

# LNPA Working Group

## *Status Report to NANC*

September 15, 2011

Gary Sacra, Co-Chair  
Paula Jordan, Co-Chair  
Linda Peterman, Co-Chair

### **Report Items:**

- **Local Number Portability Administration Working Group (LNPA WG) Report:**
  - Update of LNPA WG's LNP Best Practices
  - LNPA WG Approved Best Practice on Customer Service Record (CSR) Requests

*Next Face to Face Meeting..... November 9 - 10, 2011, San Antonio, Texas – Hosted by AT&T*

### □ **Update of LNPA WG's Best Practices:**


- The LNPA WG is continuing a complete review and update of all existing Best Practices to ensure applicability to current industry practices and regulatory requirements.
- Once the review and update is completed and consensus is reached on the final Best Practices document, the LNPA WG will review the document with the NANC at a future meeting, and request its endorsement and forwarding to the FCC Wireline Competition Bureau with a request for adoption.

### □ **LNPA WG Approved Best Practice on Customer Service Record (CSR) Requests:**

- CSRs are requested for a variety of reasons. In the context of porting, they may be requested to obtain information, e.g., Account Number, Customer Name and Address, etc., in order to accurately complete a Local Service Request (LSR) to initiate the porting process.
- There currently is no industry standard on what information the Old Local Service Provider (OLSP) may require from the New Local Service Provider (NLSP) when the NLSP requests a Customer Service Record (CSR).
- It has come to the attention of the LNPA WG that some providers are requiring information such as the customer's Account Number (AN), before they will honor a CSR request. This is serving to add delay in obtaining the necessary CSR and therefore, is adding delay to the customer's ability to port their telephone number.
- At its September 13, 2011 meeting, the LNPA WG reached consensus on Best Practice 70 (appended below) which addresses the information that may be required by the OLSP when the NLSP requests a CSR. The LNPA WG respectfully requests that the NANC endorse this approved Best Practice 70, and forward it to the FCC Wireline Competition Bureau with a request that it be adopted, and to direct the LNPA WG to incorporate Best Practice 70 into the NANC LNP Provisioning Flows.

==== *End of Report* ===

## Best Practices Document

Item Number	70
Topic:	Required information for Customer Service Record (CSR) requests
Date Logged	4/12/2011
Date Modified	9/13/2011
Related Regulation / Document Ref	FCC 09-41, FCC 10-85
Related Issue	<p>With the implementation of one-day porting for Simple Ports in accordance with FCC Orders 09-41 and 10-85, the FCC adopted the following requirements pertaining to Customer Service Records (CSRs) by virtue of adopting the attached NANC LNP Provisioning Flows:</p> <p> NANC_OPS_Flows_Narratives v4.1 (04-16)</p> <ul style="list-style-type: none"> <li>• The Old SP shall not require the New SP to have previously obtained a CSR before they will accept an LSR from the New SP. For those New SPs that choose not to obtain a CSR, they understand that there is heightened risk that their LSR may not be complete and accurate. This is not intended to preclude those providers who provide an ordering GUI from including a step involving a real-time CSR pull within that process, as long as an alternate ordering process is available that does not require a CSR being pulled.</li> <li>• CSRs, if requested and available, must be returned within 24 clock hours, unless otherwise negotiated between service providers, excluding weekends and Old Service Provider holidays.</li> <li>• Any of the end user validation fields required by the Old SP on an incoming LSR must be available on the CSR, excluding end user requested and assigned password/PIN.</li> <li>• Only passwords/PINs requested and assigned by the end user may be utilized as an end user validation field on an incoming LSR by the Old Network Service Provider/Old Local Service Provider. Any service provider assigned password/PIN may not be utilized as a requirement in order to obtain a CSR.</li> <li>• NLSP obtains verifiable authority (e.g., Letter of Authorization – [LOA], third-party verification – [TPV], etc.) from end user to act as the official agent on behalf of the end user. The OLSP cannot require a physical copy of the end user authorization to be provided before processing the Customer</li> </ul>

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Service Request (CSR) or the port request. The NLSP is responsible for demonstrating verifiable authority in the case of a dispute.

One of the primary reasons that the New Local Service Provider (NLSP) in a port requests a CSR from the Old Local Service Provider (OLSP) in the port is to obtain the customer's Account Number, which is one of the required fields on a Simple Port request.

It has come to the attention of the LNPA WG that some providers are requiring information such as the customer's Account Number (AN), before they will honor a CSR request. This is serving to add delay in obtaining the necessary CSR and therefore, is adding delay to the customer's ability to port their telephone number.

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Recommended Change to Requirements?

See below.

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Submitted by

LNPA WG

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Decisions / Recommendations

It is the position of the LNPA WG that for all Customer Service Record (CSR) requests, only the following information may be required by the Old Local Service Provider (OLSP) when the New Local Service Provider (NLSP) makes a request for a CSR:

1. Any Working Telephone Number (WTN) associated with the customer's account,
2. A positive indication that the proper authority has been obtained from the customer,
3. The date that authority was obtained from the customer.

Providing this information will result, at a minimum, in the return of the CSR for the specified Working Telephone Number (WTN), but that CSR must contain all necessary account information, e.g., Account Number (AN), Billing Telephone Number (BTN), Customer Name, Customer Address, etc., in order to complete a Local Service Request (LSR) for any telephone number(s) associated with the customer's account.

(Note: If the BTN or AN is not used to pull the initial CSR, to insure a complete CSR, including all WTN's on the account can be returned for the entire account, it may be necessary for the New Provider to submit a second CSR request, using the AN or BTN provided in the first CSR retrieval, to get the full CSR for the account.)

The NLSP must obtain verifiable authority (e.g., Letter of Authorization – [LOA], third-party verification – [TPV], etc.) from the end user to act as the official agent on behalf of the end user prior to requesting the CSR from the

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OLSP. The NLSP is responsible for indicating positively on the CSR request that they have obtained the necessary verifiable authority from the end user and the date that authority was obtained. The NLSP is responsible for demonstrating verifiable authority in the case of a dispute.