Problem/Issue Identification and Description

**Submittal Date** (mm/dd/yyyy): 4/22/2021 **PIM # 137**

**Company(s) Submitting Issue**: Electric Lightwave dba Allstream

**Contact Name(s)**: Kim Isaacs

**Contact Number(s)**: 763-745-8463

**Email Address:**  [kim.isaacs@allstream.com](mailto:kim.isaacs@allstream.com)

**(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.)

Clarification on ONSP Obligations to Remove Translations When 10-Digit Triggers Cannot Be Set

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

A large medical practice was migrating to Allstream – The ONSP did not remove translations at the coordinated time or after being contacted that the port had completed, resulting in patients who had ONSP (VoIP affiliate of an ILEC) as provider and the end user customer’s other clinics still with ONSP being unable reach the clinics that ported to Allstream.

The ONSP is stating “Translations are automatically removed within the FCC mandate of 48 hours, in these instances you are needing them removed immediately which is outside of our normal automation process.” Allstream’s position that the LNP Flow - Provisioning Without Unconditional 10-Digit Trigger Process Step 6 requires the ONSP to remove translations at “designated Due Date and Time, or if the order was designated as coordinated, upon receipt of a call from the NNSP”

Allstream has been unable to get any response from the ONSP’s NPIF contact. I am hoping to get clarification from the NPIF on two issues

1. Should the translations be removed within 48 hour of the port; or at the designated Due Date and Time; or if the order was designated as coordinated, upon receipt of a call from the NNSP”

2. Should Allstream have the expectation that an active NPIF participate will lend assistance when there is a dispute between and ONSP and NNSP?

B. Frequency of Occurrence:

March 2021 – 4 Occurrences

Generally – every time we request a port from this particular ONSP.

1. NPAC Regions Impacted:

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

West Coast\_X\_\_ ALL

D. Rationale why existing process is deficient: NA

E. Identify action taken in other committees / forums: NA

F. Any other descriptive items:

1. **Suggested Resolution:**

A NPIF consensus clarification on the timing of removing translations.

1. **Final Resolution:**

NPIF discussions resulted in BP 075 - Best Practice Response Interval Guidelines for End User Issues after Port Activation

**NPIF (only)**

PIM #: 137 Final Resolution Date: 10/05/2022

Related Documents: BP 075

Issue Resolution Referred to:

Why Issue Referred: