**NPIF – *Service Outage Support (SOS) Sub Team***

Meeting Notes

#### Monday, March 7th, 2022 4:00 PM – 5:00 PM (Eastern Time Zone)

**Chairpersons:**

*Lisa Marie Maxson (10X People),* [Cheryl Fullerton](mailto:Cheryl.Fullerton@inteliquent.com)*(Inteliquent)*

**Meeting Attendance** *– XX Participants*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Name** | **Company** |  | **Name** | **Company** |
|  | John Nakamura | 10xPeople | X | Doug Babcock | iconectiv |
| X | Lisa Marie Maxson | 10xPeople | X | Matt Timmermann | iconectiv |
| X | Renee Dillion | AT&T | X | Michael Doherty | iconectiv |
| X | Shawyna Hanes | AT&T | X | Steve Koch | iconectiv |
| X | Sara Cleland | ATL | X | Cheryl Fullerton | Inteliquent |
| X | Hannah Macchioni | Bandwidth | X | Joy McConnell-Couch | Lumen |
| X | Amanda Merritt | Bandwidth | X | Sarah Halko | Telynx |
|  | Danielle Williams | Bandwidth | X | Deborah Tucker (*Tri-chair)* | Verizon Wireless |
| X | Randee Ryan *(Tri-chair)* | Comcast |  |  |  |
|  | Sheri Pressler | Frontier |  |  |  |
| X | Deb Lasher | iconectiv |  |  |  |

**Meeting Agenda**

* Discuss Action Items from 2/17/2022 Meeting

**Meeting Discussions**

* **SOS 02172022-01** – Team Review FL document for QoS requirements (FL\_SQM\_BL\_6\_02\_2-18-14)
  + The group discussion focused on “P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes”
  + This metric is the time from when the LSMS receives the message to the time all network elements are provisioned.
  + Today 60 minutes is the edge case for the metric
  + This metric is independent of LSMS response times to the NPAC.
  + The concern raised by AT&T is: If the LSMS download message rates increase, could the legacy network elements be provisioned at the increased rate to not exceed P-13B so as not to trigger penalties.
  + A sample template spreadsheet used by Verizon was provided, “V4\_PAP\_Template\_VA-1.xls”. This is an example of a report from Verizon regarding performance plan results. The tab for aggregate results lists all of the performance metrics.



* + Aggregate CLEC reports for PUC/PCC would show if any penalties have been triggered during high volume periods in September and October. Team to look to see if there is data that can be provided.
  + Items P-13C, D, and E while LNP related were not addressed in the discussions
  + A sample performance assurance plan was provided “CTL\_Q\_Amended\_ICA\_Exb\_K\_PAPv10\_2\_02\_03\_20-1” Section 271 of the Telecommunications Act of 1996 are requirements that should be looked into.



* **SOS 02172022-02 –** Participants that have access to the NPAC portal, download and review “EmergencyRequests\_UDOC\_007 NPAC Emergency Customer Requests”
  + These current M&Ps were discussed after review and it was determined that these M&P were only applicable for natural disasters and outside of LATA porting or generic large porting requests. New M&Ps will need to be created. New action item for iconectiv to provide a framework to leverage for new M&P creation.
* **SOS 02172022-03** - iconectiv - Once dates of post-event are provided will look to see if there were volume spikes/capacity changes
  + iconectiv shared data in the attached PowerPoint presentation “DDoS\_Capacity\_Increase\_Fall\_2021-1.ppt”



* + Additional statistics were requested for volume spikes
* **SOS 02172022-04** – Team to give suggestions for a sub team name for voting next time.
  + The Sub Team name was decided to be Service Outage Support (SOS)

**Next Meeting Discussions:**

* Initial Solution Discussions
  + SPID Migrations were discussed
  + Some type of Bulk/File based porting
  + Interface changes for CMIP and XML interfaces
* Action Item Follow-up

**Open Action Items:**

* **SOS 02172022-01** – Team Review FL document for QoS requirements (FL\_SQM\_BL\_6\_02\_2-18-14)
* **SOS 03072022-01** - iconectiv to look at volume spikes during the outage/attach period

**Next Meeting:**

* March 21st, 2022, 4:00-5:00 ET