

**LNP Problem/Issue Identification and Description Form**

**Submittal Date** 05/01/2000  
**Company(s) Submitting Issue:** ICG Telecom Group, Inc.  
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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.)

There are continuing issues involving the on-going effects, on a region, of a Service Provider's association to the NPAC being down, and that that can, in some instances, effectively cripple an entire region.

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

**A. Examples & Impacts of Problem/Issue:**

There was a recent example in which the NPAC could neither contact the responsible Service Provider whose association was down, nor convince them, upon contact and discussion, to accept a filter on their NPAC association in the affected region. As a result, all of the activation requests in the affected region entered into a Partial Failure state and no subsequent action could be taken for any of the subscriptions until the Service Provider, whose association was down, corrected their problem. During this Partial Failure a ported End-User experienced degraded service (no terminating service) that could not be corrected for several days. This same problem repeated itself during the last week of April and we had an end-user with no terminating service for over three days.

Part of the problem stems from lack of consistent information from NPAC personnel, as demonstrated at the Cross Regional Meeting on April 27th. There was a vague mention of this at a prior Cross Regional, but there is no clear solution.

**B. Frequency of Occurrence:**

Once a Week

**C. NPAC Regions Impacted:**

Canada \_\_\_ Mid Atlantic \_\_\_ Midwest \_\_\_ Northeast \_\_\_ Southeast \_\_\_ Southwest \_\_\_ Western \_\_\_  
 West Coast \_\_\_ ALL\_X\_

D. Rationale why existing process is deficient:

There is no clearly defined existing process and several of the SPs are confused as to what NPAC will and will not do in these situations. Also, if the NPAC is not able to contact the SP or convince them to allow for a filter to be put in place, there is no documented recourse to allowing the SP who ported the number to restore service to their end-user.

E. Identify action taken in other committees / forums:

This problem has been brought to the attention of the OPWEST/LNP East Operations team who drafted a letter in support of the proposed resolution to both the NPAM and West Coast LLCs. The LLCs in turn gave their support and decided to present the issue to the LNPA-WG. Also, the issue was given attention at the April 27th Cross Regional where several SPs asked for clarification.

F. Any other descriptive items:

**3. Suggested Resolution:**

In the instance of a new Service Provider having a customer affecting problem requiring a change to a Subscription Version that is in Partial Failure status:

&#61623; The new Service Provider must contact Neu Star after the 15-minute timer expires to notify them of the problem.

&#61623; Upon notification to Neu Star, a two-hour timer will commence during which Neustar will attempt to contact the Service Provider(s) to whom the Subscription Version has failed (i.e., "down").

&#61623; The two-hour timer is a sequential "clock" timer, not a business hour timer

&#61623; If Neu Star is unsuccessful in:

- a) Contacting the Service Provider,
- b) Gaining the Service Provider's permission to apply a filter
- c) Or the Service Provider fails to restore their NPAC association by the conclusion of the two hours Neu Star will be authorized to apply the filter to the Service Provider who is responsible for the Partial Failure state.

&#61623; If the Service Provider responsible for the Partial Failure is able to restore their NPAC association prior to the expiration of the two-hour timer, this process would become null and void.

**LNPA WG: (only)**

Item Number: \_\_\_\_

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|-------------------------------------|
| Issue Resolution Referred to: _____ |
| Why Issue Referred: _____           |
| _____                               |