**Proper and Timely Updates to LNP Routing Databases**

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*Version: 2*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 07/06/2007 (Version 1). It was reviewed again at the NPIF on 09/13/2022 (Version 2), and consensus was reached to remove the reference to the NIIF’s (Network Interconnection Interoperability Forum) Guidelines for Reporting Local Number Portability Troubles in a Multiple Service Provider Environment since the document was sunset in September 2020 by the NIIF.

**Background:**

**Documentation Referenced:**

[PIM 56 – Call Termination issue related to LNPA database Update deficiency](https://workinggroup.numberportability.com/documents/6496/PIM_056_-_Call_Termination_issue_related_to_LNPA_database_update_deficiency_v3.docx)

**Decisions/Recommendations**

The following high-level process is recommended as a guide to assist in determining the cause of post-port call routing issues.

**Process**

1. Customer ports number.
2. Ported customer reports problem receiving some phone calls or another customer reports problem with making calls to the ported number.
3. New Network Service Provider (NNSP) checks to ensure that all provider LSMSs' active subscription version (SV) data is correct by launching an audit request.
4. NSP reports the problem to the Telco that is routing calls with incorrect LRN (SCP/STP is discrepant with NPAC).
5. These issues are reported to the Telco's Network Operations Center (NOC).
6. All involved Telco's work together to identify and correct the problem.
7. Discrepant Telco will notify to the reporting Telco when the problem has been found and corrected.
8. NSP may notify the customer that the problem has been corrected.