LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 10/30/2006 **PIM 58 v4**

**Company(s) Submitting Issue**: BellSouth and Verizon

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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.)

Some end users are unable to port their telephone numbers because the NXX code is not opened for portability in the NPAC SMS. Usually, this can be resolved by communication between the two service providers. However, in some cases the old service provider (OSP) contacts are not available, or the OSP refuses to make the code portable.

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

A. Examples & Impacts of Problem/Issue:

In a situation encountered recently, a new service provider (NSP) attempted to port a telephone number but found that the NXX code was not opened for portability in the NPAC SMS. The NSP had sent an LSR and received an FOC, but when they attempted to create a pending SV at the NPAC SMS it was rejected because the code had not been opened. The NXX was shown as portable in the LERG, the owner had ported in telephone numbers, and in fact the NXX in question was being used as an LRN. Attempts to contact the NXX owner by both the NSP and NPAC Administrator were futile. The issue was resolved after about 2 months by contacting the state PUC. The PUC ordered the old carrier to make the NXX portable in the NPAC SMS.

B. Frequency of Occurrence: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. NPAC Regions Impacted:

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

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

D. Rationale why existing process is deficient:

An NXX code can only be made portable by the owner. This is correct and appropriate when service providers adhere to LNP rules and procedure. But when a service provider is uncooperative (for whatever reason), the subscriber ends up in a situation where they cannot port their telephone number.

E. Identify action taken in other committees / forums: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

F. Any other descriptive items: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Suggested Resolution:**

Develop a procedure, with appropriate checks and balances, to allow the NPAC Administrator to make an NXX portable when a service provider is unavailable or non-cooperative.

Individual circumstances may vary depending on the situation. In some cases, the NXX may have been opened for portability in the LERG but not in the NPAC SMS. In other cases, the NXX may not have been opened for portability in the LERG or the NPAC SMS. It may be that if the NSP or the NPAC Administrator contacts the OSP, the situation will be resolved. But in those situations where the OSP can’t be contacted or refuses to cooperate, the following procedure should be followed:

1. The NSP should document attempts to contact the OSP to request that the NXX be opened in the NPAC SMS.

2. If the NSP attempts to make contact are unsuccessful, the NSP should contact the NPAC Administrator. The NPAC Administrator should attempt to contact the OSP to request that the code be opened in the NPAC SMS. Attempts should be documented.

3. If neither the NSP nor the NPAC Administrator can make contact with the OSP or if the OSP refuses to cooperate, the NSP should contact the appropriate regulatory authorities for assistance. The NSP should provide details to the regulatory authority including the Service Provider Identification (SPID) of the OSP who should have opened the code.

4. The regulatory authority may convince the OSP to open the code, or may authorize the NPAC Administrator to open the code to portability in the NPAC SMS. Any such authorization directed to the NPAC Administrator shall include the NSP-provided SPID of the code holder under which the code shall be opened in the NPAC. Upon receipt of such regulatory authorization, the NPAC Administrator shall proceed with opening the code in the NPAC SMS.

5. The OSP should have the LERG updated to show the code as portable if it does not already do so.

1. **Final Resolution:**

This PIM resulted in the addition of language to BP 0045 - Porting prevented when NPA-NXX not open in NPAC.

**LNPA WG:** (only) Final Resolution Date: 07/14/2007

Item Number: PIM 58 v4 Related Documents: BP 0045

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

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