LNP Problem/Issue Identification and Description Form

**Submittal Date** (mm/dd/yyyy): 07/05/2018

**Company(s) Submitting Issue**: iconectiv (LNPA)

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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.)

During transition, iconectiv was required to outreach to every SPID defined in the NPAC database or assigned to an NPAC user. One discovery was that some SPIDs were either choosing to not onboard or Out of Business. In most cases this was benign with no impact.

However, further investigation led iconectiv to see that some of these SPIDs had Active or Pending SVs, LRNS, NPA-NXXs, or NPA-NXX-Xs in the NPAC regional database.

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

A. Examples & Impacts of Problem/Issue:

There are currently about 150,000 Active or Pending SVs for the SPIDs that did not Onboard to iconectiv or are no longer in business.

If no action is taken on this any Active TNs will not be released back to the Code Holder and Pending SVs will not be able to be ported and Numbering resources (NPA-NXX, NPA-NXX-X) may not be utilized efficiently.

There are almost 900 NPA-NXX codes, over 600 LRNs, and over 500 NPA-NNX-X codes assigned to SPIDs that did not Onboard to iconectiv or are no longer in business.

B. Frequency of Occurrence:

This problem occurred once during transition. However, going forward, there will be other companies that go out of business and this same proposed procedure/solution (below) would be followed by the LNPA to ensure best use of numbering resources and support for competitive porting.

1. NPAC Regions Impacted:

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

 West Coast\_\_\_ ALL X

D. Rationale why existing process is deficient:

There currently is no process in place for the cleanup of data associated with Not Onboarding or no longer in business SPIDs. The original goal was to remove SPIDs that are not onboarding or no longer in business to the iconectiv NPAC, but the presence of data does not allow for that to happen. Therefore, the data needs to be cleaned up in order to facilitate the removal of Not Onboarding or no longer in business SPIDs to take place. If no action is taken on this, Active TNs will not be released back to the Code Holder and Pending SVs will not be able to be ported and numbering resources may not be effective utilized.

Note: The transition SPIDs that did not Onboard or were determined Out of Business do not have access to the iconectiv NPAC in any manner.

E. Identify action taken in other committees / forums:

F. Any other descriptive items:

1. **Suggested Resolution:**

There should be a procedure in place for SPIDs (Not Onboarding or out of business) with Active or Pending SVs, or LRNs, NPA-NXXs, and NPA-NXX-Xs, that includes:

-Releasing TNs that have been held can be snapped back to the Code Holder or Block Holder

-Reassigning numbering resources

to allow the (obsolete) SPID to be properly handled within the NPAC.

The LNPA would like to do an additional outreach via email to the in-business/ reachable SPIDs that choose not to Onboard stating that some action will need to be taken within 30 days. These companies have previously been notified of this situation. This will give these companies another chance to proactively take action. The LNPA suggests these service providers use the available channels (PA, NANPA) to address the NPA-NXX and NPA-NXX-X codes.

The LNPA will work with any company thru the Account Management team to implement changes, such as Disconnects, Cancels, or SPID Migrations, since the company does not have access to the NPAC themselves.

The LNPA will provide a list of impacted obsolete SPIDs (Out of Business and not reachable SPIDs and Not Onboarding) to the NANPA and PA for those groups to complete their defined due diligence.

In separate efforts, both the NANPA and PA do contact the LNPA on an as needed basis to verify NPAC records, which at times result in the removal of NPAC records. This includes using established industry processes, which involve both the NANPA and PA recovering relinquished and/or abandoned number resources.

Although such processes exist it appears there are many resources assigned to Company/SPIDs that the LNPA has determined are currently out of business and have not been determined otherwise by the other Administrators or the previous LNPA.

Going forward the LNPA will attempt to be proactive in identifying companies/SPIDs that have gone out of business to engage in more timely data resolution.

The LNPA would like the LNPA TOSC to provide direction for the LNPA to take actions on the data for the SPIDs that are Out of Business and are not reachable and SPIDs that were reached, but did not onboard (by choice), and have not cooperated in the data cleanup efforts. This cleanup will be done once for the particular group of Not Onboarding or no longer in business SPIDs with Active or Pending SVs.

To support this activity, the LNPA TOSC will form a sub-team to focus on this subject to be chaired by Teresa Patton AT&T. That team will be open to participants from the NANPA and PA.

1. **Final Resolution:**

The LNPA Account Management team collected and analyzed the scope of this Active Data: NPA-NXX codes, LRNs, NPA-NXX-X codes, SVs, NPBs.

The TOSC formed a sub-team which has reviewed the original analysis and provided a set of proposals (now closed Action Item 10102018-02) as to how further progress in data cleanup can be achieved. Other numbering administrators (NANPA, PA) have supported the sub-team.

The 150,000 Active or Pending SVs for the SPIDs that did not Onboard to iconectiv or were no longer in business has been reduced, by disconnects causing snapbacks to the correct Code or Block Holder, to 25.5K LSPP/LISP and 60K POOL SVs amounting to a 43% resolution . In addition, 72% of the 220 SPIDs that were OOB/Did Not Onboard that had Active Data have been fully resolved. Additional metrics include a 74% resolution on NPA-NXX codes, decreasing from 876 to 227, a 95% resolution on LRNs, decreasing from 687 to 34, and a 50% resolution on NPA-NXX-Xs, decreasing from 124 to 62.

NANPA and PA will continue their processes and gradual updates are expected to reflect in the NPAC. Once those updates occur action to remove the obsolete SPID will be implemented. The LNPA Account Management team will continue to monitor the Disconnect Pending SVs and once any reach a state where they are cleared up – the Obsolete SPID (Old SPID on the SV) will be removed.

The LNPA Account Management team will also try again with the 1 company that has an Obsolete SPID populated in altSPID fields on many SVs.

The LNPA Account Management team has already put in place a new Form that all NPAC Users can submit to document a change in their situation – such as service shutting down, merger, acquisition, etc. The form can be found on the Customer Portal in the Knowledge Base.

The LNPA will also put in place a regular review of available material to determine/deduce if a User may have gone out of business.

Primary resources are: 499-A Filing, Invoice Status, Porting Status, Rejected Emails, Press Releases.

**LNPA WG:** (only) Final Resolution Date: 9/10/2019

Item Number: PIM # 118 Related Documents:

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

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