Fall Out Reduction Team (FORT) – April 23, 2004

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

**Invitees:** FORT Distribution List

**Attendees:** Brad Braughton, Chris Toomey, Craig Bartell, Dan Deneweth, Dave Cochron, David Murphey, Deb Stevens, Debbie Veasey, Earl Scott, Frank Reed, Gary Eads, Jackie Machin, Jean Anthony, Jeff Adrian, Loni Keck, Mark Lancaster, Mobeen Saifullah, Paul Smith, Priscilla Craig, Rob Smith, Scott Whitaker, Sharon Douglas, Sheena Strickland, Stan Haney, Sue Tiffany, Susan Ortega.

**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 April 9, 2004 updated**
  + The minutes from April 9, 2004 were updated based on feed back and will be resent to the FORT distribution.
* **Metrics**
  + Sue Tiffany is facilitating the metrics effort.
  + At the last FORT metrics meeting carriers agreed that the metrics should be the same 4 previously selected by the FORT.
  + Carriers are also sharing what metrics are currently collected.
  + The next meeting is Tuesday, May 11, 2004 at 3:00pm Central Time. The call in number is 816-650-7819 / 866-860-0517 PIN 5593152#
* **Issue #10: OCN versus NPAC SPID in the CC Field**
  + Some wireline carriers are not accepting the SPID in the CC field.
  + One vendor has a mapping solution to data fill an OCN in the CC field.
  + The issue is recommended for closure.
* **Issue #11: Multiple FAX Numbers**
  + One vendor has a solution that routes the FAX based on an NPA table. This also works for retail and wholesale.
  + An issue was taken to OBF to assist in dealing with different FAX numbers for residential, business, and enterprise. This currently requires manual effort for many carriers.
  + A related, but separate issue was discussed concerning the disposition of the remainder of an account after some lines are ported out of a larger block of numbers.
* **Issue #13: Port Requests Sent to Wrong Carrier**
  + This issue is still occurring.
  + It seems to effect and come from a broad array of carriers.
  + There was a suggestion that this issue is very broad and can be better addressed by reducing it to the individual component causes.
* **Issue #14: Incomplete Port Requests**
  + Carriers are still seeing incomplete port requests.
  + Some of these appear to have been caused by FAX transmission. They appear stretches, skipped, or folded so that the request is unreadable.
* **Issue #15: Unique Port Request Number**
  + Sprint uses a method to generate the PON that includes a letter as the first character followed by 6 random numeric digits. This should guarantee a unique PON.
  + Alltel is capable of using the SPID as the first 4 digits of the PON.

**Action Items**

* Next call May 7, 2004 at 10:00am Central Time.
  + 816-650-7804 or 866-846-6195 PIN 74943
* Metrics call. There is a 1 hour call to discuss this on Tuesday, May 11, 2004 at 3:00pm Central time. The call in number is 816-650-7819 / 866-860-0517 PIN 5593152# Sue Tiffany (Sprint) will facilitate the call.
* ACTION ITEM FOR CARRIERS: Can wireline carriers use the SPID as the first 4 digits of the PON or another method to guarantee the uniqueness of the PON to reduce fallout with wireless carriers?

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