LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 10/15/2008 **PIM 69 v2**

**Company(s) Submitting Issue**: Vonage Inc

**Contact(s): Name: Darren Krebs**

**Contact Number: 732-202-5301**

**Email Address:** [**Darren.krebs@vonage.com**](mailto:Darren.krebs@vonage.com)

**(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 process for porting telephony service when bundled with Digital Subscriber Line (DSL) service in some cases requires the customer to contact the current service provider requesting the DSL be split from the telephony service. Failure by the customer to contact their current provider results in a loss of both telephony and internet services when the gaining carrier is providing telephony via Voice over Internet Protocol (VoIP). This differs from the majority of carriers offering bundled/multiple services who assume the customer did not intend to cancel his or her other services. These providers do not cancel these other services but instead convert them to stand alone products and adjust customer billing accordingly.

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

**The ‘EU has telephony and DSL via a service provider requiring customer contact**

The customer subscribes to a VoIP service provider and requests a port of their current telephone number(TN). The VoIP service provider submits an LSR to the current service provider who in turn provides a firm order commitment (FOC Date). The customer does NOT contact the current service provider requesting a split of their DSL and telephony service. On the FOC date, the current provider releases the TN which also triggers a disconnect of the DSL service. The customer now has no DSL and no telephony since the VoIP service requires a high speed internet connection.

FCC 05-78, includes language prohibiting the rejection or delay of ports due to other services being on the line such as DSL.

1. Frequency of Occurrence:

400 to 500 times daily

1. NPAC Regions Impacted:

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

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

1. Rationale why existing process is deficient: The current process causes ports to fail, customers to lose both telephony and high speed internet service and substantial fall-out and manual processing.
2. Identify action taken in other committees / forums: None.
3. Any other descriptive items: \_\_

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

1. **Suggested Resolution:**

The problem would be resolved if ALL carriers did not require the customer to contact them during the port out process to request a split of the DSL from the telephony but instead automatically converted the service to stand alone.

As an example, this is the practice followed by all Cable TV (CATV) providers offering additional services such as telephony and high speed internet

1. **Final Resolution:**

PIM 69 was not accepted for further discussion

**LNPA WG:** (only) Final Resolution Date: 11//8/2008

Item Number: PIM 69 v2 Related Documents:

Issue Resolution Referred to:

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