

Cancellation Flows For Provisioning Process

Cancel Flow, Figure 12

Introduction

A service order and/or subscription may be cancelled through the following processes:

- The End User contacts the NLSP or OLSP and requests cancellation of their porting request.
- Conflict Flow For The Service Creation Provisioning Process – Flow B, Figure 11: As a result of the Conflict Resolution process (at tie-point C) the NLSP and OLSP agree to cancel the SV and applicable service orders.

Flow Step	Description
1. End User request to cancel	<ul style="list-style-type: none"> • The Cancellation Process may begin with an End User requesting cancellation of their pending port. The Cancellation process flow applies only to that period of time between SV creation, and either activation or cancellation of the porting request. If activation completed and the End User wishes to revert back to the former SP, it is accomplished via the Provisioning Process.
2. Did End User contact NLSP?	<ul style="list-style-type: none"> • The End User contacts either the NLSP or OLSP to cancel the porting request. Only the NLSP or OLSP can initiate this transaction, not another SP. • The OLSP is not required to cancel the porting request and may choose to advise the End User to contact the NLSP to initiate the cancel. If the NLSP is contacted by the authorized End User to initiate the cancel, the NLSP must do so. • The contacted SP gathers information necessary for sending the supplemental request to the other SP noting cancellation, and for sending the cancellation request to NPAC. • If Yes, go to Step 3. • If No, go to Step 7.
3. Is NLSP a Reseller or Class 2 or 3 Interconnected VoIP Provider?	<ul style="list-style-type: none"> • If Yes, go to Step 4. • If No, go to Step 5.
4. NLSP sends cancel request to NNSP	<ul style="list-style-type: none"> • The NLSP notifies the NNSP, via their inter-company interface, indicating that the porting request is to be canceled.
5. NNSP sends SUPP to ONSP noting cancellation as soon as possible and prior to activation	<ul style="list-style-type: none"> • The NNSP fills out and sends the supplemental request form to the ONSP via their inter-company interface, indicating cancellation of the porting request.

Flow Step	Description
6. NNSP sends cancel request to the NPAC	<ul style="list-style-type: none"> The NNSP notifies the NPAC, via the SOA interface, indicating the porting request is to be canceled.
7. OLSP obtains End User authorization	<ul style="list-style-type: none"> If the OLSP is moving ahead to cancel the port request, the OLSP obtains 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. The NLSP cannot require a physical copy of the End User authorization to be provided before processing the cancellation request. The OLSP is responsible for demonstrating verifiable authority in the case of a dispute. The verifiable authority obtained by the OLSP must have occurred and be dated on or after the date that the original authority was obtained from the End User by the NLSP that initiated the original porting request.
8. Is OLSP a Reseller or Class 2 or 3 Interconnected VoIP Provider?	<ul style="list-style-type: none"> If Yes, go to Step 9. If No, go to Step 10.
9. OLSP sends cancel request to ONSP	<ul style="list-style-type: none"> The OLSP notifies the ONSP, via their inter-company interface, indicating that the porting request is to be canceled.
10. ONSP sends cancel request to NPAC	<ul style="list-style-type: none"> The OLSP, contacted directly by the End User or notified by the NNSP via their inter-company interface, sends a cancellation message to the ONSP, via their inter-company interface. The ONSP notifies the NPAC, via the SOA interface, indicating the porting request is to be canceled. The ONSP takes appropriate action related to internal work orders.
11. ONSP notifies NNSP of cancellation	<ul style="list-style-type: none"> A wireline ONSP sends the NNSP (wireline or wireless) a jeopardy notice as defined by the Ordering and Billing Forum (OBF) or an e-mail notification, indicating the End User's request for cancellation using the process outlined in Best Practice #63 (See http://www.npac.com/lnp-working-group/lnp-best-practices#0063.) A wireless ONSP's notification to the NNSP (wireless or wireline) indicating the End User's request for cancellation is via the NPAC notification to the NNSP's SOA resulting from the cancel request in Step 10. (Wireless carriers do not have the ability to send Jeopardy notifications.) This cancellation message is accepted by the NPAC only if the ONSP had previously concurred with the port by sending an SV Create message to NPAC during the SV creation. If the ONSP does not send a create message to the NPAC for this SV, it cannot subsequently send a cancellation message. In either case, the wireless ONSP must follow up with a telephone call and/or e-mail notification to the NNSP notifying them of the End User's request for cancellation.

Flow Step	Description
12. Did the provider requesting cancel send a Create message to NPAC?	<ul style="list-style-type: none"> • This is the entry point from the Inter-Service Provider LNP Operations Flows – Conflict Flow For The Service Creation Provisioning Process, tie point C, Figure 11. • This cancellation message is accepted by the NPAC only if the ONSP had previously created during the SV creation. If the ONSP does not send a create message to the NPAC for this SV, it cannot subsequently send a cancellation message. • If Yes, go to Step 14. • If No, go to Step 13.
13. NPAC rejects the cancel request	<ul style="list-style-type: none"> • NPAC sends an error via the SOA interface indicating that a cancel request cannot be sent for an SV that did not have a matching create from that SP.
14. Did both NNSP and ONSP send Create message to NPAC?	<ul style="list-style-type: none"> • The NPAC tests for receipt of cancellation messages from the two SPs based on which SP had previously sent a message into the NPAC. Since the ONSP create is optional for SV creation, if the ONSP did not send a message during the creation process, the ONSP input during cancellation is not accepted by the NPAC. Similarly, if during the SV creation process only the ONSP sent a message, and not the NNSP, only the ONSP input is accepted when canceling an order. • If Yes, go to Step 16. • If No, go to Step 15.
15. Notify Provider – NPAC updates subscription to cancel, logs status change, and notifies NNSP and ONSP	<ul style="list-style-type: none"> • For the Notification process, refer to Inter-Service Provider LNP Operations Flows –Reseller/Class 2 or 3 Interconnected VoIP Provider/Type 1 Notification, Figure 8. • For a “non-concurred” SV, when the first cancellation message is received, the NPAC sets the SV status directly to <i>cancel</i>, and proceeds to tie point Z. Both NNSP and ONSP are notified of this change in status via the SOA interface.
16. Notify Provider – NPAC updates subscription to cancel-pending, logs status change, and notifies NNSP and ONSP	<ul style="list-style-type: none"> • For the Notification process, refer to Inter-Service Provider LNP Operations Flows – Reseller/Class 2 or 3 Interconnected VoIP Provider/Type 1 Notification, Figure 8. • For a “concurrent” SV, when the first cancellation message is received, the NPAC sets the SV status to <i>cancel-pending</i>. Both NNSP and ONSP are notified of this change in status via the SOA interface.
17. Did NNSP send cancel to NPAC?	<ul style="list-style-type: none"> • If Yes, go to Step 18. • If No, go to Step 22.

Flow Step	Description
18. Did NPAC receive cancel ACK from ONSP within first cancel window timer?	<ul style="list-style-type: none"> • The NPAC applies a nine (9)-business hour [tunable parameter] time limit on receiving cancellation acknowledgment messages from both SPs. This is referred to as the Cancellation-Initial Concurrence Window. The ACK is optional for the SP that initiated the cancel request. • Short business hours are defined as 7a-7p CT (Business Day start at 13:00/12:00 GMT, duration of 12 hours). • Medium business hours (for wireline-involved Simple porting) are defined as 7a-12a Monday through Friday, excluding NPAC-defined Holidays in the predominant time zone for each NPAC region (Business Day start at NE/MA/SE [eastern time zone] 12:00/11:00 GMT, MW/SW/Canadian [central time zone] 13:00/12:00 GMT, WE [mountain time zone] 14:00/13:00 GMT, WC [west coast time zone] 15:00/14:00 GMT, duration of 17 hours). • Long business hours are planned for 9a-9p in the predominant time zone for each NPAC region (Business Day start – NE/MA/SE 14:00/13:00 GMT, MW/SW/Canadian 15:00/14:00 GMT, WE 16:00/15:00 GMT, WC 17:00/16:00 GMT, duration of 12 hours). • Short Business Days are currently defined as Monday through Friday, except holidays, and Long Business Days are currently defined as Sunday through Saturday (seven days a week), except holidays. Holidays and business hours are defined for each NPAC Region. • If Yes, go to Step 21. • If No, go to Step 19.
19. NPAC notifies ONSP that cancel ACK is missing	<ul style="list-style-type: none"> • The Cancellation-Initial Concurrence Window starts with receipt of the first cancellation message at NPAC. When this timer expires, the NPAC requests the missing information from ONSP via the SOA interface. Only “concurrent” subscriptions reach this point in the process flow.

Flow Step	Description
<p>20. NPAC waits for either cancel ACK from ONSP or expiration of second cancel window timer</p>	<ul style="list-style-type: none"> • The NPAC applies an additional nine (9) business hour [tunable parameter] time limit on receiving cancellation acknowledgment messages from both Service Providers. This is referred to as the Cancellation-Final Concurrence Window. The ACK is optional for the SP that initiated the cancel request. • Short business hours are defined as 7a-7p CST (Business Day start at 13:00 GMT, duration of 12 hours). • Medium business hours (for wireline-involved Simple porting) are defined as 7a-12a Monday through Friday, excluding NPAC-defined Holidays in the predominant time zone for each NPAC region (Business Day start at NE/MA/SE [eastern time zone] 12:00/11:00 GMT, MW/SW/Canadian [central time zone] 13:00/12:00 GMT, WE [mountain time zone] 14:00/13:00 GMT, WC [west coast time zone] 15:00/14:00 GMT, duration of 17 hours). • Long business hours are planned for 9a-9p in the predominant time zone for each NPAC region (Business Day start – NE/MA/SE 8a-8p CST, MW/SW 9a-9p CST, WE 10a-10p CST, WC 11a-11p CST, duration of 12 hours). • Short Business Days are currently defined as Monday through Friday, except holidays, and Long Business Days are currently defined as Sunday through Saturday (seven days a week), except holidays. Holidays and business hours are defined for each NPAC Region. • Either upon receipt of the concurring ACK notification or the expiration of the second cancel window timer, go to Step 21.
<p>21. Notify Provider – NPAC updates subscription to cancel, logs cancel and notifies NNSP and ONSP</p>	<ul style="list-style-type: none"> • For the notification process, refer to Inter-Service Provider LNP Operations Flows –Reseller/Class 2 or 3 Interconnected VoIP Provider/Type 1 Notification, Figure 8. • The porting request is canceled by changing the subscription status to <i>canceled</i>. Both Service Providers are notified of the cancellation via the SOA interface.

Flow Step	Description
22. Did NPAC receive cancel ACK from NNSP within first cancel window timer?	<ul style="list-style-type: none"> • The NPAC applies a nine (9)-business hour [tunable parameter] time limit on receiving cancellation acknowledgment messages from both SPs. This is referred to as the Cancellation-Initial Concurrence Window. The ACK is optional for the SP that initiated the cancel request. • Short business hours are defined as 7a-7p CT (Business Day start at 13:00/12:00 GMT, duration of 12 hours). • Medium business hours (for wireline-involved Simple porting) are defined as 7a-12a Monday through Friday, excluding NPAC-defined Holidays in the predominant time zone for each NPAC region (Business Day start at NE/MA/SE [eastern time zone] 12:00/11:00 GMT, MW/SW/Canadian [central time zone] 13:00/12:00 GMT, WE [mountain time zone] 14:00/13:00 GMT, WC [west coast time zone] 15:00/14:00 GMT, duration of 17 hours). • Long business hours are planned for 9a-9p in the predominant time zone for each NPAC region (Business Day start – NE/MA/SE 14:00/13:00 GMT, MW/SW/Canadian 15:00/14:00 GMT, WE 16:00/15:00 GMT, WC 17:00/16:00 GMT, duration of 12 hours). • Short Business Days are currently defined as Monday through Friday, except holidays, and Long Business Days are currently defined as Sunday through Saturday (seven days a week), except holidays. Holidays and business hours are defined for each NPAC Region. • If Yes, go to Step 21. • If No, go to Step 23.
23. NPAC notifies NNSP that cancel ACK is missing	<ul style="list-style-type: none"> • The Cancellation-Initial Concurrence Window starts with receipt of the first cancellation message at NPAC. When this timer expires, the NPAC requests the missing information from NNSP via the SOA interface. Only “concurrent” subscriptions reach this point in the process flow.

Flow Step	Description
24. Did NPAC receive cancel ACK from NNSP within second cancel window timer?	<ul style="list-style-type: none"> • The NPAC applies an additional nine (9)-business hour [tunable parameter] time limit on receiving cancellation acknowledgment messages from both SPs. This is referred to as the Cancellation-Final Concurrence Window. The ACK is optional for the SP that initiated the cancel request. • Short business hours are defined as 7a-7p CT (Business Day start at 13:00/12:00 GMT, duration of 12 hours). • Medium business hours (for wireline-involved Simple porting) are defined as 7a-12a Monday through Friday, excluding NPAC-defined Holidays in the predominant time zone for each NPAC region (Business Day start at NE/MA/SE [eastern time zone] 12:00/11:00 GMT, MW/SW/Canadian [central time zone] 13:00/12:00 GMT, WE [mountain time zone] 14:00/13:00 GMT, WC [west coast time zone] 15:00/14:00 GMT, duration of 17 hours). • Long business hours are planned for 9a-9p in the predominant time zone for each NPAC region (Business Day start – NE/MA/SE 14:00/13:00 GMT, MW/SW/Canadian 15:00/14:00 GMT, WE 16:00/15:00 GMT, WC 17:00/16:00 GMT, duration of 12 hours). • Short Business Days are currently defined as Monday through Friday, except holidays, and Long Business Days are currently defined as Sunday through Saturday (seven days a week), except holidays. Holidays and business hours are defined for each NPAC Region. • If Yes, go to Step 21. • If No notification is received prior to second cancel window timer expiration, proceed to tie-point CC, “Cancellation Ack Missing from New Provider Provisioning Process”, Figure 13.
Z. End	<ul style="list-style-type: none"> • Return to Main Porting Flow, tie point Z, Figure 6.

Disconnect Process for Ported Telephone Numbers