NANC – LNPA Working Group Problem/Issue Identification Document

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

**Submittal Date** (mm/dd/yyyy): \_07 /12/2016

**Company(s) Submitting Issue**:\_Sprint, JSI and Verizon

**Contact(s): Name** Suzanne Addington, Bridgett Alexander, Deb Tucker\_

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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.)

Some Service Providers do not have a contact number to assist with porting fallout questions. Instead, the carriers rely on e-mail. There are not any documented guidelines around using email for porting fallout such as timing of the response and an escalation path if a response is not received via e-mail.

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

A. Examples & Impacts of Problem/Issue:

Some service providers rely only on email first assuming that all carrier representatives working fallout have access to email, which is sometimes not the case. Once an email is sent asking for more information on how to complete the port i.e. what information is wrong or missing, there are varied response timeframes to get an answer. If there is no answer within a reasonable amount of time, there is no documented escalation path, either by phone or email to get a response. This delays the submission of a supplemental request which delays the port completion. Sometimes the answer is incomplete which requires additional emails to be sent and additional delays to the port request. The delay leads to customer dissatisfaction and confusion.

B. Frequency of Occurrence: Daily

C. NPAC Regions Impacted:

Canada Mid Atlantic Midwest Northeast Southeast Southwest Western

West Coast ALL\_X\_

D. Rationale why existing process is deficient:

The inability to reach a point of contact real-time and the incomplete and delayed response results in delayed port completion and customer dissatisfaction.

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

F. Any other descriptive items:

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1. **Suggested Resolution:**

Create a best practice for managing email responses, escalation paths and related timeframes. This includes accurate email addresses (accurate as in destined for personnel who can assist with LNP order issues) and toll free TNs in TPPs and on websites.

Suggested Best Practice Language 72:

There are some service providers (including resellers) who choose to respond to port out requests and/or communicate via email. These providers (including resellers) can be small to mid-size carriers and either wireless or wireline providers.

This best practice is intended to provide guidelines for those service providers (including resellers) who respond and/or communicate via email.

An email response to port out or supplemental requests must be sent by the Old Service Provider (OSP) (including resellers) within four (4) business hours of receipt.

The email must include the following:

* 1. A thorough response to allow the New Service Provider (NSP) to correct any and all information on the next iteration of the port out request. (Best Practice 39)
	2. An escalation point of contact name and number.

Email responses to NSP communications must be sent within four business hours of receipt.

\*\*This Best Practice should also apply to carriers who utilize fax for responding to port out requests.

1. **Final Resolution:**

This issue resulted in the creation and acceptance of Best Practice 072. This BP provides information for managing email responses, escalation paths and related timeframes. This includes accurate email addresses (accurate as in destined for personnel who can assist with LNP order issues) and toll free TNs in TPPs and on websites.

**LNPA WG:** (only) Final Resolution Date: 9/13/17

Item Number: PIM 088 v4 Related Documents: BP 072

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

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