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

**Tuesday, August 10, 2009 10:30am-12:30pm (mtn)**

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:**

**Last Sub-Team call:**

8/18/09 10:30am – 1:30pm (mtn) (three hours) last and final sub-team call. ***Open items not resolved by end of this call will be referred to the full LNPA-WG for resolution.***

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

**High Level Meeting Minutes:**

**[Note:** Specific meeting notes on what everyone said will not be kept. Actions/decisions/consensus will be summarized. Action items and any actual agreements and areas to work on will be listed in the Issues Chart, as they come up. If someone feels they want notes on what everyone said, they will need to keep them themselves.**]**

**On 6/8/09**, the hour was spent in discussion on Issues 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.

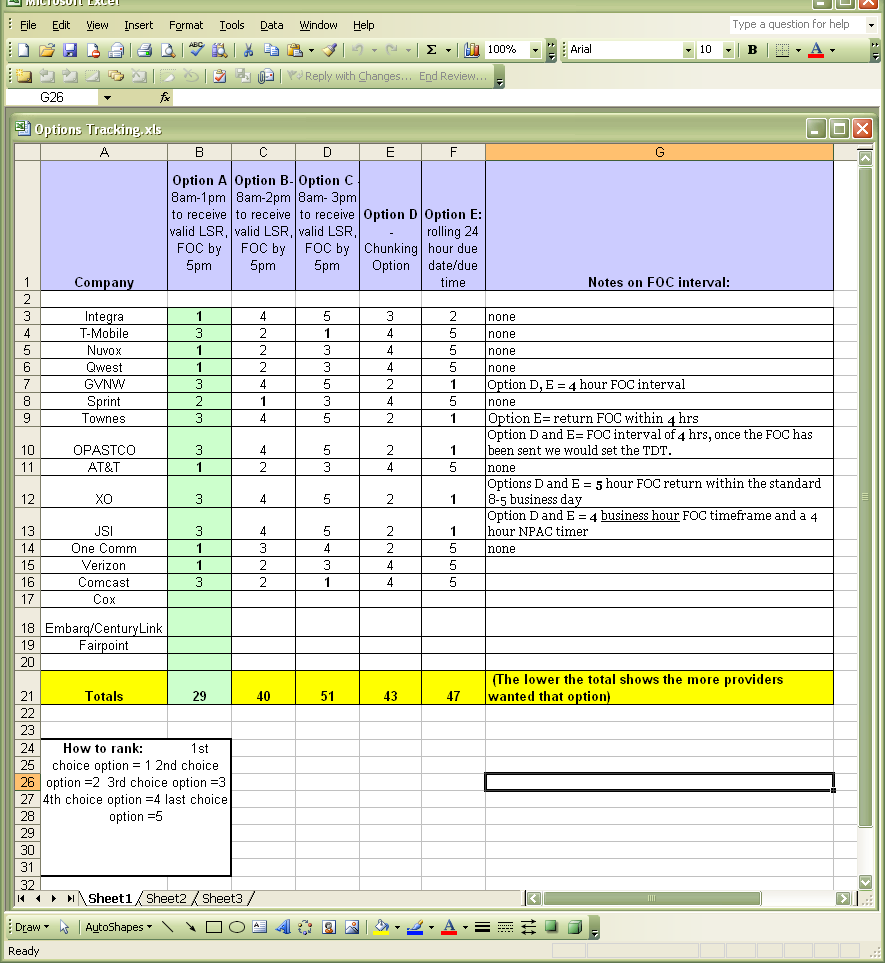
**On 6/22/09** we worked on items 4, 5, 6 and 15. In doing so, I believe I heard consensus reached on item 7, 11, 12, 14, 15 , and 21 as shown below. (Please let me know if you feel I listed something in error.) The team also reached consensus regarding the Time Zone issue. The consensus is as follows: **All time zones are local time in the Time Zone of the NPAC Region that the end user telephone number is in**. (Example, NPAC Western Region runs on Mountain time, even though it covers Central, Mountain and Pacific time zones. Therefore the time specified for when a valid LSR comes in would be based on Mountain time.)

The end result of the meeting was that there are 5 options that appear to have support amongst the crowd, those options are listed below. Each company was to take these 5 options back internally, rank each of these options with “1” being their favorite and “5” being their least favorite option. The service providers were asked to have their rankings to Jan by close of business on Friday 6/26/09.

The following are the options that the service providers were to rank:

|  |  |
| --- | --- |
| **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 negotiated by team), ready for port by 12:01am next business day * Valid LSR in after noon, (FOC interval still to be negotiated by team), ready for port at noon, next business day |
| **Option E:** Rolling 24-hour Due Time Option | * Example, valid LSR in at 2pm, (FOC interval still to be negotiated by team), ready for port at 2pm next business day |

**On 6/26/09** The completed rankings spreadsheet (see below) was sent to the sub-team and the first hour was spent discussing the results.



* In evaluating Option E, it was noted that the smaller, mainly rural provider representatives ( 4 of the 5 “1” votes) all liked Option E as they felt it gave them more time for the manual processing and that is the only method they use. It was also noted that several companies (8) has indicated Option 5 as the last option they would choose as it was felt there was no way to effectively manage the 24-hour interval, by individual order.
* In evaluating Option A, it was noted that this was the 1st choice of six providers, some large and some not so large, and it was also noted that no provider selected Option A as its 4th or 5th choice. In group discussion, some of the rural provider associations did say that although Option A was not their first (or even 2nd choice), they felt they could support Option A. There was discussion as to if we could have Option A for providers who used flow-through processing and Option E for those providers who had manual-only processing. But there were parity issues raised that the end users of providers who only processed manually should not be given different/longer interval treatment than those who were associated with automated processing providers. And it was also noted by the rural providers/associations that Option A’s 4 business hours between 1pm and 5pm gave them only 4 business hours to do all the necessary work so the port could happen at 12:01am the following business day. Several providers, even those not choosing Option A, felt it was the best compromise.
* Evaluation of Options B, C and D were not extensive due to the lack of support shown in the ranking.

The end result of the 6/29/09 discussions was to ask the following consensus question: ***“Does anyone oppose the fact that the process that was used to rank the options was fair, and that the end result points to Option A as the consensus option?”*** No one opposed this consensus statement, with the exception of one company who thought there may be another/better way to solicit and track the input, but that company could not think of a better way. **So Consensus is that Option A is the option to be implemented.** Providers were also instructed by the LNPA-WG co-chairs that when this is brought back into the full LNPA-WG that they had the chance to further discuss concerns. This consensus resolved items 4, 5, 6, 9, 13 and 22.

The rest of the 6/29/09 meeting was spent discussing items 8, 10, 16 and consensus was reached on those items as indicated in the below Issues Chart.

With the remaining time, the sub-team began discussing Item 17 and it was requested of Steve Addicks and John Nakamura of Neustar to prepare a tutorial on how the current conflict time intervals are deployed today to aid in continued discussion of Item 17 in the sub-team meeting on 7/7/09 if possible, or maybe in the LNPA-WG meeting on 7/15/09. Meanwhile providers are encouraged to review all the outstanding items in the chart for discussion in the 7/7/09 call. I have grouped the remaining topics together if they seemed to have a similar topic**.**

**On 7/7/09** – The sub-team reviewed the status presentation that will be presented to the full LNPA-WG in the July 15, 2009 meeting.

On slide 7, it was requested that the “consensus with one exception…” statement be changed to just show there was consensus. This change was made.

On slide 8, the NPAC regions and predominant time zones were listed. There was also discussion regarding Option A’s FOC interval being a maximum of 4 business hours (2nd to last bullet on slide 8 of the draft). Some providers thought that setting a 5pm time when all FOC’s had to be returned meant there was ‘no set’ FOC interval. Discussion ensued and the prior unofficial meeting notes were reviewed and it was clear that an actual 4 hour FOC interval had been established and agreed to as part of Option A. Also noted was that providers agreed that FOC’s/Rejects would be sent through-out the business day and the intention was not for providers to store up all their FOC’s and send them at only at 5pm and the 4 hour maximum FOC interval would insure this did not happen.

Further discussion on the last bullet on slide 8 regarding “The Old Service provider should not remove the TN from their switch until the new service provider activates the TN at NPAC”, resulted in the removal of this item from the slide. This issue was transferred over to the full LNPA-WG Process Flow discussion for resolution as it was stated there are current problems with the 3 documented removal process flows that need to be resolved, as well as to determine the impacts of those flows on Simple Port intervals. (This is Item 30 below.)

On slide 10 a section was added for “issues beyond the scope of this sub-team” and the Item 30 removal issue was listed as being forwarded to the full LNPA-WG.

The remaining time on 7/7/09 was spent in discussion on Item 17, regarding conflict cut-off time. John Nakamura and Steve Addicks (Neustar) presented a white-paper *(appended to the bottom of this meeting minutes under the “Other Information/Cites discussed”)* on the current Greenwich Mean Time (GMT) use at the NPAC SMS and other related issues/concerns. LNPA-WG Best Practice #1 says that for wireline and Intermodal ports due date time on an SV Create would be submitted to the NPAC as midnight GMT on a 24 hour clock. The wireless providers stated their systems did the conversion from local time to GMT time to adhere to this Best Practice. It was requested of Neustar that they provide an x-ref chart showing each pre-dominant NPAC region and what GMT entry on a SV create would equate to due time of 00:00:00 (local time) for that region. This will be reviewed in the 7/21/09 call to see if it would be useful for those who do manual NPAC SV creates and those who may want to automate that process so we can insure the ‘due date times’ match on the messages sent to the NPAC for a specific port. Providers were also asked to review the Neustar handout, items 7 and 8 for discussion on 7/21/09.

**On 7/21/09** - Team began by discussing the GMT conversion charts sent out last week. There was confusion regarding SOA versus LTI users and what due date/due times would need to be populated on the SV Create in order to insure the correct GMT was sent to the NPAC. The end result was an agreement that Gary Sacra/Verizon will put together a draft Best Practice for our review, that providers use the correct Simple Port due date, and a due time of 00:00:00 GMT and that no provider would activate the port prior to midnight (00:00:00) NPAC Region Local Time of the due date, unless an earlier activate time was agreed to by both providers. (The sub-team will not use the GMT conversion charts, so they are not included in these minutes.) In addition to the industry Best Practice, the sub-team agreed that this same information should be included in the LNP Process Flows and also this would be shown as a ‘critical issue’ in the implementation plans that went from the LNPA-WG up to NANC/FCC.

**7/21/09 (continued)** The next topic was a review of the Business Week Chart. After much discussion it was agreed that LSR’s that arrive after the 1pm cutoff time would be considered as being received ‘the next business day’ at 8am. The 4 hour FOC interval would then apply as seen in the below chart. In addition, the Footnote 1 below the chart is to also be incorporated into the LNP process Flows and made a critical item in the LNPA-WG implementation plan submitted to the NANC/FCC. This agreement was made to help Providers better manage their work load and to insure we clearly documented the requirements. After several email discussions on 7/21/09 and 7/22/09, this below chart is the chart, along with Footnotes 1 and 2, that will govern the stated activity.

**One Business Day: FCC09-41**

**LSR Submit/FOC Receipt and Prospective Due Date/time Chart**

**for Normal Business Week (no Holidays)**

Note: This chart does not reflect what happens when an Old Service Provider Company-Defined Holiday falls on Monday thru Fri. Anytime that happens, the activity that would have fallen on the holiday will happen the following business day.

|  |  |  |
| --- | --- | --- |
| **Accurate/Complete LSR received** | **FOC Due back by date/time**  (See Footnote 1) | **Ready-through-Port**  **Day/time**  (see Footnote 2) |
| Mon 8:00am through 8:59am | Mon 12:00pm (noon) through 12:59pm | Tues 00:00:00 |
| Mon 9:00am through 9:59am | Mon 1:00pm through 1:59pm | Tues 00:00:00 |
| Mon 10:00am through 10:59am | Mon 2:00pm through 2:59pm | Tues 00:00:00 |
| Mon 11:00am through 11:59am | Mon 3:00pm through 3:59pm | Tues 00:00:00 |
| Mon 12:00pm (noon) through 12:59pm | Mon 4:00pm through 4:59pm | Tues 00:00:00 |
| Mon 1:00pm | Mon 5:00pm | Tues 00:00:00 |
| Mon 1:01pm through Tues 7:59am | Tues 12:00pm (noon) | Weds00:00:00 |
| Tues 8:00am through 8:59am | Tues 12:00pm (noon) through 12:59pm | Weds00:00:00 |
| Tues 9:00am through 9:59am | Tues 1:00pm through 1:59pm | Weds00:00:00 |
| Tues 10:00am through 10:59am | Tues 2:00pm through 2:59pm | Weds00:00:00 |
| Tues 11:00am through 11:59am | Tues 3:00pm through 3:59pm | Weds00:00:00 |
| Tues 12:00pm (noon) through 12:59pm | Tues 4:00pm through 4:59pm | Weds00:00:00 |
| Tues 1:00pm | Tues 5:00pm | Weds 00:00:00 |
| Tues 1:01pm through Weds 7:59am | Weds 12:00pm (noon) | Thurs 00:00:00 |
| Weds 8:00am through 8:59am | Weds 12:00pm (noon) through 12:59pm | Thurs 00:00:00 |
| Weds 9:00am through 9:59am | Weds 1:00pm through 1:59pm | Thurs 00:00:00 |
| Weds 10:00am through 10:59am | Weds 2:00pm through 2:59pm | Thurs 00:00:00 |
| Weds 11:00am through 11:59am | Weds 3:00pm through 3:59pm | Thurs 00:00:00 |
| Weds 12:00pm (noon) through 12:59pm | Weds 4:00pm through 4:59pm | Thurs 00:00:00 |
| Weds 1:00pm | Weds 5:00pm | Thurs 00:00:00 |
| Weds 1:01pm through Thurs 7:59am | Thurs 12:00pm (noon) | Fri 00:00:00 |
| Thurs 8:00am through 8:59am | Thurs 12:00pm (noon) through 12:59pm | Fri 00:00:00 |
| Thurs 9:00am through 9:59am | Thurs 1:00pm through 1:59pm | Fri 00:00:00 |
| Thurs 10:00am through 10:59am | Thurs 2:00pm through 2:59pm | Fri 00:00:00 |
| Thurs 11:00am through 11:59am | Thurs 3:00pm through 3:59pm | Fri 00:00:00 |
| Thurs 12:00pm (noon) through 12:59pm | Thurs 4:00pm through 4:59pm | Fri 00:00:00 |
| Thurs 1:00pm | Thurs 5:00pm | Fri 00:00:00 |
| Thurs 1:01pm through Fri 7:59am | Fri 12:00pm (noon) | Mon 00:00:00 |
| Fri 8:00am through 8:59am | Fri 12:00pm (noon) through 12:59pm | Mon 00:00:00 |
| Fri 9:00am through 9:59am | Fri 1:00pm through 1:59pm | Mon 00:00:00 |
| Fri 10:00am through 10:59am | Fri 2:00pm through 2:59pm | Mon 00:00:00 |
| Fri 11:00am through 11:59am | Fri 3:00pm through 3:59pm | Mon 00:00:00 |
| Fri 12:00pm (noon) through 12:59pm | Fri 4:00pm through 4:59pm | Mon 00:00:00 |
| Fri 1:00pm | Fri 5:00pm | Mon 00:00:00 |
| Fri 1:01pm through Mon 7:59am | Mon 12:00pm (noon) | Tues 00:00:00 |
| **(go back to top of chart)** |  |  |

[Business Week Chart Footnote 1] The FOC interval is 4 business hours. However, for LSR’s arriving after the 1pm cutoff time, the LSR will be considered received at 8am the next business day. The Old Service Provider must respond to an LSR within 4 business hours, as indicated on the Business Week Chart, with either a FOC (complete and accurate LSR received) or a reject (incomplete and/or inaccurate LSR received).

[Business Week Chart Footnote 2] The port will be ready to activate on the business day and time indicated in this column. No provider is required to allow activation on a non-Business Day (Saturday, Sunday or Old Service Provider Company-Defined Holiday). However, a non-Business Day activation may be performed as long as **both** Service Providers agree and any Service Provider activating a port on a non-Business Day understands the porting out Service Provider may not have, and is not required to have, operational support available on days not defined as business days.  In agreeing to non-Business Day activations, the Old (porting out) Service Provider may require that the LSR/FOC and the New (porting in) Service Provider NPAC Create message be due-dated for the appropriate normal business day seen in Ready-to-Port column, in order to ensure that the end user's service is maintained.

**7/21/09 (continued)** Note: Footnote 2 on the Business Week Chart allows for the closure of Issues Item 25 as noted in the Issues Tracking Chart.There was also discussion that this new Simple Port Interval could affect the metrics that the ILEC’s are bound by, which today utilizes the time stamp on the LSR. All agreed that this new FCC09-41 order could have that impact.

**7/21/09 (continued)** Then we moved onto the description of a “good/valid LSR”, which was a question raised by a provider in the LNPA-WG meeting last week in Ottawa. They wanted to know what was considered a “good/valid LSR”. After much discussion and emails on 7/21/09 and 7/22/09, the clarification regarding this issue was made and added to Business Week Chart Footnote 1 (as seen above).

**7/21/09 (continued)** The Service Provider, who asked for Issues Item 29, has withdrawn that item, so it will be closed and not discussed by this sub-team as indicated in the Issues Tracking Chart below. **On the next call, 8/4/09** we will begin discussions on the NPAC timers (Item 24).

**7/28/09 - Full LNPA-WG Regarding Issues Item 28 –** This item was discussed in great detail at the full LNPA-WG and a consensus was reached. The group determined the following path forward for dealing with Simple Port requests with requested due dates beyond next Business Day, as well as Simple Port requests that are determined to be Non-Simple by the Old (porting out) Service Provider.

The following will apply for LSRs submitted by the New SP as Simple Port requests:

1. If the New SP-requested due date is 1-2 Business Days after LSR receipt, the Firm Order Confirmation (FOC) or Reject (whichever is applicable) is due within 4 hours, provided the LSR is received by the Old SP by the 1pm Business Day cutoff time (local time in the predominant time zone of the NPAC Region where the number is being ported).
2. If the New SP-requested due date is 3 or more business days after LSR receipt, the Firm Order Confirmation (FOC) or Reject (whichever is applicable) is due within 24 clock hours.

In instances where the LSR indicates the port request is Non-Simple based on the current FCC definition and rule for a Simple Port, the Old SP must return a FOC or appropriate response within 24 clock hours.

In accordance with the consensus decision reached by the Define One Business Day Subteam, the following chart will apply to No.1 above:

|  |  |
| --- | --- |
| **Accurate/Complete LSR received** | **FOC or Applicable Response Due back by day/time** |
| Mon 8:00am through 8:59am | Mon 12:00pm (noon) through 12:59pm |
| Mon 9:00am through 9:59am | Mon 1:00pm through 1:59pm |
| Mon 10:00am through 10:59am | Mon 2:00pm through 2:59pm |
| Mon 11:00am through 11:59am | Mon 3:00pm through 3:59pm |
| Mon 12:00pm (noon) through 12:59pm | Mon 4:00pm through 4:59pm |
| Mon 1:00pm | Mon 5:00pm |
| Mon 1:01pm through Tues 7:59am | Tues 12:00pm (noon) |
| Tues 8:00am through 8:59am | Tues 12:00pm (noon) through 12:59pm |
| Tues 9:00am through 9:59am | Tues 1:00pm through 1:59pm |
| Tues 10:00am through 10:59am | Tues 2:00pm through 2:59pm |
| Tues 11:00am through 11:59am | Tues 3:00pm through 3:59pm |
| Tues 12:00pm (noon) through 12:59pm | Tues 4:00pm through 4:59pm |
| Tues 1:00pm | Tues 5:00pm |
| Tues 1:01pm through Weds 7:59am | Weds 12:00pm (noon) |
| Weds 8:00am through 8:59am | Weds 12:00pm (noon) through 12:59pm |
| Weds 9:00am through 9:59am | Weds 1:00pm through 1:59pm |
| Weds 10:00am through 10:59am | Weds 2:00pm through 2:59pm |
| Weds 11:00am through 11:59am | Weds 3:00pm through 3:59pm |
| Weds 12:00pm (noon) through 12:59pm | Weds 4:00pm through 4:59pm |
| Weds 1:00pm | Weds 5:00pm |
| Weds 1:01pm through Thurs 7:59am | Thurs 12:00pm (noon) |
| Thurs 8:00am through 8:59am | Thurs 12:00pm (noon) through 12:59pm |
| Thurs 9:00am through 9:59am | Thurs 1:00pm through 1:59pm |
| Thurs 10:00am through 10:59am | Thurs 2:00pm through 2:59pm |
| Thurs 11:00am through 11:59am | Thurs 3:00pm through 3:59pm |
| Thurs 12:00pm (noon) through 12:59pm | Thurs 4:00pm through 4:59pm |
| Thurs 1:00pm | Thurs 5:00pm |
| Thurs 1:01pm through Fri 7:59am | Fri 12:00pm (noon) |
| Fri 8:00am through 8:59am | Fri 12:00pm (noon) through 12:59pm |
| Fri 9:00am through 9:59am | Fri 1:00pm through 1:59pm |
| Fri 10:00am through 10:59am | Fri 2:00pm through 2:59pm |
| Fri 11:00am through 11:59am | Fri 3:00pm through 3:59pm |
| Fri 12:00pm (noon) through 12:59pm | Fri 4:00pm through 4:59pm |
| Fri 1:00pm | Fri 5:00pm |
| Fri 1:01pm through Mon 7:59am | Mon 12:00pm (noon) |
| **(go back to top of chart)** |  |

NOTE:

The current draft revision to the flows accommodates an option for the Old SP, after determining that a Simple Port request is really Non-Simple, to FOC the order within 4 hours with a different due date appropriate for a Non-Simple Port *if* the LSR contains sufficient data for a Non-Simple Port. If the LSR contains insufficient data, it can be rejected back to the New SP.

In the 7/28/09 LNPA WG meeting, the OBF LSOP Committee Co-Chair was asked by the LNPA WG to investigate the feasibility of developing a new response to a Simple Port LSR, when it is determined by the Old SP that it is Non-Simple, informing the New SP that the port is Non-Simple and the New SP will receive a FOC within 24 hours rather than 4 hours. If implemented by the industry and chosen as the response option by the Old SP, this new response would be due within 4 hours instead of the FOC, but would not preclude the Old SP from sending a FOC within 4 hours.

**8/4/09** – We discussed the draft Best Practice from Gary Sacra regarding GMT conversion (associated with Item 10). Each service provider will need to discuss with their SOA and LTI vendors as to how the GMT conversion should be done. Gary will re-do a new draft with the basic concept being that there is no change from the current practice each provider does today for due time. The Best Practice will raise awareness of consequences of a New SP doing a pre-mature activation, prior to midnight on the due date.

We then went onto Items 24 and 17 regarding NPAC timers and Conflict cut-off. There appears to be much confusion in the industry regarding the design and application of the NPAC timers and how that then would impact the conflict process. It was clear from the discussions that the majority of order activity would not be an issue and would take the “happy-path” and be ready for port at midnight on the due-date. So what we have left is the un-happy path to address. The following example of a potential NPAC timer and Conflict scenario was discussed:

***Proposed Timer Set “C” example:***

***T1 = 2 hours***

***T2 = 2 hours***

***Timer business days = Monday through Friday except NPAC holidays***

***Timer business hours = 5 pm to 11 pm, predominant time zone for NPAC region***

***ability to place in conflict ends 10 pm, predominant time zone for NPAC region, night before due date ability of new SP to take out of conflict is 2 hours after conflict established. (\*n/a for cc 50/51. For other conflict cause codes, the new SP can remove the SV from conflict, though only after expiration of a conflict resolution window timer\*.)***

*Everything's focused on letting the port occur 12:01 am of due date.  Assumption is that either SP sends NPAC create request before 7 pm.*

*\*Note: If an SV is placed into conflict, there is a cause code ("cc") associated with the conflict request.  For cause codes 50 ("no LSR received") and 51 ("no FOC issued"), the new SP can never remove the SV from conflict. For cc 50/51, only the old SP can remove the SV from conflict.*

A large provider express concern that small providers may not have sufficient time to perform the required activities in the event of a conflict since they close their offices at 5pm. The small providers said this would not be a problem and if providers would use a common sense approach, the conflict would most likely not have to happen. It was decided that this topic may be better served to do ‘in person’ at the Sterling VA meeting being held on August 25/26, so that different scenarios could be drawn on the board to insure everyone has a complete understanding of the timer function, their purpose and then how that would impact conflict situations. Sub-team members were encouraged, if they did thoroughly understand the timer usage and Conflict process, to send in their suggestions as to:

* *What hours of the business day should the timers should start running and stop running?*
* *What duration (T1=\_\_\_ and T2=\_\_\_) should they be?*
* *What should the conflict cut-off time be?*
* *If a port is placed in conflict by the OSP (cc 52/53/54), how long should the Conflict Resolution Restriction Window be before the NSP can resolve the conflict and force the port?” (Note: In today’s environment, both the Long Conflict Resolution Restriction Window and the Short Conflict Resolution Restriction Window are set to six business hours.)*

Jan Doell asked that this be provided by close of business this Friday (8/7/09) so it could be complied into a document so John and Steve (Neustar) might be able to put together visuals for the Sterling meeting to be held 8/25/09 and 8/26/09. ***(Note: If a way can be found to depict the timer operation and Conflict prior to the Sterling VA meeting, this sub-team may be asked to try and address before Sterling. This is due to the lack of time left to address the remaining issues of this sub-team and the critical nature of making a decision on the NPAC timers needed to support the reduced Simple Port interval.)*** Meanwhile NeuStar was asked to provide an understanding of how often the 9-hour timer set ran their full course, how often the Old SP’s do not send in a concur message (which means the timers must run their course), and how often ports are put into conflict. This information may help the sub-team understand the magnitude of the perceived issues.

**On the next call on 8/10/09**, we will start with Issues Item 23 regarding “concur” messages. *(Note: an email was sent to the sub-team on 8/5/09 asking the following questions regarding the concur messages:*

*Does your company (or the vendor your company uses to send your NPAC messages):*

* *Always send the concur message to the NPAC on all your port-outs?*
* *If you do not, can you find out why not? (Example: is it an option in the SOA that just needs to be turned on or ???)*
* *If you don’t currently send concur messages, can you find out if there would be any negative impact to your company if you had to start doing them on all ‘simple’ ports?*

**8/10/09 –** We began the call by reviewing the Best Practice Draft from Gary Sacra on **Issues Item 10** for GMT handling. The draft was approved with the following text, and will be submitted as part of the Recommendations package going to the full LNPA-WG:

*“With regard to the population of the Due Time on the New SP and Old SP NPAC Create messages, current industry practices for both Mechanized SOA and Low Tech Interface (LTI) users will be maintained for Simple Ports.*

*As an industry Best Practice, the New SP should not activate a port before midnight (00:00:00) local time of the Due Date unless it has been verified with the Old SP that the port could be activated early without impacting the customer's service. Failing to verify first that the Old SP has completed all necessary steps in the port-out process, e.g., established the 10-Digit Unconditional Trigger, resolved any order fallout in systems, etc., could result in the customer's service being negatively impacted, such as inability to receive all of their calls. “*

**8/10/09 (continued):** Open **Issues Item 19** (regarding limitations on the number or port requests a small provider should have to accept) OPASTCO, who raised this issue is pulling it off the list of sub-team items with the following submission:

*"The concern raised by OPASTCO regarding the number of port requests a small company can handle is not part of the one business day definition that the sub group has been charged with and OPASTCO will withdraw this issue and address it in comments directly to the FCC."*

**8/10/09 (continued):** The next issue discussed was **Issue Item 23** on if the OSP should be required to do an SV Create/Concur on Simple Ports and/or on all Ports. Much discussion ensued, where providers gave their opinion of if the OSP should send a SV Create/Concur and if so, when. Many in the group felt it should be a Best Practice for all ports, that both providers do their corresponding SV Create message so as to give positive acknowledgement of the port activity. The concern is that with the shortened interval for the OSP to allow the timers to expire could result in port delays. Two providers were concerned that this was not a technical requirement today and not having it wasn’t causing a problem, and also to “force” some smaller providers to send the SV Create/Concur could represent a significant change and didn’t think this was necessary to get the Simple Ports process implemented. This step is currently an optional step in the LNP Process Flows. It was also noted that some small providers did indicate they already had process in place to send SV Create/Concur messages. After much discussion I (as sub-team co-chair) determined we had consensus (with the exception of the two dissenting providers) that a “Simple Port” Best Practice needs to be drafted to say that all providers should issue their respective SV Create messages, and that this Best Practice would go to the full LNPA-WG as part of the sub-team Recommendation package. There will be nothing in this Best Practice that gives a sequence of who sends their SV Create first, only that both should be sent to the NPAC. Ron Steen (AT&T) volunteered to draft the Best Practice for review in the 8/18/09 sub-team meeting. If the full LNPA-WG decides this should be a Best Practice for all Ports, it will be done as part of normal (non-FCC 09-41) business.

**8/10/09 (continued):** The next issue discussed was **Issue Item 18**, regarding the timing of setting of ten digit LNP triggers. All agreed that the trigger had to be set prior to the Port-Ready time. Paula will add this information into the **new LNP Process Flows in new Figure 5, at step 12** to indicate the LNP trigger is to be set prior to 11:59pm (midnight) the business day before the port due date.

The next issue discussed was **Issue Item 26** regarding Saturday activation. Consensus was reached that time item was to be closed as it was handled by Footnote 2 on Business Week Chart. Next discussion was on **Issues Items 20 and 31:** Both of these items are being referred to the full LNPA-WG to be worked as part of the revised LNP Process Flows for submission to the NANC on FCC09-41. On **Item 20**, the overall group feeling was there should be a standard set as to how long after the Due Date (DD+3 or DD+2 or DD+1) on a Simple Port a OSP should keep the port request open when it had not been activated. It was also brought up that the SUP process was the industry’s way to change a due date and that should still be the case. There was concern that anything DD+1 would not be in keeping with the Simple Port Order, but the issue will be discussed in the full LNPA-WG as part of the revised Process Flows. For **Item 31**, it was agreed that this is part of the Item 30 discussion that was referred to the full LNPA-WG, and that this Item 31 would go there as well.

The next issue discussed was **Issues Item 27**, on if the FCC order mandated port-out only or both port-in and port-out. It was decided that this subject is not under the purview of this sub-team and that each company had to interpret as they saw fit. This item was closed.

The final **Issues Items 17 and 24** on the NPAC timers and Conflict time will be discussed in the 8/18/09 call if Neustar (John and Steve) are able to come up with a way to demonstrate the different proposal in a visual way that can be done over the phone. The hope is we can see how each of the submitted options work and either reach a consensus or agree to hold these two items over until the face-to-face meeting in Sterling VA.

**“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).

|  |  |  |  |
| --- | --- | --- | --- |
| Dependencies? | Status | | List of issues |
|  |  | |  |
|  | 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)** |
|  | 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?  **All times discussed are based on local time in the predominant Time Zone of the NPAC Region that the end user ‘s telephone number is in, as shown below:**  **Northeast region – EASTERN time zone  Mid-Atlantic - EASTERN time zone**  **Southeast region – EASTERN time zone  Midwest - CENTRAL time zone**  **Southwest region – CENTRAL time zone  West Coast region– PACIFIC time zone  Western region – MOUNTAIN time zone**  (Example, NPAC Western Region runs on Mountain time, even though it covers Central, Mountain and Pacific time zones. Therefore the time specified for when a valid LSR comes in for the Western NPAC would be based on Mountain time.) |
|  | Consensus reached | | **14.)** When does the clock start? Is it at receipt of good LSR?  **See Business Week Chart for requirements** |
|  | Consensus reached | | **15.)** Some think FOC interval/confirmation interval is imbedded in the One Business Day – but some think should be separate.  **LSR to FOC interval is included in the One Business Day** |
|  | 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.** |
|  | Consensus reached – one disagreement | | **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)  **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?  **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.  **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.  **Consensus is that Option A is the option to be implemented. 8am- 1pm to receive valid LSR. See Business Week Chart for exact LSR-to-FOC requirements. Ready for port by 12:01am next business day** *(see item 10 below.)* |
|  | Consensus reached | | **8.)** Do we need a “best effort” port time and a “no-later-than” port time defined?  **No, the port ready time is 12:01am (see items 4, 5, 6, 9) unless an earlier port time is agreed to by both Service Providers.** |
|  | Consensus reached | | **10.)** How do we insure matching “due time” on due date on NPAC SV creates? **Current LNPA-WG Best Practice #1 regarding port time on NPAC SV Create to be maintained ‘as is’ at 00:00:00 for Intermodal and wireline-to-wireline Simple Port’s.**  <http://www.npac.com/cmas/LNPA/best_practices_1.htm>  *(Note: The sub-team has been talking ‘port ready’ time of 12:01am to insure everyone is clear in our discussion’s that we mean one minute after mid-night. The actual NPAC SV due date time is to be 00:00:00)*  **See Business Week Chart for exact LSR-to-FOC requirements**  Best Practice draft finalized by Gary Sacra to deal with GMT conversions. Will be part of Recommendation package going to the full LNPA-WG. |
|  | Consensus reached | | **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?  **See Business Week Chart for exact LSR-to-FOC requirements** |
| Full LNPA-WG to handle as part on LNP Process Flows | This item moved to full LNPA-WG Process Flows for resolution of current concern and any Simple Port related concerns | | ***30.)*** *Discuss all three current methods regarding when its ok to remove switch translations:*   * *disconnect upon receipt of NPAC broadcast (see consensus item 21) or* * *remove translations at midnight of due date (with cutoff time evening of business day prior to the due date specified for receipt of a supp), or* * *remove translations the day following the due date.* |
|  | Consensus reached | | **25.)** Regarding Saturdays, Should we define Business Day with respect to when we can accept receipt of good LSR/FOC?  **Handled via Footnote 2 on Business Week Chart** |
|  | **Item Closed**  by request of Service Provider who raise question | | **29.)** Discuss if all the manual conversion action necessary by a wireless provider when porting-out to a wireline provider, should be cause for a separate set of FOC intervals.  **Issue not discussed by the sub-team, as the question was pulled by the Service Provider who raised the issue.** |
|  | Resolved in Full LNPA-WG on 7/28/09 (See full LNPA-WG minutes.) | **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?  **Resolved in full LNPA-WG on 7/28/09** | |
|  | Consensus reached | | **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?  **Ten digit trigger must be set by 11;59pm, the business day prior to the due date of the port. This will be documented in the new LNP process Flows, figure 5, step 12.** |
|  | Consensus reached | | **26.)** Do we need to also define Business Day different, with respect to Saturday activation? (Held open to discuss when NPAC timers item 24 is resolved.)  **Handled via Footnote 2 on Business Week Chart** |
| Full LNPA-WG to handle as part on LNP Process Flows | This item moved to full LNPA-WG Process Flows for resolution of current concern and any Simple Port related concerns | | **20.)** Should OSP be allowed to cancel an order after DD + 3 days has passed, with no activation? This effectively allows the NSP up to 4 days to activate without a sup. |
| Full LNPA-WG to handle as part on LNP Process Flows | This item moved to full LNPA-WG Process Flows for resolution of current concern and any Simple Port related concerns | | **31.)** Discuss 3 current cancel port processes to see if new Simple Port process forces change. |
|  | **Item Closed** as being removed from sub-team list by item presenter | | **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?  *"The concern raised by OPASTCO regarding the number of port requests a small company can handle is not part of the one business day definition that the sub group has been charged with and OPASTCO will withdraw this issue and address it in comments directly to the FCC."* |
|  | Item Closed- | | **27.)** Mandate port-out or both port-out/port-in?  **It is for individual companies to interpret the FCC Order, and not for this sub-team to determine.** |
|  |  | |  |
|  | Waiting Best Practice Draft from Ron Steen | | **23.)** Should old provider be required to concur in NPAC?  Ron Steen (AT&T) drafting a Best Practice to be discussed in the 8/18/09 sub-team call. Consensus (with two exceptions), was reached on handling this issue |
| To be discussed in detail at the Sterling VA face-to-face on Aug 25/26 |  | | **24.)** What should the NPAC T1/T2 timers be for a Simple Port and what time should they run (like 7am-7pm cst)? Do we need to go to a single set of NPAC timers across all ports, vs. the two we have today (wireline and wireless) to gain the efficiencies for one NPAC timer vs. 2, 3, etc” |
| To be discussed in detail at the Sterling VA face-to-face on Aug 25/26 |  | | **17.)** Should there be a defined Conflict cut-off time? If so, should it be standard across the board? |
|  |  | |  |

**Action Items:**

BD09-0501: Cindy Sheehan: Find out from NPAC what hours and days the current Wireline and Wireless timers run today. **Completed**

**9 business hour timer set** runs Monday – Friday 7:00a.m. to 7:00p.m. (CT )

(T1= 9 business hours, T2= 9 business hours)

**1 business hour timer set** runs 7 days a week, 9 am to 9 pm, time zone\* varies

by region. (T1 = 1 business hour; T2 = 1 business 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? **Completed with Issue 10 consensus**

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: **Completed**

* 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.
* “**9 business hour timer set**” run Monday – Friday 7:00a.m. to 7:00p.m. CST.

T1= 9 business hours, T2= 9 business hours

* “**1 business hour timer set**” run 7 days a week, 9 am to 9 pm, time zone\* varies by

NPAC region. T1= 1 business hour, T2= 1 business hour

\*Time Zones for “1 business hour timer set”:

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 "9 business hour timer set"); it doesn't have concept of "intermodal."  For an intermodal port, one of the carriers typically uses the "1 business hour timer set" timers and the other carrier uses the "9 business hour timer set", so the NPAC selects the "9 business hour timer set" timers.  I'm not aware of any wireline carrier that has selected "1 business hour timer set" for its port-in or port-out timers, so I can't imagine a case where anything other than the "9 business hour timer set" would be used by NPAC for an intermodal port. (From Steve Addicks/Neustar)

For Item 17, the following was supplied by John Nakamura and Steve Addicks from Neustar:

Time information in the NPAC:

1. FRS, section 1.2.16 discusses multiple areas including, GMT(or UTZ), NPAC GUI time, business hours and business days, timers, and changes from Standard to Daylight (and back).
2. CMIP messages and the NPAC database use GMT. CMIP messages are pass-through with no NPAC conversion.
3. The NPAC LTI uses the local time of the user’s PC. Timestamps entered on the GUI are converted to GMT based on user’s PC time.
4. All NPAC timestamps (e.g., NSP Due Date, Activation Date, Disconnect Date) are 14 digits (MMDDYYYYHHMMSS).
5. As listed in issue #10 of the One Business Day sub-committee, the LNPA WG Best Practice (#1) for wireline and intermodal ports states that the time portion of a Due Date should be set to zeros (i.e., MMDDYYYY000000).  
   *“Decisions / Recommendations:  
   The WNPO decided that for an inter-species port (between wireless and wireline) the due date time stamp on an SV create sent to the NPAC must be set to midnight GMT on a 24 hour clock. For wireless-to-wireless SV creates, specific times can be set. There are still some operational problems associated with the time stamps today, and they may be exacerbated with the introduction of wireless porting.”*
6. A quick review of some SVs in production indicates that the Best Practice generally is followed. This means that the “available for activation” time for ports involving wireline carriers actually is on the day before the due date, at 8 pm EDT for NE, MA, and SE regions, 7 pm CDT for the MW and SW regions, 6 pm MDT for the WE region, and 5 pm PDT for the WC region. During Standard Time, the above mentioned time differences will increase by one hour (7, 6, 5, 4 pm).  
     
   Impact: The Best Practice and the current discussion of the One Business Day sub-committee (“Ready for port by 12:01am next business day”) are different.
7. The Conflict Restriction Window tunable is currently set to 17:00 GMT for all regions (as defined in the FRS, Appendix C, System Tunables). This tunable definition is, “The *time of day* on the business day PRIOR TO the due date, that once reached, an old SP is restricted from placing an SV with a status of pending, into conflict, where one or both SPs use Long Timers.” The Conflict Restriction Window-Short (wireless to wireless) is not used (per RR5-42.5).  
     
   Impact: The current Conflict Restriction Window (17:00 GMT is 12:00 CDT) and the current discussion of the One Business Day sub-committee (“8am- 1pm to receive valid LSR”) create a time discrepancy where a Conflict could not be used.
8. The Long Conflict Resolution Restriction tunable is current set to six business hours. The tunable definition is, “The *number of business hours* that a new SP is restricted from resolving an SV with a status of conflict (by taking it back to a status of pending), where one or both SPs use Long Timers.”. The value for short is also six business hours.