

LNP Problem/Issue Identification and Description Form

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Company(s) Submitting Issue: Ameritech - SBC

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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.)

INADVERTENT PORTING

An “inadvertent port” is a condition is encountered when an out of service customer contacts their current service provide’s repair center. Repair technicians uncover an “inadvertent port” through routine trouble analysis processes. These processes include line testing to validate that the customer’s TN is provisioned within the SPs facilities (network and loop). In addition the processes include the validation of pending order activity.

If the technician finds that the customer is provisioned within their facilities, there is no evidence of requested order activity, but the customer’s line has been ported to another SP – this is considered an “inadvertent port”. More details concerning possible scenarios and suggested processes are conatined within this document.

2. Problem/Issue Description: (Provide detailed description of problem/issue.) There are certain instances where customer lines are ported in error i.e. “Inadvertent Porting”. There are several circumstances under which this may occur. Below are lited the possible scenarios. These scenarios result in a customer being out of service. The intent of this submission is to minimize the amount of time that a customer must be out of service.

A. Examples & Impacts of Problem/Issue:

“INADVERTENT PORTING”

POSSIBLE SCENARIOS

1) Old SP creates an SV in NPAC SMS upon issuing the FOC. The new SP never issues matching SV because:

- a) New SP didn’t get to it on time
SV CANCELS – old SP has to reenter SV¹
- b) New SP typed in the wrong data i.e. TN, DD, SPID. Old SP inputs “conflict”
-Timers expire
NO MATCH – Old SPs SV cancels – has to reenter SV
Error: Reference source not found
- New SP erroneously activates wrong TN

¹ NANC CO 240 will provide fix (see proposed process flow)

customer oos – “Old” SP has to coordinate with “New” SP to “unport” customer

- c) Old SP typed in the wrong TN
 - Timers expire
 - SV CANCELS - no harm done. New SP can activate on DD if they had created on correct TN**

- New SP erroneously activates wrong TN
customer oos – we have to coordinate with SP to “unport” customer

- d) Old SP typed in the wrong SPID
 - Timers expire
 - SV cancels – have to reenter SV due to short time frameError: Reference source not found**

- Wrong New SP erroneously activates TN
customer oos- “Old” SP has to coordinate with SP to “unport” customer

2) New SP creates an SV before Old SP and:

- a) New SP entered wrong TN/DD and Old SP put into conflict
 - New SP ignores, activates and customer oos
 - New SP responds to conflict and corrects error

B. Frequency of Occurrence: multiple times weekly

C. NPAC Regions Impacted:

Canada ___ Mid Atlantic ___ Midwest ___ Northeast ___ Southeast ___ Southwest ___ Western ___
West Coast ___ ALL X

D. Rationale why existing process is deficient: Customers are taken out of service and there is no graceful off hour solution to restore quickly.

E. Identify action taken in other committees / forums:

F. Any other descriptive items:

3. Suggested Resolution:

All scenarios in which customers are out of service are unacceptable and currently there are no graceful processes, particularly in off-hours to restore customers. These scenarios primarily involve the Old SP attempting to restore a customer’s service. Primarily, this condition is encountered in an off-hour. Often the contact info provided is either inaccurate (SP not available or no answer) or the emergency contact does not have either LNP expertise or authorization to assist in the solution. The following proposed process would facilitate the resolution of this problem state:

- 1) Old SP attempts to contact New SP
 - if able to contact and resolve –OK- END
 - if no – proceed to #2

- 2) Old SP contacts NPAC to perform required SP action to restore customer (create matching SV) with “emergency action” form. Form would include:
 - *Initiating SP
 - *Old SP/New SP
 - *New SP contact info used i.e. NAME:-----TEL#-----

- 3) NPAC attempts to contact new SP
 - if able to contact and resolve –OK- END
 - if unable to contact proceed to #4

- 4) NPAC inputs matching create in lieu of New SP
- 5) NPAC personnel notify (email?) New SP of action taken

LNPA WG: (only) Item Number: ___ ___ ___ ___ Issue Resolution Referred to: _____ Why Issue Referred: _____ _____ _____
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