LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 08/14/06\_ **PIM 57 v4**

**Company(s) Submitting Issue**: Cingular/Sprint Nextel

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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.)

Attempting to port a consumer when a Reseller abruptly discontinues business and/or declares bankruptcy.

Most of the time in this situation, the port is delayed for some time while the Old Network Service Provider (ONSP) debates whether or not they can port the number externally with the New Local Service Provider (NLSP) and internally with the legal and network departments. In all cases that we are aware of, the consumer is eventually allowed to port their number, but it takes weeks to work through the various legal and network issues to complete the port.

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

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

When a Reseller declares bankruptcy or goes out of business, they may or may not have notified their customers. If the Reseller notifies the customers they are going out of business, it is not unusual for the Reseller to close their doors before their customers receive the notification or before the customer can initiate action to port their number.

The port request will come to the Reseller’s facilities/network provider (ONSP). The ONSP will attempt to process the port request using normal processes, but if the Reseller has closed their door and is non-responsive, the port request will fall-out for manual handling. The ONSP is then in the position of having a request to port a number on behalf of the consumer that is not their customer, but the consumer’s carrier is no longer in business. If the number is not ported, the consumer will lose the number as it eventually will come back to the ONSP for reassignment.

One of the problems encountered with this port request is the ONSP may not have access to the consumers billing records. How does the network provider validate the port request, how do they ensure it is not fraud?

Most of the time in this situation, the port is delayed for some time while the network provider debates whether or not they can port the number externally with the NLSP and internally with the legal and network departments. In all cases that we are aware, the consumer is eventually allowed to port their number, but it takes more than a week to work through the legal and network issues.

1. **Suggested Resolution:**

The ONSP should incorporate a “Port Authorization” form into their procedures when faced with a reseller that is ceasing business operation and will no longer provide service to their customers. This form, when signed by the reseller, would authorize the ONSP to complete ports to other service providers on behalf of the Old Local Service Provider (OLSP) or reseller for a specified period of time, in the event the reseller ceases business operation and the reseller contract will be terminated with the ONSP.

This would be a legal form approved by the ONSPs legal department and would give the ONSP the legal right to act on behalf of the OLSP in these cases. The ONSP should incorporate this signed form into the existing reseller contracts and should include it in the negotiation phase of any new contracts with resellers.

While the Reseller is still in business and responding to port requests, the port will process as a normal Reseller port. The form mentioned above will become effective when the Reseller’s contract expires, i.e., they have terminated their Reseller obligations or have not paid their bill and have gone to collections.

The Reseller should notify their customers, the end users/consumer that they, the Reseller, are going out of business and if their customers wish to keep their phone number; they should port to another carrier in a specified period of time.

The above form will allow the ONSP to port the Reseller’s customers after the contract has ‘expired’ and before the numbers go back into the ONSPs pool of assignable numbers. (After the contract expires, the ONSP may terminate the account in their system and start the number aging process.)

If a customer attempts to port their number after the Reseller’s contract has ‘expired’, a port request will identify the number as ‘Number Not Active’ and if they attempt to port the consumer before the contact has expired they may get a ‘Number Not Found’. During that time period when the form is in effect, the port request should be processed according to the ONSPs procedures.

After the number has gone through the aging process, the number will be put in the ONSPs pool of numbers that can be assigned.

There are three phases with possible different responses to a consumer porting their number from a non-responsive Reseller:

1. Reseller’s contract has not expired, but the Reseller is not responding.

• Cingular and Sprint Nextel are working on the suggested Best Practice for this phase

2. Reseller’s contract has expired and numbers are in the aging process.

• The Port Authorization tool previously mentioned allows the ONSP to manually port the customer after first attempting to verify customer’s identity.

3. Reseller’s contract has expired and number has been retuned to the number assignment pool.

• If the consumer wishes to keep their number, they must contact the ONSP requesting the number as a ‘Vanity’ number and become the ONSP’s customer. The consumer may be able to keep their number if it has not already been assigned to another customer.

1. **Final Resolution:**

This PIM resulted in the creation of Best Practice 052 - Resellers Discontinuing Business and/or Declaring Bankruptcy

**LNPA WG:** (only) Final Resolution Date: 11/13/2007

Item Number: PIM 57 v4 Related Documents: BP 052

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

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