**Sending of the LSR Response to the New Network Service Provider (NNSP)**

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*Version: 1*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 02/09/2009 (Version 1). This Best Practice was approved by the LNPA WG at its February 9, 2010, meeting.  Subsequent to its approval by the LNPA WG, Best Practice 63 was reviewed by the North American Numbering Council (NANC) at its February 18, 2010, meeting and endorsed at the request of the LNPA WG. It was reviewed again at the NPIF on 11/08/2022 and consensus was reached that no changes were required.

**Background:**

**Decisions/Recommendations**

It is the position of the LNPA WG that the word "Sends" in the porting flows means a valid response to the LSR (FOC, Reject, Jeopardy or other appropriate response) is delivered by the ONSP to the NNSP.  To "send" in this context does not mean to just post or transmit the response to the ONSP's GUI as this can cause delay and confusion as the NNSP struggles to know when or if the response is available and to know if subsequent responses have been issued.  This delay and confusion is especially impactful during a reduced Simple Port interval.  By actually sending the response directly to the NNSP, it gives the NNSP an immediate and positive notice of the response.

The LNPA-WG continues to support and encourage the use of automated methods for sending LSRs and FOCs where possible, to reduce the amount of manual interaction necessary for all parties involved.  Sending the response to the LSR (FOC, Reject, Jeopardy or other appropriate response to the NNSP) in one of the following methods, notifies the NNSP of its presence and allows for the maximum processing time possible so the port can complete on time for the end user.  This Best Practice is *not* meant to imply that the ONSP would need to accept LSRs via a method that they do not support.

Therefore, the LNPA Working Group Best Practice is for an ONSP to do one of the following:

* If XML/EDI/API is used to send the LSR to the ONSP, then the response to the LSR (FOC, Reject, Jeopardy or other appropriate response to the NNSP) should be sent back to the NNSP via XML/EDI/API.
* If a GUI is used to submit the LSR to the ONSP, then the response to the LSR (FOC, Reject, Jeopardy or other appropriate response to the NNSP) should be sent back to either: the NNSP's e-mail address or fax number indicated on the LSR or to a default email address for the NNSP agreed to by the NNSP and ONSP.
* A less desirable but acceptable alternative method would be for the ONSP to send a notification that a response has been produced and is now available for review in the GUI by the NNSP.  This notification should be sent back to either: the NNSP's e-mail address or fax number indicated on the LSR or to a default email address for the NNSP agreed to by the NNSP and ONSP.  This email notification should clearly indicate the PON or Order number involved.
* If email is used to send the LSR to the ONSP, then the response to the LSR (FOC, Reject, Jeopardy or other appropriate response to the NNSP) should be sent to either: the NNSP's e-mail address or fax number indicated on the LSR, or to a default email address for the NNSP agreed to by the NNSP and ONSP.
* If fax is used to deliver the LSR to the ONSP, then the response to the LSR (FOC, Reject, Jeopardy or other appropriate response to the NNSP) should be sent to either: the NNSP's e-mail address or fax number indicated on the LSR or to a default fax number/email address for the NNSP agreed to by the NNSP and ONSP.

NOTE 1:  At its January 12-13, 2010 meeting, the LNPA WG agreed that compliance to this Best Practice should be no later than February 2, 2011.