

LNPA Working Group Matrix

LNP Problem/Issue Tracking

Open / Referred Issues

Item Number	Orig.Date/ Company	Description	Referred To:	Resolution	Status/ Category
0001	7/12/99 SBC on behalf of SW/WC OPI	Current NANC Process Flows do not address the scenario where multiple service providers are involved as either the Old Service Provider or the New Service Provider, but are not a network or facilities based provider. Due dates are being missed , therefore customer service is interrupted and troubleshooting to resolve is different for each occurrence extending the time it takes to restore customer service.	LNPA WG	8/11/99 This issue was submitted to and accepted by the LNPA WG. This will be an agenda item for next month's meeting. 9/14/99 Jackie Klare (Pacific Bell) presented the changes to the process flows and text that were proposed by the SW/WC operations team. The WG reviewed the changes and presented additional changes. Jackie was tasked to take the suggested changes to the SW/WC operations team for further development. Jackie will present the new flows and text at the next meeting. 10/12/99 The SW/WC/W region operations team that brought this issue to the WG is working on proposed changes to the flows for WG approval. Once they are complete, they will be submitted to the WG for review.	Open/ Process Issue
0002	9/14/99 Nextlink	Currently, the service provider maintenance window is a recommended time for service providers to perform maintenance activity upon their LSMS/SOA systems.. There are no guidelines as to notification times or extended maintenance periods. The LSMS /SOA requirements address availability. Without a recognized, measured unavailability service provider requirement, there is no valid measurement of availability.	LNPA WG	9/14/99 This issue was accepted to be worked by the WG. She will present further information regarding this issue at the next meeting. 10/12/99 Shelly Shaw (Nextlink) submitted a proposed unavailability requirement to address the service provider maintenance window. That document will be attached to the minutes. The WG discussed the proposal and suggested changes to the document. Shelly will take the suggestions and resubmit the proposal at the next meeting.	Open/ Process Issue

Item Number – 4 digits Tracking Number

Orig.Date – Date the Problem/Issue is submitted to LNPA WG

Company - Company (s) that are submitting the problem/issue.

Description – Problem/Issue statement and Problem/Issue Description.

Referred to – LNPA WG referred to committee/organization to resolve the problem/issue.

Resolution – Identify / track the action items leading to resolution and provide a final resolution statement.

Status – Open – ID and Description Form submitted and pending assessment by LNPA WG.

Referred – Problem/Issue referred to Committee or Organization for resolution. (List referred to committee/organization)

Closed – Problem/Issue has been resolved and the issue is moved to Closed Problem/Issues Matrix for future reference.

NOTE: 30 days following the Problem/Issue being Closed, the Problem/Issue is moved to a separate Closed Problem/Issues Matrix.

A copy of the file is available from the LNPA WG Website of www.npac.com.

Category – Guideline (inadequate or nonexistent), Process issue, LSR/Ordering, NPAC (design or operation), Publicity, Other.