**LNPA-WG “Define a Business Day” Team Minutes**

**Monday, June 22, 2009 noon-3pm (MST)**

Sub-Team Chair:Jan Doell Qwest Communications 303-707-6992, jan.doell@qwest.com

**\*\*\*Note, these are LNPA-WG working-level draft’s and have not been vetted before the full LNPA-WG \*\*\***

**Upcoming calls:**

6/29/09 11am- 1pm mountain time

Bridge number for all “Define One Business Day” calls:

**1-866-789-8820, Meeting ID \*1536019\*** (make sure you put an asterisk before and after ID number)

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**The Agreed Upon Goal:**

To address how a “business day” should be construed for purposes of the porting interval, and generally how the porting time should be measured (stop and start times of a business day). Also to address FOC interval in relation to the One Business Day

**The Team:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Company** | **Attend?** |
| Jan Doell | Qwest | x |
| Carolyn Brown | Qwest | x |
| Tracey Guidotti | AT&T |  |
| Ron Steen | AT&T | x |
| Mark Lancaster | AT&T | x |
| Lonnie Keck | AT&T | x |
| Manny Camacho | AT&T | x |
| Dave Clippard | AT&T | x |
| Sue Tiffany | Sprint-Nextel | x |
| Jim Gampper | Sprint (CLEC) | x |
| Lavinia Rotaru | Sprint-Nextel |  |
| Bonnie Johnson | Integra | x |
| Linda Peterman | One Communications | x |
| Gary Sacra | Verizon | x |
| Deb Trucker | Verizon Wireless | x |
| Jason Lee | Verizon | x |
| Cindy Sheehan | Comcast | x |
| Cindy Williamson | Cox | x |
| Dawn Howard | Cox | x |
| Jennifer Hutton | Cox | x |
| Paula Jordan | T-Mobile | x |
| Jim Rooks | Neustar |  |
| John Nakamura | Neustar |  |
| Steve Addicks | Neustar |  |
| Paul Lagattuta | Neustar | x |
| Mary Conquest | NuVox |  |
| Vicki Goth | Embarq | x |
| Tonya Woods | Embarq |  |
| Linda Birchem | Fairpoint Comm |  |
| Amanda Molina | Townes Comm (represents 8 rural carriers) | x |
| John McHugh | OPASTCO (represents over 500 mostly small, rural carriers) | x |
| Karen Hoffman | JSI (represents over 250 ILEC’s/CLEC’s , ½ rural) | x |
| Bridget Alexander | JSI |  |
| Ann Vick | GVNW | x |
| Crystal Hanus | GVNW Consulting (represents approx 81 small ILEC’s) | x |
| Adam Newman | Telcordia |  |
| Bob Bruce | Syniverse | x |
| Darla Pistulka | Vantage Point (represent several rural providers in Midwest) |  |
| Loriann Burke | XO |  |
| Dennis Robins | DER- Consulting (not voting, just observing) | x |
| Don Gray | Nebraska PSC (not voting, just observing) | Via Live Meeting |

**“List of Issues Chart” for Tracking Discussion:**

This is a list of issues that that have been raised (grouped by similar topical issues and numbered just for ease of reference).

On 6/8/08, the hour was spent in discussion on item 13. The end result was the thought that we needed to do items 4,5,6 first in order to determine when the port had to be ‘ready to port’, and then we could more easily work backward with the necessary intervals/steps.

On 6/22 we worked on items 4, 5, 6 and 15. In doing so, I believe I heard consensus reached on item 7, 11, 12, 14, 15 , and 21 as shown below. Please let me know if you feel I listed something in error.

The end result of the day was there are 4 options that appear to have support amongst the crowd and those options are listed below. Each company is to take these 4 options back internally to discuss which they felt would be most workable and come back in the next meeting, 6/29/09 prepared to come to consensus.

Consensus reached:

All time zones indicated below are local time in the Time Zone of the NPAC Region that the end user is in.

Option A:

8am- 1pm to receive valid LSR

FOC by 5pm (gives maximum 4 hr FOC interval)

Ready for port by 12:01am next business day

Option B:

8am- 2pm to receive valid LSR

FOC by 5pm (gives maximum 3 hour FOC interval)

Ready for port by 12:01am next business day

Option C:

8am- 3pm to receive valid LSR

FOC by 5pm (gives maximum 2 hr FOC interval)

Ready for port by 12:01am next business day

Option D: Chunking Option

(which we didn’t fully discuss but seemed to have some interest…)

* Valid LSR in before noon, (FOC interval still negotiable by team), ready for port by 12:01am next business day
* Valid LSR in after noon, (FOC interval still negotiable by team), ready for port at noon, next business day

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| Dependencies? | Status | List of issues |
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|  | Consensus reached | 1.) Old Providers Company-defined Holidays not considered part of a Business Day |
|  | Fact | 2.) New SP must have FOC before sends SV create to NPAC |
|  | Consensus reached – one disagreement | 3.) Mandatory Business Day’s are Mon-Fri, (and see #1. above) |
| 13, 15 | Consensus reached | 11.) Should business hours be based on OSP ‘processing center’ time zone, NSP processing center time zone, NPAC CST as is today, or end user time zone?  12.) What time zone should business hours be defined in? Should business hours be same for whole country?  Times are based on local time in the Time Zone of the NPAC Region that the end user is in. |
|  | Consensus reached | 14.) When does the clock start? Is it at receipt of good LSR?  Yes, a valid LSR starts the clock |
| 4, 5, 6 | Consensus reached | 15.) Some think FOC interval/confirmation interval is imbedded in the One Business Day – but some think should be separate.  Good LSR to FOC interval is included in the One Business Day |
| 11 | Consensus reached | 7.) Business Hours? Several ranges suggested (8am-3pm, 7am-7pm, 7am-9pm, 8am-5pm  ‘Staffed’ Business hours are 8am-5pm (at a minimum) on a Business Day, local time in the Time Zone of the NPAC Region that the end user is in. |
|  | Consensus reached | 21.) OSP should not remove the TN from their switch until the NSP activates the TN at NPAC. |
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| 7 |  | 4.) Is One Business Day = to Same Business Day or is it the next business day? (needs to be enough time between good order receipt until ready-to-port) |
|  |  | 5.) Rolling 24 hours for due times? (example: good LSR in at 2pm today = 2pm tomorrow due date) Would this infer Hot cuts? |
|  |  | 6.) Should the due time be at the End of the Business Day on due date or at 12:01am on due date or???  (see action item BD09-0502) |
|  |  | 8.) Do we need a “best effort” port time and a “no-later-than” port time defined? |
|  |  | 9.) When does Old SP have to be ready to deliver the port? Is it still at 12:01am on due date, or do we need one full business day to work, or how soon on due date does it have to be ready to port? |
|  |  | 10.) How do we insure matching “due time” on due date on NPAC SV creates? |
| 4, 5, 6, 15 |  | 13.) Should there be a cut-off time for when an LSR can be submitted and still support a One Business Day interval? Some opinion it needs to be consistent across board. |
|  |  | 16.) FOC interval range? Should there be a set one? If so, suggestions are anywhere between 20 min up to 6 hours, or should it be done by a specific time each day? |
|  |  | 17.) Should there be a defined Conflict cut-off time? If so, should it be standard across the board? |
|  |  | 18.) Triggers have to be set before the port is “ready to port” so as to protect the end users service. When should that happen? |
|  |  | 19.) Should there be a limit on how many port requests a small provider has to accept in a day, in order to meet the one business day interval? What would that number be? If so, how will they determine who’s port orders gets accepted or rejected if limit is met? Parity concerns? |
|  |  | 20.) Should OSP should not cancel FOC until FOC DD + 3 days has passed (This allows the NSP up to 4 days to activate without a sup? |
|  |  | 22.) Should there be a different interval due to Electronic order submission versus manual order submission? What about parity issues? Note: LSR sub-team wants to make sure there is enough time allowed to process LSR/FOC manually. |
|  |  | 23.) Should old provider be required to concur in NPAC? |
|  |  | 24.) What should the NPAC T1/T2 timers be for a Simple Port and what time should they run (like 7am-7pm cst)? |
|  |  | 25.) Regarding Saturdays, Should we define Business Day with respect to when we can accept receipt of good LSR/FOC? |
|  |  | 26.) Do we need to also define Business Day different, with respect to the activation? (Saturday issue) |
|  |  | 27.) Mandate port-out or both port-out/port-in? |
|  |  | 28.) What should happen if request fits the Simple Port requirements, but asks for a longer than one business day due date? Should it still get Simple Port timers and processes, or revert to current longer port timers and processes? |

**Action Items:**

BD09-0501: Cindy Sheehan: Find out from NPAC what hours and days the current Wireline

and Wireless timers run today. **COMPLETED**

Wireline (long timers) run Monday – Friday 7:00a.m. to 7:00p.m. CST.

T1= 9 hours, T2= 9 hours

Wireless (short timers) run 7 days a week, 9 am to 9 pm, time zone\* varies by region. T1 = 1 hour; T2 = 1 hour

\*NPAC timer Time Zones:

Mid-Atlantic, Northeast, Southeast – Eastern

Midwest, Southwest – Central

West Coast – Pacific

Western -Mountain

BD09-0502: For Entire group: Is the “due time” in a due date utilized on orders to the NPAC

and between providers? If not, is there a generally agreed upon definition of Due

Time? **OPEN (for future discussions)**

Best Practice #1 says: <http://www.npac.com/cmas/LNPA/best_practices_1.htm>

* Intermodal time stamp must be midnight GMT (24 hr clock) 00:00:00
* Wireless-to-Wireless says specific times can be set

BD09-0503: The Entire Group: Prepare a one page “white paper” that addresses the

following: **OPEN**

* What you consider a “One Business Day”
* Address if you think FOC included and if so, what interval to assign it
* What are the “stop and start” times should be in defining the business day
* List some examples of different times during the day, (both inside and outside a business day) when orders arrive and when you view the business finished and the port should be completed.
* Talk to whether you think this mandate is on port-in and port-out of just port-out.
* Any other critical issue on the definition to bring up for discussion

5/22/09- AT&T, Comcast and Integra all submitted their contribution papers and they were presented to the group. Clarifying questions were asked of those providers. In the next meeting on 5/28/09, the providers who have not submitted contributions are asked to provide them. We will go through as many of those as is possible.

5/28/09- Verizon, One Communications and Qwest submitted their contributions. In the LNPA-WG call just following our 5/28/09 call, several companies asked to join in on the discussions. Notice was sent to these new attendees and all remaining companies who have not submitted their contributions that if they choose to do so, they need to insure they submit before the June 4th call. Those companies are:

Paula Jordan – T-Mobile

Sue Tiffany/Lavinia Rotaru- Sprint-Nextel

Vicki Goth- Embarq

Linda Birchem – Fairpoint Comm.

Amanda Molina – Townes

John McHugh – OPASTCO

Karen Hoffman – JSI

Dennis Robins – DER- Consulting

Crystal Hanus – GVNW Consulting

Don Gray- NE PSC (monitor calls only, no contribution)

6/4/09- OPASTCO, GVNW, Townes, T-Mobile, Sprint, Fairpoint’s contributions were presented. The following contacts/companies ask to be included in the meetings:

Mary Conquest – NuVox

Jennifer Hutton – Cox

Jim Gampper – Sprint

Lonnie Keck-AT&T

Tonya Woods - Embarq

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**The Cites used to develop the Goal:**

FCC 09-41 pp7: As such, we find that the record supports Commission action to reduce the current porting interval for simple wireline-to-wireline and simple intermodal port requests to one business day.30

FCC 09-41 pp8: “We adopt a porting interval in terms of a business day, as opposed to adopting our tentative conclusion that was in terms of hours, to accommodate providers that may not have adequate staffing to handle port requests outside of regular business hours.33”

FCC 09-41 pp10: “We leave it to the industry to work through the mechanics of this new interval. In particular, we direct the NANC to develop new LNP provisioning process flows that take into account this shortened porting interval. In developing these flows, the NANC must address how a “business day” should be construed for purposes of the porting interval, and generally how the porting time should be measured.39

**Other Information/Cites discussed:**

* NPAC Help Desk Business Hours are Monday – Friday, 7 am – 7 pm Central Time
* NPAC Non-Business Hours are defined as 7:01pm to 6:59am Central Time, Monday through Friday, and all day Saturday and Sunday. During these hours, on call personnel will be provided to assist SMS users if necessary.
* Wireline (long timers) run Monday – Friday 7:00a.m. to 7:00p.m. CST.

T1= 9 hours, T2= 9 hours

* Wireless (short timers) run 7 days a week, 9 am to 9 pm, time zone\* varies by \*NPAC timer. \*Time Zones for Wireless (short) timers:

Mid-Atlantic, Northeast, Southeast – Eastern

Midwest, Southwest – Central

West Coast – Pacific

Western -Mountain

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* The NPAC looks at the timer selection made by the old SP (the port-out timer) and the new SP (port-in) and selects the one with the longer T1/T2 timers (i.e., the "wireline" timers); it doesn't have concept of "intermodal."  For an intermodal port, one of the carriers typically uses the "wireless" timers and the other carrier uses the "wireline" timers, so the NPAC selects the "wireline" timers.  I'm not aware of any wireline carrier that has selected wireless timers for its port-in or port-out timers, so I can't imagine a case where anything other than the "wireline" timers would be used by NPAC for an intermodal port. (From Steve Addicks/Neustar)

**Meeting Note Information:**

Specific meeting notes on what everyone said will not be kept. I will just summarize the action items and any actual agreements and areas to work on, as they come up. I will also show cites as applicable. If someone feels they want notes on what everyone said, they will need to keep them, themselves.