LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 9-8/2009 **PIM 73 v2**

**Company(s) Submitting Issue**:\_\_\_\_Vonage\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Contact(s): Name** \_\_\_\_Darren Krebs\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Contact Number** 732/202/5301

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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.)

Customers porting their telephone number are sometimes unaware that they need not directly request disconnection from their service provider (OSP) and that the port request system undertakes that task for them. When the customer requests disconnection from their existing service provider (OSP) and then shortly thereafter requests the new provider (NSP) port in the same telephone number it is apparent that the customer does not understand the industry guidelines.

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

A. Examples & Impacts of Problem/Issue: The disconnection of the telephone number the customer would like ported creates significant delays/the inability of the NSP to port the number from the OSP. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Frequency of Occurrence: \_\_constant\_ Consistently done on a routine basis\_\_\_yes\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. NPAC Regions Impacted:

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

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

D. Rationale why existing process is deficient:

The customers not understanding the industry guidelines who cancel their existing service with the OSP in an effort to insure they are not double billed for telephony service end up creating a situation where the customer desired port of their telephone number to the NSP cannot be performed.

E. Identify action taken in other committees / forums:

Comments have been submitted by Vonage to the Federal Communications Commission on August 3, 2009.

F. Any other descriptive items:

1. **Suggested Resolution:**

For the LNPA-WG to make a Best Practice and statement that if a port request is made within seven (7) calendar days from the date the customer requested the termination of service, the OSP will reactivate the TN and provide a FOC for that telephone number. Again, this will provide priority to the customer’s latest directive and prevent customers looking to retain their existing telephone number from losing it.

1. **Final Resolution:**

It was determined that there was no consensus to accept PIM 73 for further discussion

**LNPA WG:** (only) Final Resolution Date: 9/15/09

Item Number: PIM 73 v2 Related Documents:

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

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