NANC – LNPA Working Group Problem/Issue Identification Document

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

**Submittal Date** (mm/dd/yyyy): \_04 /01/2015

**Company(s) Submitting Issue**:\_Sprint **Contact(s): Name** Suzanne Addington **Contact Number** 913-762-5626

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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.)

Consumers are experiencing negative porting experiences as a result of the lack of uniformity and clarity in processes that drives port completion timeframes. We are allowing resellers to validate on any field at whim and this is causing significant impacts to the porting process. We need uniformity in the resellers porting requirements, we need set guidelines surrounding wireless reseller port out validation requirements and we feel a best practice is the place to start.

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

A. Examples & Impacts of Problem/Issue:

Having no industry standards for reseller validations on port out requests leads to confusion from the port in carriers and at times makes it difficult on the end user to port a TN to a different service provider.

B. Frequency of Occurrence: Multiple resellers port hundreds of TNs 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 a Network Service Provider (NSP) and is obligated to port, lack of specific regulations provides resellers the ability to validate on any field on a port request. Sprint believes creating a best practice to outline wireless reseller validation requirements is a great first step in standardizing the wireless reseller port responses across all carriers. This standardization will allow for more consistent port completion timeframes and a better customer experience.

E. Identify action taken in other committees / forums:

\_None.

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F. Any other descriptive items:

1. **Suggested Resolution:**

Create a best practice outlining validation standards for all wireless resellers to follow across the industry. Suggested best practice language is below:

Wireless reseller validation requirements are not consistent across the industry ranging from zero validations to obscure validations such as a customer’s birthdate. The lack of port out validation uniformity confuses service providers as well as end users when the port request is not completed in a timely manner.

To best serve the end user, Sprint recommends the wireless resellers follow the simple port validation guidelines which include validation on one of the following fields:

* + TN
  + Account Number
  + Zip Code
  + End User Provided Password/PIN

Sprint supports reseller validations mirror the wireless simple port guidelines to help ensure porting is more consistent across the industry to speed up the porting process for end users.

Recommended Best Practice Language:

Wireless reseller port out validations are not consistent across the industry ranging from zero validations to obscure validations such as a customer’s birthdate. The lack of port out validation uniformity by wireless resellers confuses service providers, as well as end users, when the port out request is not completed in a timely manner.

It is the position of the LNPA WG that wireless reseller end user validations must be reasonable and should adhere to the wireless simple port validation fields allowed by the FCC. Those four fields are:

* + Ported Telephone Number
  + Active Account Number
  + Zip Code
  + End User Provided Password/PIN (if applicable)

Use of other validations on port out fields delays the port request unnecessarily and causes confusion for end users.

1. **Final Resolution:**

Consensus was reached on BP 071 – Wireless Reseller Port Out Validation Requirements at the 11/3/15 LNPA WG meeting. PIM was officially closed at the 11/3/15 meeting.

**LNPA WG:** (only) Final Resolution Date: 11/3/15

Item Number: PIM 085 v7 Related Documents: BP 071

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

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