LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 05/2/2008 **PIM 67** v3

**Company(s) Submitting Issue**: Verizon Wireless

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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.)

The Verizon Wireless Network Repair Bureau (NRB) is experiencing a marked increase in the number of trouble tickets opened for Intercarrier SMS problems related to customers who have Ported In their numbers to Verizon Wireless (VZW). These new VZW customers are unable to receive text messages from customers of the carrier they left due to the data in the Old Service Provider’s system(s) not being fully deactivated or cleaned-up.

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

A. Since January 1, 2008, VZW has received approximately 2,500 trouble tickets on issues relating to customers who have ported in and are NPAC active but are not able to receive text messages from customers of their Old Service Provider. Hours upon hours are being expended trying to chase these issues down (the numbers translate to about 3 full time NRB technicians). These issues lead to a negative experience for these new customers and some have changed carriers as a result of the perception that VZW as the new carrier was at fault.

B. Frequency of Occurrence: 650 to 1000 nationwide trouble tickets per month

1. NPAC Regions Impacted:

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

West Coast X ALL\_\_

1. Rationale why existing process is deficient:

There does not appear to be sufficient documentation addressing the appropriate time frame or process for ensuring that wireless carriers properly clean-up all services related to mobile numbers that have ported out. The NANC Flows address updating routing data and removing translations in central offices, switches or HLRs, but they do not address additional database work that needs to be done to remove all services associated with a ported out number on an end user profile. The ATIS Local Service Migration Guidelines address processes for handling e911 and CNAM/LIDB databases as well as termination of End User Billing, but nothing further downstream. New Service Providers have difficulty determining whether the OSP or some intermediate vendor has not applied the appropriate updates for the porting out number, customers become frustrated and numerous hours are spent correcting the problem.

E. Identify action taken in other committees / forums

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

1. **Suggested Resolution:**

A Best Practice needs to be established that directs Old Service Providers to ensure they are “cleaning” out their service databases associated with MDNs at the same time they are disconnecting ported out numbers from their switches and HLRs. The suggested turnaround time for cleaning out the ancillary systems is 24 hours.

Possible Best Practice verbiage:

Old Service Providers are to ensure that ancillary service databases associated with MDNs that are porting out are cleared for the MDN within 24 hours of the switch/HLR disconnect.

1. **Final Resolution:**

This PIM resulted in the creation of Best Practice 056 - Call Termination issue related to LNPA database update deficiency v2

**LNPA WG:** (only) Final Resolution: 1/7/09

Item Number: PIM 67 v3 Related Documents: BP 056

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

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