Problem/Issue Identification and Description

**Submittal Date** (mm/dd/yyyy): 08/03/2021 **PIM # 138 v2**

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

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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.)

Population of the AltSPID and Last Alt SPID fields for internal use is a common occurrence and could result in misinterpretation of the entries by other Service Providers that receive this data. Creating guidelines in the form of a Best Practice for population and subsequent use of these fields would help avoid confusion that may occur when the fields are populated for different purposes.

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

A. Examples & Impacts of Problem/Issue:

The AltSPID field (NANC 399) in the NPAC SMS is optional and is populated by Service Providers for various internal reasons. The existing Alternative SPID parameter (within the OptionalData attribute) was introduced to allow Service Providers having a wholesale business relationship with subtending Service Providers, such as resellers or class 2 interconnected VoIP providers, to identify the subtending Service Provider.

However, since the Alternative SPID was implemented, there have been occasions where the provider having the retail relationship with the end user must be identified in the Alternative SPID parameter. Because the subtending Service Provider having the wholesale business relationship with the network Service Provider, and the subtending Service Provider having the retail business relationship with the end user, may be different entities, there is a need to have the ability to separately identify two Alternative SPID values. This is true in the case of the iTRS service, where the move of an end user from one TRS provider to another is indicated by populating the new TRS provider's SPID in the Alternative SPID parameter.

A Last Alternative SPID parameter was added to the Optional Data field of the Subscription Version as part of Change Order NANC 438. The new parameter represents the SPID of the Service Provider having the retail relationship with the end user. The current Alternative SPID continues to represent the Service Provider having a wholesale relationship with the network Service Provider, as originally intended.

B. Frequency of Occurrence:

Population of these fields is sporadic and equates to 17% of all active and pending disconnect SV records.

1. NPAC Regions Impacted:

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

 West Coast\_\_\_ ALL **X**

D. Rationale why existing process is deficient:

Current guidelines/Best Practices do not clearly define the uses of these fields and could result in confusion.

E. Identify action taken in other committees / forums:

F. Any other descriptive items:

1. **Suggested Resolution:**

Create a Best Practice that addresses the uses of the AltSPID and LastAltSPID fields.

The Best Practice should address situations where the first subtending Service Provider is the same as the last subtending Service Provider, as well as when they are different.

• The (existing) Alternative SPID is populated when there is a subtending Service Provider serving the telephone number.

• The Last Alternative SPID is populated whenever the identity of the Service Provider with the retail relationship with the end-user is known.

• In the case where there is only one subtending Service Provider and that fact is known, then both Alternative SPID values are populated, with the same SPID value.

• When the fields are utilized for iTRS service to move an end user from one TRS provider to another by populating the new TRS provider's SPID in the Alternative SPID parameter.

1. **Final Resolution:**

This PIM resulted in the creation of Best Practice 076 - AltSPID – LastAltSPID field population which provides recommendations for the population of these optional fields.

Refer to BP 076 for additional details.

**NPIF (only)**

PIM #: 138 v2 Final Resolution Date: 12/07/2021

Related Documents: NANC 438, BP 076

Issue Resolution Referred to:

Why Issue Referred: