Fall Out Reduction Team (FORT) – March 12, 2004

**Co-Chairs:** Craig Bartell, Frank Reed, and Sheena Strickland.

**Invitees:** FORT Distribution List

**Attendees:** Anne Henderson, Brad Braughton, Craig Bartell, Dave Murphey, Deb Stevens, Debbie Vasey, Jean Anthony, Ken Soltesz, Maggie Lee, Mobeen Saifullah , Pete Tracanna, Pricilla Craig, Rick Dressner, Rob Smith, Rosemary Emmer, Sheena Strickland, Stan Haney, Steve Addicks, Tim Waters.

**Documentation:** FORT documentation is stored at [www.npac.com](http://www.npac.com). The FORT documents area can be reached the "Wireless" button, then select “FORT”.

**Issues Update**

* **Minutes from February 27, 2004 meeting were accepted.**
* **FORT Metrics**
  + The FORT team will be unable to report on the agreed upon metrics due to some of the information being considered proprietary and difficulty finding a third party vendor to collect and report on the information.
* **Issue #10: OCN versus NPAC SPID in the CC field of the LSR**
  + Vendors are working to implement a mapping solution. Most wireline carriers are looking for an OCN specific for a state. Vendors can use a table to look up this OCN and use it to data fill the CC field.
  + Some wireline carriers are accepting the SPID if the wireless carriers update their Trading Partner Profile to reflect the SPID to be used.
* **Issue #11: Multiple FAX Numbers**
  + At least one vendor is working on a partial solution that can map specific geographic regions to specific FAX numbers.
    - This partially solves the problem, but does not address the case where different FAX numbers are used for retail, business, and enterprise market segments.
* **Issue #13: Port Requests Sent to Wrong Carrier**
  + Several causes to this have been identified:
    - Similar company names
    - Type 1 trunk arrangements
    - Differences in NPAC and LERG ownership
    - Resellers
  + Action Item for Carriers: Verify training on how to select the correct Old Service Provider when a customer requests a port.
  + Reminder: The customer or bill may not have the correct Old Service Provider.
* **Issue #14: Incomplete Port Requests**
  + Some carriers are still receiving port requests that are missing critical data fields such as the customer name or telephone number.
  + Some requests can be rejected, but some requests don’t contain enough information to send a reject notification.
  + These port requests are mostly system generated, but some may be hand written.
  + One identified solution is to ensure those inputting this data are made aware of the required data fields.
  + The IMG at the ITF is putting together a proposal to create a simpler LSR to facilitate porting from wireless to wireline carriers when FAX is used.
  + A checklist that helps identify the field mappings between the LSR and WPR was identified. Sheena Strickland will research the document owner and see if it can be release publicly.
* **WNPO/LNPA Read Out**
  + A readout of activity at the recent WNPO/LNPA meetings was given by Maggie Lee.

**Action Items**

* Next call March 26, 2004 at 10:00am Central Time.
  + 816-650-7804 or 866-846-6195 PIN 74943
* Action Item for Carriers: Verify training on how to select the correct Old Service Provider when a customer requests a port.
* Sheena Strickland will research the owner of the LSR to WPR document to see if it can be released publicly.

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