**LSR SUPPs, Expedites, Due Date Changes**

*Submitted By: NPIF*

*Accepted: 05/04/2010*

*Revised: 03/06/2013*

*Revised: 08/02/2023*

*Version: 3*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 05/04/2010 (Version 1). Subsequent to its approval by the LNPA WG, Best Practice 65 was reviewed by the North American Numbering Council (NANC) at its May 21, 2010, meeting and endorsed by the NANC at the request of the LNPA WG.

Additional redlines were approved by LNPA WG at the March 6, 2013, meeting, and will be presented for approval to the NANC in their May 2013 meeting.  If approved at the NANC, it will be sent to the FCC for approval

The NANC approved Best Practice 65 and the associated NANC LNP Process Flows in their September 2013 meeting.  The NANC forwarded their recommendation for approval to the FCC on October 17, 2013.

After a Public Comment cycle was completed, Best Practice 65 was approved and mandated by the FCC in DA 14-842 dated June 20, 2014.

It was reviewed again at the 12/13/2022 NPIF where consensus was reached that wording changes were required to recommend that the NNSP consult the ONSPs documented business rules when the NNSP cannot complete the port on the original Due Date. Consensus was reached on the proposed changes at the 8/2/2023 NPIF.

**Background:**

**Documentation Referenced:**

**Decisions/Recommendations**

Agreement was reached in the LNPA WG that service providers should continue to follow the ATIS OBF (Alliance for Telecommunications Industry Solutions, Ordering and Billing Forum) LSR Guidelines (LSOG) when submitting a supplement to cancel, change the due date or change data values on a previous order for any port to or from a wireline carrier.  Per the current (Jan. 2010) LSR Guidelines, “Expedites” are not allowed on a simple port request.

If a New Network Service Provider (NNSP) finds for some reason that they will not be able to complete a port request on the original Due Date, they must consult the Old Network Service Provider’s (ONSP’s) documented business rules to determine whether they are required to submit a supplement changing the Due Date to the Old Network Service Provider (ONSP) to prevent the customer being taken out of service.  . If the ONSP’s documented business rules do not address Due Date changes, the NNSP must submit a supplement to the ONSP requesting a Due Date change, per the LSR Guidelines.

When the port is a simple, next business day port request submitted before 1:00PM in the predominant time zone of the NPAC region in which the number is being ported (Due Date the next business day) and it is necessary to change the Due Date, it is critical that the New Network Service Provider (NNSP) understand and abide by the Old Network Service Provider’s (ONSP’s) documented business rules for changing the Due Date and if required by the ONSP, the NNSP must send the ONSP a supplement changing the Due Date before the ONSP's porting center's closing business hour.  For those ONSPs/carriers that disconnect on the due date, they must accept SUPPs up until 9:00PM on Day 1.

Following are the three options for the ONSP to disconnect the number per the NANC Flow Narratives [(1.) will not be done until the old Service Provider has evidence that the port has occurred, or (2.) will not be scheduled earlier than 11:59 PM one day after the due date, or (3.) will be scheduled for 11:59 PM on the due date, but can be changed by an LSR supplement received no later than 9:00 PM local time on the due date.]

The response to the supplement should follow the industry standard response times, i.e., a non-simple port request should receive a response to a request/supplement within a maximum of 24 hours and a simple, next business day port request/supplement should receive a response within a maximum of 4 hours of having received the request/supplement.  (A request/supplement received before 1:00PM in the predominant time zone of the NPAC region in which the number is being ported, must receive a response within 4 hours that day in that time zone.  A request/supplement received after 1:00PM in that time zone, must receive a response before Noon of the next business day.)

The timing of the request/supplement should be considered when populating the Due Date to prevent the request/supplement being rejected by the ONSP for an invalid Due Date further delaying the port.