

LNPA WG Best Practices Document

Item Number	67
Topic:	Processing Interval for Simple, Non-Simple, Porting Project and Customer Service Records (CSR)
Date Logged	10/21/2010
Date Modified	5/10/2011
Related Regulation / Document Ref	FCC 09-41, FCC 10-85, FCC 03-284A1
Related Issue	<p>Simple Port: Per FCC Order 09-41 Service Providers are required to support a 1 business day order to port interval for simple LNP ports. By definition, simple port allows for a minimum requested due date of 1 business day (4 hour Firm Order Confirmation [FOC] plus 1 or 2 day due date).</p> <p>Non Simple Port: Service Providers have different definitions and thresholds associated to non simple LNP ports which requires the Old Service Provider to process within a minimum requested due date of 4 business days (1 day Firm Order Confirmation [FOC] plus 3 day due date). The due date of the first TN ported in an NPA-NXX is no earlier than five (5) Business Days after FOC receipt date.</p> <p>Project Port: Typically Old Service Providers define an LNP project as a LNP request that is above the maximum non simple port LNP order threshold. LNP orders that are defined as a project order result in longer FOC and due date intervals. Due dates and processing timelines lack definition and are often negotiated with the Old Service Provider. In addition to the lack of interval standardization, FCC Order 09-41 did not establish standard minimum thresholds in terms of the quantity of TNs that could be considered a LNP project. The result is that a number of Service Providers have established minimum thresholds of TNs, some as low as 2, that are not candidates for the 4 day non-simple porting interval.</p>

This proposed Best Practice seeks to reach consensus at the LNPA Working Group on an acceptable least common denominator in order to do the following:

1. Remind Service Providers of their obligation to return a Firm Order Confirmation (FOC) or an appropriate error message for all simple wireline and intermodal ports within 24 hours (excluding weekends and holidays) as directed in FCC 03-284A1 and as previously set forth in Best Practice 47 now superseded by Best Practice 67.
2. Re-affirm earlier consensus of the LNPA WG that the 4 hour Firm Order Confirmation (FOC) response to simple wireline and intermodal ports with shortened intervals as mandated by FCC 09-41 starts when a complete and accurate LSR is received by the Old Service Provider or is received by the agent/service bureau/clearing house of the Old Service Provider as previously set forth in Best Practice 62 now superseded by Best Practice 67. Also see Chart 1 & 2.
3. Establish the minimum quantity of TNs on a port request that can be considered a “project” by the Old Service Provider for which the **due date** can be negotiated between the Old and New Service Providers and not necessarily a candidate for the 4 business day non-simple porting interval.
4. Establish the minimum quantity of TNs on a port request that can be considered a “project” by the Old Service Provider for which the response to the Local Service Request (LSR) (either the Firm Order Confirmation [FOC] or Reject, whichever is applicable) can exceed 24 clock hours.
5. Establish the minimum quantity of TNs on a requested Customer Service Record (CSR), if applicable, for which the return of the CSR to the requesting New Service Provider can exceed 24 clock hours and be negotiated between the Old and New Service Providers.

Recommended
Change to
Requirements?

See below.

Submitted by

LNPA WG

Decisions /
Recommendations

For simple wireline and intermodal ports as described in Best Practices 47 and 62 respectively, it is the intent of the LNPA WG to consolidate the information and present it as follows in its condensed form. Further, for non-simple ports, it is the position of the LNPA WG that the following **minimum** thresholds and processing timelines shall apply. NOTE: The following are subject to applicable state guidelines and unless otherwise negotiated between the involved Service Providers.

	TN QTY on Request	FOC Return (hrs)	Port Interval (Bus Days)	Total port Interval (Bus Days)
Simple (Chart 1 & 2)	1	4	1 or 2 (When requested by New Service Provider)	2
Simple extended due date	1	24	3 (When requested by New Service Provider)	4
Non simple port	1-50 (Notes 2,4)	24	3	4
Project	51+	Negotiated by Involved Service Providers (Note 5)	Negotiated by Involved Service Providers (Note 5)	Negotiated by Involved Service Providers (Note 5)

The following **minimum** thresholds shall apply for requested Customer Service Records (CSRs), when applicable. These are also subject to applicable state guidelines and unless otherwise negotiated between the involved Service Providers.

QTY OF TNs ON CSR	CSR RETURN INTERVAL (CLOCK HOURS – Note 1)
1-50	24 (Note 3)
51-200	48 (Note 3)
>200	72 Note 3)

NOTE: This Best Practice is not intended to imply or encourage Service Providers to lower their minimum thresholds if they currently support higher quantities of TNs that can be ported within the 4 business day non-simple porting interval, nor is it meant to encourage Service Providers to withhold issuing the FOC or CSR if they currently respond in a timeframe quicker than is outlined above. It is only intended to require Service Providers to support a higher threshold of TNs if they currently only support less than the established thresholds described above. Service Providers that currently support higher thresholds of TNs for non-simple ports are encouraged NOT to initiate changes to their systems and processes in order to lower them.

Note 1: Excluding weekends and Old Service Provider Company Holidays

Note 2: One TN in this context would be an LSR for a Non-Simple port of a single TN, e.g., a port of a single TN from a multi-TN account.

Note 3: These CSR return times are subject to the New Service Provider selecting a delivery method that can meet these intervals, if the New Service Provider is given such options.

Note 4: The intervals for TN counts of 1-50 above apply for multiple TN accounts when the entire account of TNs is being ported. When partial accounts of complex services are being ported, e.g., MLHG, ISDN, DID, PRI, Centrex, etc., and the remaining block of TNs must be rebuilt by the porting out Service Provider, this will be considered a “project” subject to negotiation by the involved Service Providers per the intervals in Note 5.

Note 5: Upon request by the New Service Provider in the port, the Old Service Provider will supply the Project ID and completion date (port Due Date) of the entire project within 72 clock hours (see Note 1). This information will be included on the LSR submitted by the New Service Provider. Once the LSR is received by the Old Service Provider, the FOC must be returned to the New Service Provider within 72 clock hours (see Note 1). The project completion date interval (port Due Date) will be no longer than 15 business days from receipt of the LSR unless otherwise requested by the New Service Provider or negotiated by the Old Service Provider.

Chart One:



Chart_1_Simple_Port
_LSR_and_FOC_Inte

Chart Two:



Chart_2_One_Bus_D
ay_LSR-FOC_DD_Tirr