Local Number Portability
Working Group

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ISSUE: Develop and document process and guidelines for preserving
directory listings when a customer ports their directory number to
a wireless service provider.

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TITLE: Preserve Directory Listings after Porting to a Wireless Service
Provider

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DISTRIBUTED TO: Local Number Portability Working Group

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ABSTRACT: This contribution identifies the need to establish a process and
guidelines for preservation of a customer's directory listing(s)
when porting to a wireless service provider.

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Notice

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I INTRODUCTION

In the Open Issues (Section 6) of the LNPA Working Group *2nd Report on Wireless Wireline Integration*, the Directory Listing issue was documented as unresolved.  At the April LNPA WG/WNP meetings, we decided to delete this issue considering it to be a service provider-to-service provider issue.  Shortly after this decision was made, a document titled "Recommendation For LNP Problem Identification and Management" was distributed and discussed.  Based on the provisions of this document, it seems that the deletion of the directory listing issue was the wrong decision.

This contribution proposes to re-instate the Directory Listing issue in the Open Issues (Section 6.5)  of the next version of the Wireless Wireline Integration report.


II DISCUSSION

Included in the "Recommendation For LNP Problem Identification and Management" document is a recommendation that the LNPA WG take steps to identify, document, and categorize LNP problems/issues as well as recommend resolutions for those issues.

The issue of preserving directory listings when a customer ports is definitely LNP related.  At this time, there are no procedures or guidelines in place to accommodate this activity since wireless service generally do not provide directory listings for their customers.  It seems reasonable that we should be able to develop procedures and guidelines that would apply to all wireless service providers for communicating with directory services people.

Even though a business ports numbers from a wireline to wireless service, the business will most likely still want to retain their yellow pages listing.  Unless directory services is notified promptly and properly, the listing may be deleted by the old service provider and, depending on the time of year, the listing may be deleted from the next printing of the yellow pages or independent directory.  This would make for a very distraught customer.


III CONCLUSION

Due to the scope of these committees, Directory Listing needs to be retained in the report to NANC as an open issue and worked and resolved by the LNPA WG/WNP.