

LNP Problem/Issues Identification & Management Process

Step	Description
1. LNP Problem/Issue identified.	<ul style="list-style-type: none"> As a Service Provider and/or Service Providers port customer(s), they may encounter problem/issues. These issues may arise from various sources during the porting process, such as the LSR/FOC, customer disconnection, intercept, etc.
2. Collect Data and Examples of Problem/Issue	<ul style="list-style-type: none"> When a problem/issue is identified, it is essential that the Service Provider obtain data and examples of the issue. Information must be collected regarding the frequency of occurrence, impacts of problem, location of problem such as Service Provider/ NPAC/Network/etc., examples of when the issue occurs. Once this data is collected, the Service Provider can better assess how to resolve the problem/issue.
3. Is Problem/Issue addressed by an existing Process?	<ul style="list-style-type: none"> The Service Provider is to review the existing industry LNP processes and procedures. If the problem/issue being encountered is already addressed in existing processes and procedures, then proceed to step 4. If the existing processes and procedures have not addressed the issue in question, proceed to step 10.
4. Contact other Service Provider(s)and/or System Owner to resolve Problem/Issue.	<ul style="list-style-type: none"> During the data collection phase, the Service Provider(s) and/or System Owner (eg; NPAC, Service Bureau, etc), where the problem/issue is being encountered will be identified. The Service Provider experiencing the problem/issue is to contact the other Service Provider(s) and explain what problem/issue is occurring. Each Service Provider is responsible to investigate the stated problem/issue within their companies. It is each Service Providers responsible to use their best efforts in order to achieve a common understanding and resolution.
5. Is Problem/Issue resolved?	<ul style="list-style-type: none"> Following each Service Provider(s) and/or System Owner (eg; NPAC, Service Bureau, etc), good faith effort to investigate and understand the issue, if a satisfactory agreement is reached the problem/issue process concludes. If a common agreement is not reached, the involved parties are to seek addition industry clarification.
6. Solicit Industry committee/forum clarification on process in question.	<ul style="list-style-type: none"> During this step, the involved Service Providers are to contact the industry committee/forums that are responsible for development/implementation of the

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	<p>LNP process in question.</p> <ul style="list-style-type: none"> The responsible industry group is to investigate the Service Providers questions and provide clarification and a common understanding to the processes. It is suggested that all involved Service Providers jointly contact and participate with the committee/forum. This joint contact is to minimize any confusion and the work effort. This suggestion does not preclude a Service Provider from making individual contacts to the appropriate industry group.
7. Is Problem/Issue resolved?	<ul style="list-style-type: none"> The involved Service Providers are to evaluate the input from the industry groups. If the Service Providers agree to a common resolution of the problem/issue the process is concluded. If agreement is not reached and the prior steps have been followed, then advancement to step 8 is appropriate.
8. Escalate based on exiting agreement(s).	<ul style="list-style-type: none"> Since all previous steps have failed to provide a successful conclusion, the involved parties next suggested problem/issue remedy step is escalation. Normally, Service Providers have established escalation policies/procedures. These policies/procedures should be reviewed and followed. Examination of a company's existing Inter-company/Interconnection and/or industry agreements regarding escalation is another source of resolution policy/procedures. If the above suggestion(s) are not available/successful, escalation within the policies of State and/or Federal Regulatory bodies should be considered. It is each Service Providers responsible to use their best efforts in order to achieve an agreeable resolution as they apply the steps suggested above.
9. Is Problem/Issue resolved?	<ul style="list-style-type: none"> The involved Service Providers are to evaluate the results of escalation process. If the Service Providers agree to a common resolution of the problem/issue the process is concluded. If agreement is not reached and the prior steps have been followed, then advancement to step 10 is appropriate.

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	<ul style="list-style-type: none"> If the problem/issue progresses to step 10, all involved Service Providers are encouraged to participate in order to assist in reaching an acceptable resolution.
10. Complete LNPA WG Problem/Issue Identification & Description Form.	<ul style="list-style-type: none"> If a problem/issue has not been addressed in existing processes and procedures or can not be resolved as outlined in the previous steps, the LNPA WG needs to be informed and become involved. The Service Provider(s) experiencing the problem/issue is to obtain and complete the LNPA WG Problem/Issue Identification and Description Form. A copy of this form can be obtained directly from LNPA WG or the Web site of www.npac.com at the LNPA WG Link. All fields on the form must be completed. Care must be taken to provide complete and accurate data to facilitate accurate resolution of the problem/issue. Upon completion of the form, it must be submitted to the LNPA WG through the Web site or LNPA WG Committee Co-Chairs.
11. LNPA WG review input on P/I ID Form.	<ul style="list-style-type: none"> When the Problem/Issue Identification and Description form is received, it will be added to the next meeting agenda of the LNPA WG. NOTE: In order to have the issue addressed at the next LNPA WG meeting, the Problem/Issue Identification and Description form must be received by the LNPA WG at least 2 weeks before the scheduled meeting date. The LNPA WG will review the data on the form for completeness.
12. Is Form complete?	<ul style="list-style-type: none"> During the review process, if the data provided addresses the problem/issue fully, the LNPA WG will start their investigation into the issue. If it is found that the form does not contain complete data, it will be returned to the submitter(s) with a request for further documentation.
13. Return Form to the Service Provider(s) making request.	<ul style="list-style-type: none"> The Problem/Issue Identification and Description form will be returned to the submitter(s) if it is found to be incomplete. The form will be returned to the Contact(s) shown in the first block of the form. LNPA WG will advise the Contact(s) what data is incomplete. It will be the responsibility of the submitter(s) to

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	resubmit the form when it contains the information requested by the LNPA WG.
14. LNPA WG – <ul style="list-style-type: none"> • SP(s) making request presents Problem/Issue at LNPA WG review meeting. • Enter request on Open P/I Matrix. • Determined who is best to resolve. 	<ul style="list-style-type: none"> • The detail contained on the Problem/Issue Identification and Description form will be reviewed during the LNPA WG meeting. • The submitter(s) of the problem/issue must participate in this review process. This participation will assist the LNPA WG in understanding and evaluation. • The submitter(s) is encouraged to attend the meeting in person, but if this is not possible they may join the meeting via conference bridge. NOTE: If the submitter(s) is not present during the meeting, the Problem/Issue will not be addressed until the submitter(s) can be present. • During this review of the problem/issue data, the LNPA WG will determine which industry committee/forum is best equipped to respond to the question being submitted. • To facilitate tracking and record keeping of the problem/issue, LNPA WG will assign the issue a Item Number and enter it on the Open/Referred Issues tracking matrix. • The tracking matrix will be updated by the LNPA WG Co-Chairs, each time action is taken which involves this issue.
15. Is Problem/Issue to be worked by LNPA WG?	<ul style="list-style-type: none"> • A decision will be made by the LNPA WG regarding, what committee/forum should work the problem/issue to resolution. When the decision has been made, the submitter(s) will be advised which committee/forum will be working with them on issue resolution. • If the LNPA WG is assigned to work the problem/issue, they will start the process as outline in step 20. • If the problem/issue is to be addressed by a committee/forum, other than LNPA WG, the process will proceed as outlined in step 16.
16. <ul style="list-style-type: none"> • Complete Referral cover letter and send to Expert committee/forum or, • Refer Service Provider to appropriate Regulatory body. 	<ul style="list-style-type: none"> • The LNPA WG will complete and send the Referral cover letter, asking for a response/commitment from the referred to committee/forum. • A copy of the Problem/Issue Identification and Description form will be attached to the cover letter to provide detail related to the problem/issue.

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	<ul style="list-style-type: none"> • In order to make sure the submitter(s) are aware of the progress of the Problem/Issue, a copy of the Referral cover letter and Problem/Issue Identification and Description form will be sent to the submitter(s) at the same time it is sent to the referred to committee/forum. • If the Problem/Issue is best resolved by a Regulatory Body, the Service Provider will be referred to that Regulatory Body.
17. <ul style="list-style-type: none"> • Committee/forum review input. • SP(s) making request provide detail at review meeting. 	<ul style="list-style-type: none"> • The detail on the Problem/Issue Identification and Description form will be reviewed during the committee/forum meeting. • The submitter(s) must be represented at the committee/forum meeting. • The submitter(s) of the problem/issue must participate in the review process. This participation will assist the committee/forum in their understanding and evaluation.
18. Develop new process or clarify existing process.	<ul style="list-style-type: none"> • The referred to committee/forum will review their existing processes and determined if they need to be clarified/modified or develop a new process. • Steps will be taken by the committee/forum to update/create their processes. • The submitter(s), as well as all involved Service Providers, are encouraged to participate in the committee/forum development meetings, in order to provide continued clarification and understanding of the problem/issue. This participation will also increase the possibility of obtaining a successful resolution to the problem/issue.
19. Advise LNPA WG of status and resolution.	<ul style="list-style-type: none"> • The referred to committee/forum will keep the LNPA WG advised on the status of the problem/issue resolution. • LNPA WG Co-Chairs will update the Open/Referred Issue tracking matrix as status updates are received. • Once the referred to committee/forum has completed their review process and/or updated their processes as they deem appropriate, they will provide a final notification to LNPA WG. • The submitter(s) are to provide the LNPA WG with a monthly update on the status of the Problem/Issue. If no update is received within 3 months, the issue will be closed and noted on the Closed Problem/Issue Tracking Matrix.

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<p>20.</p> <ul style="list-style-type: none"> • Develop new/clarify existing process or • Obtain new/revised process. • Provide response to requesting SP(s). 	<ul style="list-style-type: none"> • If the LNPA WG is assigned to work the problem/issue, they will examine the established processes to determine if a current process addresses this issue. • The submitter(s) of the problem/issue must participate in the review process. This participation will assist the LNPA WG in their understanding and evaluation. • The submitter(s) is encouraged to attend the meeting in person, but if this is not possible they may join the meeting via conference bridge. • If a current process is not identified, the LNPA WG will take the appropriate steps to develop a process. The new process will be reviewed with the submitter(s). • If a current process already exists, the LNPA WG will review that process with the submitter(s) of the issue. • Based on the results of the review, the current process will be modified/clarified and approved by the LNPA WG. • When the referred to committee/forum advises LNPA WG that they have completed a resolution of the issue that was referred to them, LNPA WG will make sure that the submitter(s) has been advised of that resolution.
<p>21. Is SP(s) submitting request satisfied?</p>	<ul style="list-style-type: none"> • The involved Service Providers are to evaluate the results of the review process by LNPA WG and/or the referred to committee/forum. • If the Service Providers agree with the resolution of the problem/issue, the process is concluded as stated in step 22. • If agreement is not reached and the prior steps have been followed, then advancement to step 23 is appropriate. • If the problem/issue progresses to step 23 and on through the NANC Dispute Resolution Process, all involved Service Providers are encouraged to participated and assist in reaching an acceptable resolution.
<p>22. Update Closed P/I Matrix for future reference.</p>	<ul style="list-style-type: none"> • When the problem/issue has been successfully resolved, the Open/Referred Issues matrix will be noted with a final resolution statement. • The problem/issue will remain on the Open/Referred

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	<p>Issues matrix for 30 days to allow for final approval of resolution statement.</p> <ul style="list-style-type: none"> • 30 days following the issue being resolved the issue will be changed to a Closed status and moved to the Closed Problem/Issue Tracking Matrix. • The Closed Problem/Issue Tracking Matrix will be retained by the LNPA WG for future reference. A copy of this file will be available directly from the LNPA WG or through the Web site of www.npac.com at the LNPA WG Link.
23. Escalate to NANC using NANC Dispute Resolution Process.	<ul style="list-style-type: none"> • Since the involved Service Providers have not been able to reach agreement, LNPA WG will advise them of the NANC Dispute Resolution Process. • The LNPA WG will in writing, as stated in the NANC Dispute Resolution Process, notify the involved Service Provider(s) that they may initiate dispute resolution if they wish to do so. • The submitter(s) are to provide the LNPA WG with a monthly update on the status of the Problem/Issue. If no update is received within 3 months, the issue will be closed and noted on the Closed Problem/Issue Tracking Matrix.