LNP Troubleshooting and Trigger Guide

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LNP Troubleshooting

Overview	This document serves as a troubleshooting guide for Ziply Fiber Wholesale Customers with issues involving Local Number Portability (LNP.)
LSR Request Types	This guide covers the BB/CB-V (Number Portability) REQTYP for Ziply Fiber SPID 0615.
Local Number Portability Center	Ziply Fiber's Local Number Portability Center manages the processes that are necessary to provide the NPAC with accurate service provider identification. The LNP center performs Service Order Administration SOA tasks during the porting of a number, whether from Ziply Fiber to NNSP (New Network Service Provider) or NNSP to Ziply Fiber. Contact and escalation information for the LNP Center is available on the LSR Contact and Escalation List available from the Local contacts page of the Ziply Fiber Wholesale Website at: https://wholesale.Ziply Fiber.com/wholesale/contacts-and-escalation-lists/local.

Ported Number Problems

No dial tone and SPID = FTR

Problem	Instruction
Prior to the FOC Date	Ziply Fiber may have been removed from the switch early. 1. FOC due date = future date 2. Call Ziply Fiber at 888-488-0068 3. Ziply Fiber LCSC Rep will verify status of TN in switch.
After the FOC due date	The NNSP may not have activated the TN on the FOC due date. 1. FOC due date = past due 2. NNSP should activate the TN in SOA
After the BCN is received in VFO	Then end-user does not have a dial tone and SPID = FTR <table><tr><th>If…</th><th>Then…</th></tr><tr><td>• The end user wishes to have service through Ziply Fiber.</td><td>• The end user calls Ziply Fiber retail customer service.</td></tr><tr><td>• The end user wishes to have service through the NNSP</td><td>• NNSP should coordinate activation of services with end user.</td></tr></table>

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Only Local Ziply Fiber callers receive and out of service recording

Problem	Instruction
Prior to FOC due date.	The NNSP may have ported the TN early. 1. FOC due date = future date. 2. SPID = NNSP 3. The NNSP must return the TN to Ziply Fiber in SOA until the FOC due date.
On the FOC due date	Ziply Fiber may not have added the LNP Trigger. 1. FOC due date = today. 2. SPID = NNSP 3. Call Ziply Fiber at 888-488-0068 to verify the LNP Trigger has been set. 4. Follow the action in this chart. **If…** / **Then…** • Trigger was added. / • There is no action to take. The trigger was added and the end user should have no issues. • Trigger was not added. / • Ziply Fiber LCSC Rep will have translations removed completely from switch
After FOC due date	Ziply Fiber may not have removed the LNP trigger and translations in the switch. 1. FOC due date = past due 2. SPID = NNSP 3. NNSP contacts Ziply Fiber at 888-488-0068 to verify translations were removed. 4. Follow the action in this chart. **If…** / **Then…** • All translations were removed. / • No action needed • Translations were not removed. / • Ziply Fiber LCSC rep will call Assignments and have translations removed completely from switch

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All Calls to Ported TN gets a fast busy/call cannot be completed recording

Problem	Instruction
After FOC due date	The NNSP may not have built the TN their own switch. 1. Verify FOC due date = past due. 2. SPID = NNSP 3. NNSP builds TN in their switch

NNSP requests translations be removed from Ziply Fiber's switch

Problem	Instruction
On FOC due date	1. FOC due date = today 2. SPID = FTR 3. NNSP calls Ziply Fiber at 888-488-0068

If…	Then…
• PON did not request coordination (DFDT or CHC)	• No Action is take. Translations will be removed the day after the port
• PON did request coordination, (DFDT or CHC)	• Ziply Fiber LCSC rep will contact CSSC to remove translations

End-User getting billed by Ziply Fiber & CLEC

Problem	Instruction
After BCN is sent to CLEC	Ziply Fiber is still billing for a ported out number. 1. FOC due date = past due 2. PON status in VFO = BCN 3. SPID = NNSP 4. NNSP calls Ziply Fiber at 888-488-0068. Ziply Fiber LCSC rep will create service orders to end billing.

NNSP requests cancel after the TN has ported

Problem	Instruction
On FOC due date	1. FOC due date = today 2. PON status in VFO = FOC 3. SPID = NNSP 4. NNSP submits a sup 1 in VFO 5. NNSP contacts Ziply Fiber at 888-488-0068 to advise of short notice sup allowing Ziply Fiber rep to process the sup 1 immediately 6. NNSP contacts the LNP Center to negotiate the return of the TN in SOA. Contact and escalation information for the LNP Center is available on the LSR Contact and Escalation List available from the Local contacts page of the Ziply Fiber Wholesale Website at: https://wholesale.Ziply Fiber.com/wholesale/contacts-and-escalation-lists/local.
Within 24 hours of FOC Due Date	1. FOC due date is no more than 24 hours past 2. PON status in VFO is FOC or PCN 3. SPID = NNSP 4. NNSP refers to Throwback and CLEC Disconnect in Error Process 5. NNSP refers to Verbal Notification for LSR Supplements

LNP Triggers

Triggers – What, Why, When

Ziply Fiber places a 10-digit trigger on a telephone number that is in process of being ported to a NNSP per industry standards. In simple terms, a trigger allows Ziply Fiber to set up automated programming that prepares the number to be released to the NNSP on the date requested, the FOC due date. During this time, the end user can make and receive calls until the NNSP provisions the new service in its system. After the due date, the trigger and line is removed from the FTR switch.

Automation is programmed to add and remove LNP triggers. When Automation fails, Ziply Fiber manually adds them via fallout report processes.

This is an overview of Ziply Fiber's 10-trigger placement.

DD-1 means FOC due date minus one day (the day before the FOC due date.)
DD+1 means FOC due date plus one day (one day after the FOC due date.)

Product Type	Detail
POTS / Line side type service	• Trigger is added on Date Due minus 1 (DD-1). This includes one-day ports. • Line (translations) and trigger removed on Date Due plus 1 (DD+1).
Other types: DID numbers, distinctive ring, independent voice mail, etc.	10-digit triggers do not apply to trunk side services.

Change Log

Date	Page	Change