

Inter-Service Provider LNP Operations Flows – Narratives

Narratives: Following are the textual descriptions of the Inter-Service Provider Local Number Portability (LNP) Operations Flows. These Narratives (Version 4.0) provide a detailed description of each process step within the attached LNP Operations Flows (Version 4.0).



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Legend:

Local Service Provider (LSP) = Any provider (e.g., voice provider, data provider) that administers and bills local exchange and related services for the end user. The following terms identify LSPs with specific roles during the porting process:

- New Local Service Provider (NLSP) - The local provider of record following the completion of the porting process.
- Old Local Service Provider (OLSP) - The local provider of record prior to the porting process.

Network Service Provider (NSP) = Carrier that provides the facilities and switch/equipment components needed to make up an end user's local telecommunications service. The following terms identify NSPs with specific roles during the porting process:

- New Network Service Provider (NNSP) - The network provider of record following the completion of the porting process.
- Old Network Service Provider (ONSP) - The network provider of record prior to the porting process.

CSR = Customer Service Record

DSL = Digital Subscriber Loop

FOC = Firm Order Confirmation

FRS = Functional Requirements Specification

ICP = Inter-carrier Communication Process

IIS = Interoperability Interface Specifications

LSMS = Local Service Management System

LSR = Local Service Request

NPAC = Number Portability Administration Center

PSTN = Public Switched Telephone Network

SOA = Service Order Activation

SP = Service Provider

SV = Subscription Version

TN = Telephone Number

“via the SOA interface” = generic description for one of the following: the SOA CMIP association, LTI, or contacting NPAC personnel

WPR = Wireless Port Request

WPRR = Wireless Port Request Response

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NOTE:

Pursuant to FCC Order 07-188, released on November 8, 2007, and FCC Order 09-41, released on May 13, 2009, Local Number Portability (LNP) obligations are extended to interconnected Voice over Internet Protocol (VoIP) providers. In paragraph 8 of FCC Order 09-41, the FCC ruled the following: “Thus, we require all entities subject to our LNP rules, including interconnected VoIP providers and their numbering partners, to complete port requests for simple wireline-to-wireline and simple intermodal ports within one Business Day, unless a longer period is requested by the new provider or the customer elects otherwise.”

The North American Numbering Council (NANC) identifies three classes of interconnected VoIP providers, defined as follows:

1. Class 1: A standalone interconnected VoIP provider that obtains numbering resources directly from the North American Numbering Plan Administrator (NANPA) and the Pooling Administrator (PA) and connects directly to the Public Switched Telephone Network (PSTN) (i.e., not through a PSTN Service Provider partner’s end office switch). Class 1 standalone interconnected VoIP providers must follow the appropriate Wireline-Wireline/Intermodal Flows (Simple or Non-Simple, whichever is applicable) for the LNP provisioning process, serving as the New Network Service Provider (NNSP) or Old Network Service Provider (ONSP), whichever is applicable.
2. Class 2: An interconnected VoIP provider that partners with a facilities-based Public Switched Telephone Network (PSTN) Service Providers to obtain numbering resources and connectivity to the PSTN via the Service Provider partner’s switch. A Class 2 interconnected VoIP provider is not considered a reseller in the context of the FCC definition of a Simple Port (refer to FCC Order 07-188 and FCC Order 09-41 for Simple Port definition). Class 2 interconnected VoIP providers must follow the appropriate Wireline-Wireline/Intermodal Flows (Simple or Non-Simple, whichever is applicable) for the LNP provisioning process, serving as the New Local Service Provider (NLSP) or Old Local Service Provider (OLSP), whichever is applicable.
3. Class 3: A non-facilities-based reseller of interconnected VoIP services that utilizes the numbering resources and facilities of another interconnected VoIP provider (analogous to the “traditional” PSTN reseller). A Class 3 interconnected VoIP provider is not considered a reseller in the context of the FCC definition of a Simple Port (refer to FCC Order 07-188 and FCC Order 09-41 for Simple Port definition). Class 3 interconnected VoIP providers must follow the appropriate Wireline-Wireline/Intermodal Flows (Simple or Non-Simple, whichever is applicable) for the LNP provisioning process, serving as the New Local Service Provider (NLSP) or Old Local Service Provider (OLSP), whichever is applicable.

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NOTE:

The FCC has allowed that *One Business Day* porting must be implemented either within 9 months of the NANC report to the FCC, or for carriers which qualify, implemented within 15 months (FCC 09-41, para 12). The Local Number Portability Administration Working Group (LNPA WG) provisioning flows and *One Business Day* definition require reciprocal implementation where carriers must only port-in at the interval which that carrier also ports-out.

NOTE:

Service Providers are not precluded from exceeding the requirements set forth in the NANC LNP Provisioning Flows. For example, no provider is required to allow activation on a non-Business Day (Saturday, Sunday or Old Service Provider Company-Defined Holiday). However, a non-Business Day activation may be performed as long as **both** Service Providers agree **and** any Service Provider activating a port on a non-Business Day understands the porting out Service Provider may not have, and is not required to have, operational support available on days not defined as Business Days. In agreeing to non-Business Day activations, the Old (porting out) Service Provider may require that the Local Service Request (LSR)/Firm Order Confirmation (FOC) and the New (porting in) Service Provider NPAC Create message be due-dated for the appropriate normal Business Day in order to ensure that the end user's service is maintained.

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Port Type Determination

Figure 1

Flow Step	Description
1. START: End User Contact with NLSP	<ul style="list-style-type: none">• The process begins with an end user requesting service from the NLSP.• It is assumed that prior to entering the provisioning process the involved NPA/NXX was opened for porting (If code is not open, refer to Inter-Service Provider LNP Operations Flows – Code Opening Process, Figure 16.).
2. End User agrees to change to NLSP	<ul style="list-style-type: none">• End user agrees to change to NLSP and requests retention of current telephone number (TN).
3. NLSP obtains end user authorization	<ul style="list-style-type: none">• 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 NLSP cannot require a physical copy of the end user authorization to be provided before processing the Customer Service Request (CSR) or the port request. The NLSP is responsible for demonstrating verifiable authority in the case of a dispute.
4. Is this a Wireless-Wireless Port?	<ul style="list-style-type: none">• If Yes, go to Step 5.• If No, go to Step 6.
5. ICP – Service Provider Communication	<ul style="list-style-type: none">• Inter-Service Provider LNP Operations Flows – Wireless ICP Process, Figure 2, Step 1.

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Flow Step	Description
6. (Optional) NLSP requests CSR from OLSP	<ul style="list-style-type: none"> • As an optional step, the NLSP requests a Customer Service Record (CSR) from the OLSP. A service agreement between the NLSP and OLSP may or may not be required for CSR. • NOTE: CSRs are not available from wireless carriers. • 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. • 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. • 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. • 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.
7. BROADBAND – (optional) Broadband/DSL Verification	<ul style="list-style-type: none"> • Inter-Service Provider LNP Operations Flows – Broadband/DSL Verification Process, Figure 3, Step 1.
8. Does NLSP consider this a Simple Port?	<ul style="list-style-type: none"> • If Yes, go to Step 9. <ul style="list-style-type: none"> • The New SP (the NLSP and/or the NNSP whichever is applicable) must make every reasonable effort to verify that the port request is in fact a Simple Port request, e.g., pulling a CSR if available, or asking the appropriate questions of the end user, etc. • If No, go to Step 10.
9. SIMPLE LSR-FOC – Service Provider Communication	<ul style="list-style-type: none"> • Inter-Service Provider LNP Operations Flows - Wireline Simple Port LSR/FOC Process, Figure 4, Step 1.
10. NON-SIMPLE LSR-FOC – Service Provider Communication	<ul style="list-style-type: none"> • Inter-Service Provider LNP Operations Flows - Wireline Non-Simple Port LSR/FOC Process, Figure 5, Step 1.
11. MAIN – Main Porting Flow	<ul style="list-style-type: none"> • Inter-Service Provider LNP Operations Flows – Main Porting Flow, Figure 6, Step 1.
12. End	