Problem/Issue Identification and Description

**Submittal Date** (mm/dd/yyyy): 10/04/2022 **PIM # 148**

**Company(s) Submitting Issue**: AT&T

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**(NOTE: Submitting Company(s) is to complete this section of the form along with Sections 1, 2 and 3.)**

1. **Problem/Issue Statement:** (Brief statement outlining the problem/issue.)

LNPA Process for handling Pending ‘like’ Subscription Versions impacted by a SPID Migration

1. **Problem/Issue Description:** (Provide detailed description of problem/issue.)

 Prior to a SPID Migration, the LNP Administrator (LNPA) has several preliminary tasks that need to be worked, with some of these tasks directly impacting Service Providers (SP) that may not be the Old or New SPID involved in the SPID Migration. One of the tasks includes ensuring that there are not any pending ‘like’ Subscription Versions (SVs) in the line ranges of the SPID Migration. A pending ‘like’ SV must either be activated or cancelled prior to the SPID Migration to allow the SPID Migration to be processed successfully. To accomplish this task, the LNPA sends an email notification to the SP’s SPID Migration contacts for ALL impacted SPs, at X days and at Y days. On the day of the SPID Migration, the LNPA cancels any remaining pending ‘like’ SVs and sends an email notification to the SP’s SPID Migration contacts. The emails do not\* contain the list of SVs but instead refer the SP’s email recipient(s) to the NPAC’s SFTP directory and the recipient must look up the specific files for the SP and NPAC region involved in the SPID Migration.

Note: The SP’s SPID Migration contacts listed at NPAC are typically those resources that submit SPID Migration requests

First issue (SP Indirectly impacted): These SP SPID Migration resources may or may not be the submitters of the specific SPID Migration that resulted in the pending ‘like’ SVs.

If these resources did not submit the SPID Migration as the Old or New Network SP, they may be unaware that there are tasks needing to be performed.

Second issue (SP contacts not notified): These SP SPID Migration resources are likely NOT the SPs support team that assists with cleanup of pending ‘like’ SVs and they may not realize that the appropriate SP contact was not notified or being requested by the LNPA to assist with the ‘cleanup’ task.

Third issue (SP contacts not provided reports): The SP’s support team may or may not have access to the NPAC SFTP directory. While other SP resources (e.g. Local System IT support) may have access to the SP directories, these ‘IT’ support resources typically do not monitor for these ‘extra’ (i.e. not SIC-SMURF files) SPID Migration files.

Fourth issue (SP unable to take any action prior to SM): The ability to take action on pending ‘like’ SVs may become problematic for SPs:

In most cases where there is a pending ‘like’ SV, the reason that the activation has not occurred by the SPID Migration date is due to the customer not being ready to activate their service with the new SP. This could be due to customer(s) not having the device (e.g. phone not delivered, customer inaction, SP scheduling of install service, etc.) that is required prior to activation and the subsequent ‘port activation’. This situation causes the ‘impacted’ SP (the SP that has the pending ‘like’ SVs) into ‘manual’ work to reestablish NPAC SVs if/when the LNPA takes action to follow through with the SPID Migration.

Fifth issue (SP forced to perform manual cleanup after SM): The LNPA cancellation of a large volume of SVs rather than having the LNPA cancel/postpone the SPID Migration\*\* shifts the burden away from the LNPA.

\*The prior LNPA would attach the specific SP’s report to the email

\*\*The prior LNPA would postpone/cancel the SPID Migration if there was an excessive number of SVs to cancel

B. Frequency of Occurrence:

Generally – every time there is a SPID Migration involving ‘Pending’ like Subscription Versions

1. NPAC Regions Impacted:

 Mid Atlantic \_\_\_ Midwest\_\_\_ Northeast\_\_\_ Southeast\_\_\_ Southwest\_\_\_ Western\_\_

 West Coast\_\_\_ ALL X

D. Rationale why existing process is deficient: Please see Problem Description of deficient areas

E. Identify action taken in other committees / forums:

F. Any other descriptive items:

1. **Suggested Resolution:**
2. **Final Resolution:**

This PIM resulted in the creation of Change Order 566 which introduces a new Final Pending-Like SV/NPB Files email notification sent on the day of a SPID Migration, if Subscription Versions have been cancelled or NPBs activated automatically by the LNPA. For further information refer to CO 566.

In addition to CO 566, Best Practice 081 - Communication guidelines process associated with SPID Migrations was created to assist service providers with ‘signup’ and understanding the various SPID Migration notifications from the LNPA.

**NPIF (only)**

PIM #: 148 Final Resolution Date: 06/12/2024

Related Documents: CO 566, BP 081

Issue Resolution Referred to:

Why Issue Referred: