current SPMP/RPM interface. SPMP will convert the value of AC for RPM to a J to signal RPM to mark the LSR in RPM as cancel complete. The SPMP GUI will accurately display the LEC’s actual values.

BellSouth Jeopardy Received

BellSouth Local Response Completion RT Values:

AT – Billing Completed Order (expect that Wisor will send responseType tag equal to "LSRBCM") NOTE: BST is using two bytes for their values, to keep with the current SPMP/RPM interface. SPMP will convert the value of AT for RPM to a Z to signal RPM to mark the LSR in RPM as cancel complete. The SPMP GUI will accurately display the LEC’s actual values.

BellSouth Billing Completion Received

AT – Provisioning Completed (expect that Wisor will send responseType tag equal to “LSRPCM”) NOTE: BST is using two bytes for their values, to keep with the current SPMP/RPM interface. SPMP will convert the value of AT for RPM to an X to signal RPM to mark the LSR in RPM as cancel complete. The SPMP GUI will accurately display the LEC’s actual values.

BellSouth Provisioning Completion Received

**Qwest:**

B = Firm Order with Facility Information (72 Hour FOC)

C = Firm Order Confirmation (FOC)

E = Errors Only (ERROR/REJECT CODE)

J = Jeopardy Notice (RCODE & RDET fields will have content)

N = Confirmation of customer requested cancellation – Qwest Specific Value

X = Confirmation of LSR, DLR and CDLR – Qwest Specific

Z = Reject – Qwest Specific Value

**QWST - DSRCM**

L = Accepted (AT – Confirmed Update On PON)

C = Acknowledge - With Detail and Change (AC – Processed With Changes/Errors-Qwest Follow Up)

E = Reject with Exception Detail only (RF – Initial Fatal Update On PON)

N = Reject with Cancel (RF – Subsequent Fatal Update On PON)

W = Acknowledge – With Detail No change (AD – Processed With Changes/Errors-Provider Follow Up)

1. **Suggested Resolution:**

There may be more than 1 method to solve this problem, however 2 “high level” options have been listed below:

1) The wireline carriers may consider abandoning use of the PIA and treating a “Confirmation” as a “Firm Commitment” rather than an “initial” ok. All subsequent activity related to the port after a confirmation has been sent and the DDT has past can be done via the NPAC process using SOA systems.

2) The wireless documentation (WICIS) may consider expanding its processes to accommodate this aspect of intermodal porting. As of today, this is a “fact of life” and it may prove prudent to enhance the industry recommended wireless process to accept the 4 fields related to the LSR PIA in CONJUNCTION with NPAC processes in order to facilitate automation and minimize manual intervention.

1. **Final Resolution:**

This PIM was referred to OBF WSO for updating of WICIS guidelines. WICIS Release 5.0.0 of the Guidelines was implemented and PIM was closed.

**LNPA WG:** (only) Final Resolution Date: 09/14/2010

Item Number: PIM 55 v3 Related Documents:

Issue Resolution Referred to: OBF WSO\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why Issue Referred: The creation of jeopardies for intermodal porting should be addressed in wireless processes per Suggested Resolution #2 above.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_