Problem/Issue Identification and Description

**Submittal Date** (mm/dd/yyyy): 06/04/2025 **PIM # 159**

**Company(s) Submitting Issue**: iconectiv

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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.)

In August 2023, the LNPA introduced a new method for submitting SPID Migration requests through the help desk. This method does not require use of the Excel “SPID Migration Workbook” but rather allows SPID Migration data (dates, NPA-NXXs, LRNs, etc.) to be entered directly into an NPAC help desk ticket. Submitting SPID Migration requests to the NPAC help desk via the SPID Migration Workbook continues to be supported.

In calendar year 2024, 19.6% of SPID Migration requests submitted through the NPAC help desk used the SPID Migration Workbook method and the remainder (80.4%) used the newer method that does not require the workbook. Given a significant majority of requests are using the new method, the LNPA would like the industry to consider sunsetting submitting requests using the SPID Migration Workbook.

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

A. Examples & Impacts of Problem/Issue:

The help desk request method that does not require an Excel file attachment would allow the LNPA to consolidate the existing two request types to a single, generic “SPID Migration” request. The LNPA believes the SPID Migration Workbook is more cumbersome and time consuming for both users and LNPA staff, especially for users not familiar with the process.

B. Frequency of Occurrence:

In calendar year 2024, 19.6% of SPID Migration requests submitted through the LNPA help desk used the SPID Migration Workbook method and the remainder (80.4%) used the newer method that does not require the workbook.

From January through May of 2025, 11.2% of SPID Migrations requests submitted through the NPAC help desk used the SPID Migration Workbook method and the remainder (88.8%) used the newer method.

Hundreds of SPID migration requests through the NPAC help desk are made each year.

1. NPAC Regions Impacted:

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

 West Coast\_\_\_ ALL X

D. Rationale why existing process is deficient:

The LNPA believes the SPID Migration Workbook is more cumbersome and time consuming for both users and LNPA staff, especially for users not familiar with the process. The significant usage of the newer method for submitting requests to the NPAC help desk demonstrates that this method is more efficient for users. Reducing the number of options for submitting SPID Migrations through the NPAC help desk would make the corresponding M&Ps clearer and potentially reduce confusion for users.

E. Identify action taken in other committees / forums:

None

F. Any other descriptive items:

None

1. **Suggested Resolution:**

The LNPA suggests that the industry agree upon a date for sunsetting the ability to submit SPID Migration requests to the LNPA help desk using the SPID Migration Workbook. The newer method that does not require a workbook for submitting SPID Migration requests through the NPAC help desk would remain as the method for submitting requests. No changes are proposed to self-service capabilities on the LTI, and those capabilities would continue to be available for LTI users to enter SPID Migration request data.

If consensus is reached to sunset the SPID Migration Workbook option, minor changes to non-requirements text in Section 3.2.2 of the FRS should be updated through a Change Order. Corresponding user documentation (M&Ps) would also need to be updated.

1. **Final Resolution:**

This PIM resulted in the creation of a Change Order (CO 569) to sunset the SPID Migration Workbook.

**NPIF (only)**

PIM #: 159 Final Resolution Date: 07/09/25

Related Documents: CO 569

Issue Resolution Referred to:

Why Issue Referred: