

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Claim of confidentiality for Sprint's
Response to Data Request regarding Local
Number Portability.

Filed: June 20, 2001

Sprint's Claim of Confidentiality Pursuant to Section 364.183(1), Florida Statutes


Sprint-Florida, Inc.(Sprint) gives notice that it claims certain documents and/or records identified herein to be confidential. The information that is the subject of this Notice is provided only because of and pursuant to a requirement of the Florida Public Service Commission, specifically a staff request for information to investigate a complaint. Therefore, to the extent that Sprint claims that the information is confidential, the information is deemed confidential by operation of law. See, Section 364 183 (1), F.S. Provisions of FPSC Rule 25-22.006, F.A.C., to the contrary do not apply to this information.

The following documents, requested by Mr. Phil Trubelhorn in reference to Data Request dated June 6, 2001 regarding Local Number Portability, are the subject of this request:

- Attachment 3 - LNP Coordination Methods & Procedures
- Attachment 4 - LNP Conflict Resolution
- Attachment 5 - LNP Local Service Requests
- Attachment 6 - LNP Overview
- Attachment 7 - LNP Process Flow
- Attachment 8 - LNP Background and Implementation
- Attachment 9 - LNP Service Order Entry
- Attachment 10 - LNP Concurrence and Conflict

This Notice requires that the information be treated as confidential while on file at the Florida Public Service Commission and further that the information be returned as required by Section 364.183, F S.

Respectfully submitted this 20th day of June 2001.



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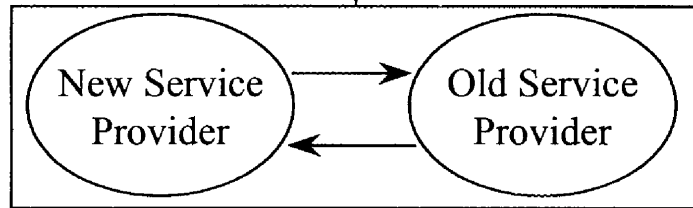
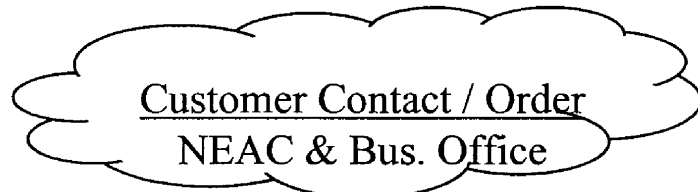
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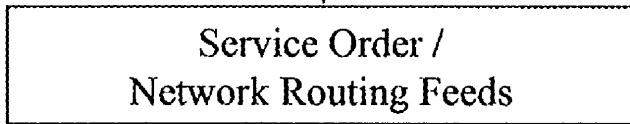
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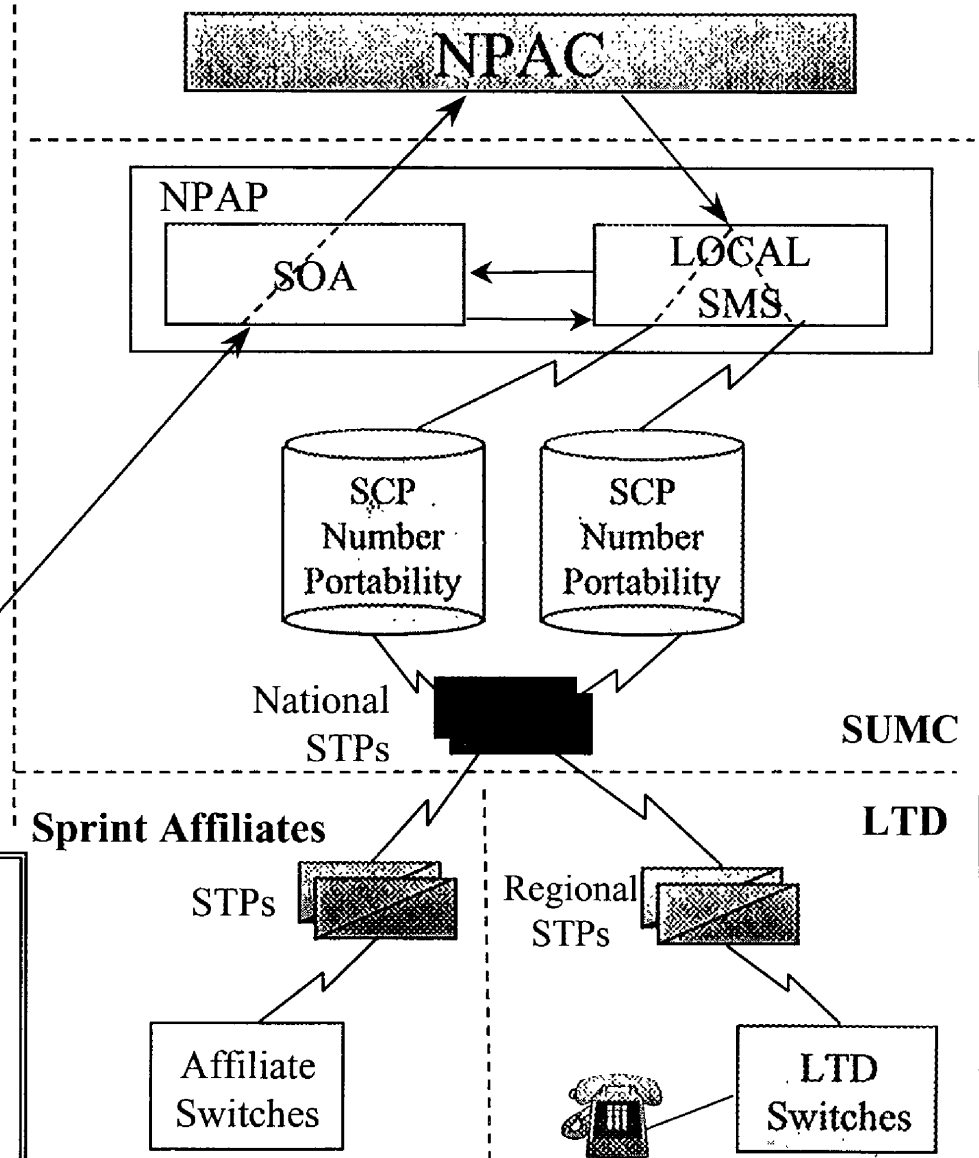
LNP Network Diagram



LEC
Legacy
Systems



- NEAC -- National Exchange Access Center
- LTD -- Local Telecommunications Division
- NPAC -- Number Portability Administration Center
- NPAP -- Number Portability Administration & Provisioning System
- SCP -- Service Control Point
- SMS -- Service Management System
- SOA -- Service Order Administration
- STP -- Signal Transfer Point





***LNP
POSITION
PAPER***

***DUE DATE CHANGES
OR CANCELLATION***

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This policy has been prepared in cooperation with Carrier Markets Operations, Network Operations, Customer Service Operations and Regulatory.

Sprint's Procedures

Local Number Portability Due Date Changes or Cancellations

POSITION

Sprint as a local telephone service provider has and continues to be concerned for the needs of its customers. Whether the customer is another Service Provider's end user or our own end user customer, Sprint will work cooperatively to meet the customer's expectation. To accomplish this goal, the following procedures describe situations of due date changes or cancellations when the end user disconnects service from Sprint and switches to another provider and ports their number. Although Sprint will attempt to change the due date or cancel the disconnection, any request received after 12 noon on the due date may not be processed before the disconnection.

BACKGROUND

To provide consistency in the handling of customers among various providers there are some basic premises established:

- Sprint offers two types of conversions:
 1. Non-coordinated – worked on the due date without notification to the CLEC at the time of the conversion. CLEC is notified of service order completion via various electronic means.
 2. Coordinated – two types both of which the CLEC is notified at the time of completion via a phone call and is provided service order completion notification.
 - A. Timed Coordination – Mutually agreed upon time* which must be confirmed by the CLEC 48 hours prior to the due date and initiated by a call from the CLEC at the scheduled conversion time. If not called in a reasonable time frame (30 minutes), the conversion is subject to be rescheduled.
 - B. Non-timed Coordination – completed any time on the due date and as completed the CLEC is notified via phone call from Sprint. This would apply when UNE loops are provisioned to the POI the day before the due date. The Sprint call is notification to the CLEC to update the LNP database.
- Non-coordinated conversions, disconnection of ported out number will be after 11:00 PM on the due date.

* After hour conversions are subject to additional charges.

- Coordinated conversions, disconnection of ported out number will be at agreed upon time on the due date when confirmed by the new provider.
- The new service provider is the provider of record as of the due date of the conversion and any report of service outage is to be made to the new provider.

PROCEDURES:

The following lists various situations of changes or cancellations at different times on or before the due date. Any reference to business hours are to be understood as Monday through Friday 8:00 A.M. to 5:00 P.M., excluding holidays, of the end user's time zone. Any reference to "after hours" notification refers to any time other than business hours.

Non-Coordinated Conversions:

Sprint has automated the disconnection of service process. The disconnection will occur after 11:00 P. M. on the due date. To change the due date requires manual intervention in the process if changed on the due date. Therefore, notification of due date change or cancellation should be received prior to the due date. In limited situations it may be necessary to change the due date or cancel the order on the due date, in which case the new provider is subject to additional fees. If the notification not to port is after 12 noon on the due date, the potential for a service interruption exists.

Procedure 1 - Prior to the due date during business hours, no activation of porting by the new provider:

- New Provider sends a supplemental LSR to the customer assigned Carrier Markets Service Center (CMSC) and notifies NPAC of change in due date or cancellation.

Procedure 2 - On the due date before the close of business hours, no activation of porting by the new provider:

- New Provider issues a supplemental LSR, calls the customer assigned Carrier Markets Service Center (CMSC) to give a heads-up of pending change in due date and/or cancellation, and sends notification to the NPAC of change in due date or cancellation. (No changes will be made without the supplemental LSR being issued.)

Procedure 3 – On the due date after close of business but prior to 11:00 P.M. no activation of porting by the new provider:

- New Provider issues a supplemental LSR, calls the Sprint CLEC Receive Repair Center to give a heads-up of pending change in due date and/or cancellation, and sends notification to the NPAC of change in due date or cancellation. (No changes will be made without the supplemental LSR being issued.)

Procedure 4 - On the due date before the close of business hours, porting activation has occurred first time port¹ of a specific Sprint number:

- The New Provider calls the customer assigned Carrier Markets Service Center (CMSC) to determine the type of activity to be sent to the NPAC, based on if the number is a first port or multiple ported number. The Carrier Markets Service Center (CMSC) will advise the CLEC to send an “immediate disconnect”, for a snapback.
- The New Provider must also send the customer assigned Carrier Markets Service Center (CMSC) a supplement LSR to cancel the port request. The phone call does not negate the requirement for the supplemental LSR. Sprint will take no action until received. If not sent immediately, another phone call will be required to alert the customer assigned Carrier Markets Service Center (CMSC) of need for immediate processing when it has been received.

Note: If the desired effect was to change the due date of the porting, the porting process must begin again from the beginning with a new request after the number has been returned to Sprint. Coordination of the issuance of the disconnect and activate messages to the NPAP must be observed with the 3 day interval requirement.

Procedure 5 – On the due date after close of business but prior to 11:00 P.M., porting activation has occurred, first time port¹ of a Sprint number:

- The New Provider calls the Sprint CLEC Receive Repair Center to determine the type of activity to be sent to the NPAC, based on if the number is a first port or multiple ported number. The customer assigned Carrier Markets Service Center (CMSC) will advise the CLEC to send an “immediate disconnect”, for a snapback.
- The New Provider must also send the customer assigned Carrier Markets Service Center (CMSC) a supplement LSR to cancel the port request. The phone call does not negate the requirement for the supplemental LSR. Sprint will take no action until received. If not sent immediately, another phone call will be required to alert the customer assigned CARRIER MARKETS SERVICE CENTER (CMSC) of need for immediate processing when it has been received.

Note: If the desired effect was to change the due date of the porting, the porting process must begin again from the beginning with a new request after the number has been returned to Sprint. Coordination of the issuance of the disconnect and activate messages to the NPAP must be observed with the 3 day interval requirement.

¹ First time port refers to numbers that have only be ported between the donor switch and the current provider.

Procedure 6 - On the due date before the close of business hours, porting activation has occurred, multiple ported² i.e., CLEC to Sprint to another CLEC or Sprint to Sprint to CLEC:

- The New Provider calls the customer assigned Carrier Markets Service Center (CMSC) to determine the type of activity to be sent to the NPAC, based on if the number is a first port or multiple ported number. The Carrier Markets Service Center (CMSC) will advise the CLEC to send a “release to migrate the number to non-native switch” for a multiple ported number. Multiple ported number requires the New Provider to send a “release to migrate the number to non-native switch” using the Sprint SPID as the new provider to port the number back to Sprint on the due date. This will start the first of the two 9-hour timers at the NPAC. (This is not a snapback, or a disconnect, as the number is not returning to the donor switch.)
- The New Provider must also send the customer assigned Carrier Markets Service Center (CMSC) a supplemental LSR to cancel the port request. The phone call does not negate the requirement for the supplemental LSR. Sprint will take no action until received. If not sent immediately, another phone call will be required to alert the customer assigned Carrier Markets Service Center (CMSC) of need for immediate processing when the LSR has been sent. The activity notice and the supplemental LSR must be sent within the timer constraints of the NPAC.

Note: If the desired effect was to change the due date of the porting, the porting process must begin again from the beginning with a new request after the number has been returned to Sprint.

² Multiple ported numbers refer to numbers which have been ported from the donor switch to another switch and then to another switch. These could be from the ILEC to multiple CLEC's or between ILEC to another ILEC switch to a CLEC. An LRN must remain in the database.

Procedure 7 – On the due date after close of business but prior to 11:00 P.M., porting activation has occurred, multiple ported² number (known by presence of porting indicator in S&E) i.e., CLEC to Sprint to another CLEC or Sprint to Sprint to CLEC:

- The New Provider calls the Sprint CLEC Receive Repair Center to determine the type of activity to be sent to the NPAC, based on if the number is a first port or multiple ported number. The Carrier Markets Service Center (CMSC) will advise to send a “release to migrate the number to non-native switch” for a multiple ported number. Multiple ported number requires the New Provider to send a “release to migrate the number to non-native switch” using the Sprint SPID as the new provider to port the number back to Sprint on the due date. This will start the first of the two 9-hour timers at the NPAC. (This is not a snapback, or a disconnect, as the number is not returning to the donor switch.)
- The New Provider must also send the customer assigned Carrier Markets Service Center (CMSC) a supplemental LSR to cancel the port request. The phone call does not negate the requirement for the supplemental LSR. Sprint will take no action until received. If not sent immediately, another phone call will be required to alert the customer assigned Carrier Markets Service Center (CMSC) of the need for immediate processing when the LSR has been sent. The activity notice and the supplemental LSR must be sent within the timer constraints of the NPAC.

Note: If the desired effect was to change the due date of the porting, the porting process must begin again from the beginning with a new request after the number has been returned to Sprint.

² Multiple ported numbers refer to numbers which have been ported from the donor switch to another switch and then to another switch. These could be from the ILEC to multiple CLEC's or between ILEC to another ILEC switch to a CLEC. An LRN must remain in the database.

Procedure 8 – On the due date after 11:00 P.M. to 6:00 A.M. next day, porting activation has occurred, first time port, or multiple ported number i.e., CLEC to Sprint to another CLEC or Sprint to Sprint to CLEC:

Sprint policy is not to restore service during these hours unless an emergency. Any requests will be handled on an individual case basis. The following identifies some guidelines on how restoration and follow-up could be accomplished if required. This is not to infer in anyway that Sprint will always restore service if requested to do so. Current Sprint Operations call out policies will be followed.

- In this procedure it is assumed that the Sprint service order has been completed since the time is after 11:00 PM. If the order is still pending in SOE then the same steps in Procedure 5 or 7 can be followed with the additional step of restoral of service via the Call Out Center. Otherwise the type of notification to return the number to Sprint will change if the status of the service order is completed.
- The New Provider must call the Sprint CLEC Receive Repair Center providing the PON and Sprint order number of the disconnected number to alert Sprint of the need to restore service. It will be determined at the time of the call if service will be restored in the Sprint switch after hours.
- The New Provider, at the time of the call to the Sprint CLEC Receive Repair Center determines the type of activity to be sent to the NPAC, based on whether the number is a first port or multiple ported number and the status of the Sprint service order. The Carrier Markets Service Center (CMSC) will advise the CLEC to send an “immediate disconnect”, for a first port. If the number is a multiple ported number, a “release to migrate the number to non-native switch” is sent. Multiple ported number requires the New Provider to send a “release to migrate the number to non-native switch” using the Sprint SPID as the new provider to port the number back to Sprint on the due date. This will start the first of the two 9-hour timers at the NPAC. (This is not a snapback, nor a disconnect, as the number is not returning to the donor switch.) The Carrier Markets Service Center (CMSC) will also advise the CLEC of the status of the Sprint service order.
- The New Provider must also send the customer assigned Carrier Markets Service Center (CMSC) a fax requesting to return the number to Sprint if the Sprint service order is completed. (Can not issue a supplemental LSR when the Sprint service order is completed. If the Sprint service order is still pending, a supplemental LSR should be submitted.) The phone call does not negate the requirement for either faxing the return request or sending the revised supplemental LSR. Sprint will take no action until the fax or supplemental LSR is received. . If not sent immediately, another phone call will be required to alert the Sprint CLEC Receive Repair Center of need for immediate processing when the LSR has been sent. The activity notice to the NPAC and the fax requesting the return of the number to Sprint or supplemental LSR must be sent within the timer constraints of the NPAC.

Coordinated Conversions:

Sprint does not use 10-digit trigger if coordination is requested. Neither does Sprint disconnect until CLEC is ready to port. If problems arise immediately after porting, Sprint expects the new provider to work diligently to correct the problems before abandoning the porting activation on the due date and requiring re-provisioning of the service as a Sprint customer. The CLEC will be responsible for all costs associated with the re-provisioning.

If the CLEC has activated porting, the same procedures would be followed as a non-coordinated conversion using 10-digit trigger as far as the notification to the customer assigned Carrier Markets Service Center (CMSC) to reinstate service