Problem/Issue Identification and Description

**Submittal Date** (06/30/2021): **PIM # 139 v2**

**Company(s) Submitting Issue**: 10x People

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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.)

When a Delete SV message is sent from the NPAC to the LSMS, it is not clear as to why the number is being removed. The two options are 1.) because the number has been disconnected and is no longer in service, or 2.) it is a Port-to-Original of a still-working TN and is reinstating default routing.

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

A. Examples & Impacts of Problem/Issue:

Service Provider OSS/BSS Systems need to treat the two options differently. Knowing whether the number is still in service or not makes updates to internal carrier systems more efficient and accurate.

B. Frequency of Occurrence:

1. NPAC Regions Impacted:

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

 West Coast\_\_\_ ALL

D. Rationale why existing process is deficient:

Due to the complex interactions with OSS/BSS systems in the porting workflow, the removal of the TN from the network does not provide the *reason* for the delete message, and carriers could erroneously remove a still-working TN from OSS/BSS systems or leave a disconnected-service TN in an OSS/BSS system when it should be removed.

E. Identify action taken in other committees / forums:

F. Any other descriptive items:

Download Reasons (from NPAC to LSMS) supported today include:

- new (for create messages)

- delete (for removing network routing information)

- modify (for modifying SV information)

- audit-discrepancy (correction from NPAC or SP initiated audit)

1. **Suggested Resolution:**

Add a new Download Reason, delete-pto, which would indicate that the TN is still working, but is returning to the owner, and would revert to default routing.

Add a new SPIDable, Service Provider LSMS Delete PTO Indicator, Boolean, to indicate whether or not this Service Provider supports the delete-pto Download Reason. This will allow all LSMSs to maintain backwards compatibility, and only LSMSs that choose to implement this new feature will be affected. If an LSMS does NOT support this new feature, then the existing Download Reason of delete will continue to be sent for both still-working TNs (PTO) and disconnected-service TNs.

1. **Final Resolution:**

This issue resulted in the creation and acceptance of a Change Order. For further detail, refer to the Change Order(s) identified in the Related Documents field below.

**NPIF (only)**

PIM #: 139 v2 Final Resolution Date: 03/08/2022

Related Documents: CO 556

Issue Resolution Referred to:

Why Issue Referred: