NANC – LNPA Working Group Problem/Issue Identification Document

 **LNP Problem/Issue Identification and Description Form**

**Submittal Date** (mm/dd/yyyy): 12 /05/2014

**Company(s) Submitting Issue**: Sprint

**Contact(s): Name** Suzanne Addington

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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.)

There is not an industry defined process interval for Wireless to Wireline and Wireless to Wireless reseller ports. Reseller ports are not considered simple ports, they are complex. There is not any documentation to date around expectations of the timing of a port out response when the losing service provider is a reseller. In other words, how long does a reseller have to respond to a wireless port out or an intermodal port out request?

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

Reseller ports are not considered simple ports, they are complex ports. There is not any documentation that addresses the response time for a reseller port out request. In most, if not all, cases the Old Network Service Provider (ONSP) does not have access to the actual end user customer information. The ONSP has to rely on the reseller to respond to the port request by validating end user information and rejecting or confirming the port out request.

Current process:

* For wireless carriers, the initial response to a port out request when a reseller is involved is a delay message sent within 30 minutes of receipt.
* Once the ONSP receives the port request, the ONSP will check if the TN belongs to a reseller

and forward the port out request to the appropriate reseller.

* The reseller has to compare the end user information provided in the port out request against its own billing system, sometimes manually.
* The reseller responds to the port request which is sent to the NSP via carrier and industry

approved systems and processes.

Some Service Providers (SP) allow resellers to respond within four hours, up to 24 hours or even more. Wireless to wireless ports have an industry agreement to complete port requests within 2.5 hours. One day porting allowed simple wireline-to-wireline and simple intermodal port requests to respond within four hours and complete within one business day.

There is not a defined timeframe for ports involving resellers for either port completion or port response.

If a port out request is escalated and the reseller refuses to cooperate, some ONSPs are taking the liberty to release the TN to the NNSP without validating end user information. Releasing an end

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user’s TN to another SP without proper validation puts the ONSP at risk of FCC complaints and lawsuits in addition to the real possibility of an inadvertent port, stolen number and/or fraud.

B. Frequency of Occurrence:

Multiple ports daily

C. NPAC Regions Impacted:

Canada Mid Atlantic Midwest Northeast Southeast Southwest Western

West Coast ALL\_X

D. Rationale why existing process is deficient:

Though every reseller is under contract with the Network Service Provider and is obligated to port, Sprint believes creating a best practice will help standardize the port response timing and expectations across all carriers and allow for more consistent port completion timeframes.

E. Identify action taken in other committees / forums: None

E. Any other descriptive items:

1. **Suggested Resolution:**

Sprint is suggesting a new best practice be created to assist the industry with documented timeframes. We believe reseller ports should remain complex. However, wireless response times should mirror wireless response guidelines. .

Suggested Best Practice Verbiage:

Wireless reseller response times are not consistent across the industry ranging from a few hours to greater than 24 hours. This range in response times and the ability to complete a port confuses end users when port requests take longer than expected. Wireless resellers are reliant on the wireless network provider to receive the port out request from other carriers.

To best serve the end user, it is recommended the wireless network provider provide the request to the wireless reseller as quickly as possible. Once the wireless reseller receives the request, and it is within the reseller’s business hours, it is the recommendation of the LNPA WG that the reseller respond to the port out request within an average of 2.5 or less mirroring the wireless response times guidelines.

1. **Final Resolution:**

As discussed during the July 2015 LNPA WG meeting there were objections to the 2.5 hours raised by two wireless carriers, and no agreement reached on the porting timeframe for wireless Resellers. PIM 84 was placed in a status of closed with no agreement. Suzanne stated that Sprint is withdrawing PIM 84, but reserving the right to reopen at a later date if they so choose.

**LNPA WG:** (only) Final Resolution Date: 7/7/15

Item Number: PIM 084 v7 Related Documents:

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

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

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**LNPA WG:** (only) Final Resolution Date: 7/7/15

Item Number: PIM 084 v2 Related Documents: PIM 85

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

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