



# LNP Troubleshooting and Trigger Guide

Carrier Services

Frontier Communications  
Rochester, NY

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## Contents

LNP Troubleshooting.....	3
Overview.....	3
LSR Request Types.....	3
Local Number Portability Center.....	3
Ported Number Problems.....	4
No dial tone and SPID = FTR.....	4
Only Local Frontier callers receive and out of service recording.....	5
All Calls to Ported TN gets a fast busy/call cannot be completed recording.....	6
NNSP requests translations be removed from Frontier’s switch.....	6
End-User getting billed by Frontier & CLEC.....	7
NNSP requests cancel after the TN has ported.....	8
LNP Triggers.....	9
Triggers – What, Why, When.....	9
Change Log.....	10

## LNP Troubleshooting

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### Overview

This document serves as a troubleshooting guide for Frontier Wholesale Customers with issues involving Local Number Portability (LNP.)

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### LSR Request Types

This guide covers the BB/CB-V (Number Portability) REQ TYP for Frontier SPIDS 0121, 0161, 2473 and 5200.

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### Local Number Portability Center

Frontier'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 Frontier to NNSP (New Network Service Provider) or NNSP to Frontier. Contact and escalation information for the LNP Center is available on the LSR Contact and Escalation List available from the Local Voice/UNE Services Contacts page of the Frontier Wholesale Website at: <https://wholesale.frontier.com/contacts-and-escalation-lists/voice-une-services-contacts>.

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## Ported Number Problems

No dial tone  
and SPID =  
FTR

Problem	Instruction						
Prior to the FOC Date	<p>Frontier may have been removed from the switch early.</p> <ol style="list-style-type: none"> <li>1. FOC due date = future date</li> <li>2. Call Frontier LCSC at 888-608-8023</li> <li>3. Frontier LCSC Rep will verify status of TN in switch.</li> </ol>						
After the FOC due date	<p>The NNSP may not have activated the TN on the FOC due date.</p> <ol style="list-style-type: none"> <li>1. FOC due date = past due</li> <li>2. NNSP should activate the TN in SOA</li> </ol>						
After the BCN is received in VFO	<p>Then end-user does not have a dial tone and SPID = FTR</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• The end user wishes to have service through Frontier.</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• The end user calls Frontier retail customer service.</li> </ul> </td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>• The end user wishes to have service through the NNSP</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• NNSP should coordinate activation of services with end user.</li> </ul> </td> </tr> </tbody> </table>	If...	Then...	<ul style="list-style-type: none"> <li>• The end user wishes to have service through Frontier.</li> </ul>	<ul style="list-style-type: none"> <li>• The end user calls Frontier retail customer service.</li> </ul>	<ul style="list-style-type: none"> <li>• The end user wishes to have service through the NNSP</li> </ul>	<ul style="list-style-type: none"> <li>• NNSP should coordinate activation of services with end user.</li> </ul>
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# LNP Troubleshooting and Trigger Guide

Only Local  
Frontier  
callers  
receive and  
out of service  
recording

Problem	Instruction						
Prior to FOC due date.	<p>The NNSP may have ported the TN early.</p> <ol style="list-style-type: none"> <li>1. FOC due date = future date.</li> <li>2. SPID = NNSP</li> <li>3. The NNSP must return the TN to Frontier in SOA until the FOC due date.</li> </ol>						
On the FOC due date	<p>Frontier may not have added the LNP Trigger.</p> <ol style="list-style-type: none"> <li>1. FOC due date = today.</li> <li>2. SPID = NNSP</li> <li>3. Call Frontier LCSC at 888-608-8023 to verify the LNP Trigger has been set.</li> <li>4. Follow the action in this chart.</li> </ol> <table border="1" data-bbox="578 764 1315 1180"> <thead> <tr> <th data-bbox="578 764 948 802">If...</th> <th data-bbox="954 764 1315 802">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 810 948 995"> <ul style="list-style-type: none"> <li>• Trigger was added.</li> </ul> </td> <td data-bbox="954 810 1315 995"> <ul style="list-style-type: none"> <li>• There is no action to take. The trigger was added, and the end user should have no issues.</li> </ul> </td> </tr> <tr> <td data-bbox="578 1003 948 1188"> <ul style="list-style-type: none"> <li>• Trigger was not added.</li> </ul> </td> <td data-bbox="954 1003 1315 1188"> <ul style="list-style-type: none"> <li>• Frontier LCSC Rep will have translations removed completely from switch</li> </ul> </td> </tr> </tbody> </table>	If...	Then...	<ul style="list-style-type: none"> <li>• Trigger was added.</li> </ul>	<ul style="list-style-type: none"> <li>• There is no action to take. The trigger was added, and the end user should have no issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Trigger was not added.</li> </ul>	<ul style="list-style-type: none"> <li>• Frontier LCSC Rep will have translations removed completely from switch</li> </ul>
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After FOC due date	<p>Frontier may not have removed the LNP trigger and translations in the switch.</p> <ol style="list-style-type: none"> <li>1. FOC due date = past due</li> <li>2. SPID = NNSP</li> <li>3. NNSP contacts Frontier LCSC at 888-608-8023 to verify translations were removed.</li> <li>4. Follow the action in this chart.</li> </ol> <table border="1" data-bbox="578 1499 1315 1866"> <thead> <tr> <th data-bbox="578 1499 948 1537">If...</th> <th data-bbox="954 1499 1315 1537">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 1545 948 1654"> <ul style="list-style-type: none"> <li>• All translations were removed.</li> </ul> </td> <td data-bbox="954 1545 1315 1654"> <ul style="list-style-type: none"> <li>• No action needed</li> </ul> </td> </tr> <tr> <td data-bbox="578 1663 948 1866"> <ul style="list-style-type: none"> <li>• Translations were not removed.</li> </ul> </td> <td data-bbox="954 1663 1315 1866"> <ul style="list-style-type: none"> <li>• Frontier LCSC rep will call Assignments and have translations removed completely from switch</li> </ul> </td> </tr> </tbody> </table>	If...	Then...	<ul style="list-style-type: none"> <li>• All translations were removed.</li> </ul>	<ul style="list-style-type: none"> <li>• No action needed</li> </ul>	<ul style="list-style-type: none"> <li>• Translations were not removed.</li> </ul>	<ul style="list-style-type: none"> <li>• Frontier LCSC rep will call Assignments and have translations removed completely from switch</li> </ul>
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All Calls to Ported TN gets a fast busy/call cannot be completed recording

Problem	Instruction
After FOC due date	<p>The NNSP may not have built the TN their own switch.</p> <ol style="list-style-type: none"> <li>1. Verify FOC due date = past due.</li> <li>2. SPID = NNSP</li> <li>3. NNSP builds TN in their switch</li> </ol>

NNSP requests translations be removed from Frontier's switch

Problem	Instruction						
On FOC due date	<ol style="list-style-type: none"> <li>1. FOC due date = today</li> <li>2. SPID = FTR</li> <li>3. NNSP calls Frontier LCSC at 888-608-8023</li> </ol> <table border="1" data-bbox="641 1003 1307 1350"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• PON did not request coordination (DFDT or CHC)</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• No Action is taken. Translations will be removed the day after the port</li> </ul> </td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>• PON did request coordination, (DFDT or CHC)</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• Frontier LCSC rep will contact CSSC to remove translations</li> </ul> </td> </tr> </tbody> </table>	If...	Then...	<ul style="list-style-type: none"> <li>• PON did not request coordination (DFDT or CHC)</li> </ul>	<ul style="list-style-type: none"> <li>• No Action is taken. Translations will be removed the day after the port</li> </ul>	<ul style="list-style-type: none"> <li>• PON did request coordination, (DFDT or CHC)</li> </ul>	<ul style="list-style-type: none"> <li>• Frontier LCSC rep will contact CSSC to remove translations</li> </ul>
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End-User  
getting billed  
by Frontier &  
CLEC

Problem	Instruction
After BCN is sent to CLEC	Frontier is still billing for a ported out number. <ol style="list-style-type: none"> <li>1. FOC due date = past due</li> <li>2. PON status in VFO = BCN</li> <li>3. SPID = NNSP</li> <li>4. NNSP calls Frontier LCSC at 888-608-8023. Frontier LCSC rep will create service orders to end billing.</li> </ol>

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NNSP requests cancel after the TN has ported

Problem	Instruction
On FOC due date	<ol style="list-style-type: none"> <li>1. FOC due date = today</li> <li>2. PON status in VFO = FOC</li> <li>3. SPID = NNSP</li> <li>4. NNSP submits a sup 1 in VFO</li> <li>5. NNSP contacts Frontier LCSC at 888-608-8023 to advise of short notice sup allowing Frontier LCSC rep to process the sup 1 immediately</li> <li>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 Voice/UNE Services Contacts page of the Frontier Wholesale Operations Website at: <a href="https://wholesale.frontier.com/contacts-and-escalation-lists/voice-une-services-contacts">https://wholesale.frontier.com/contacts-and-escalation-lists/voice-une-services-contacts</a>.</li> </ol>
Within 24 hours of FOC Due Date	<ol style="list-style-type: none"> <li>1. FOC due date is no more than 24 hours past</li> <li>2. PON status in VFO is FOC or PCN</li> <li>3. SPID = NNSP</li> <li>4. NNSP refers to <a href="#">Throwback and CLEC Disconnect in Error Process</a></li> <li>5. NNSP refers to <a href="#">Supplements Submitted on CDD</a></li> </ol>



## LNP Triggers

### Triggers – What, Why, When

Frontier 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 Frontier 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, Frontier manually adds them via fallout report processes.

This is an overview of Frontier’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	<ul style="list-style-type: none"> <li>• Trigger is added on Date Due minus 1 (DD-1). This includes one-day ports.</li> <li>• Line (translations) and trigger removed on Date Due plus 1 (DD+1).</li> </ul>
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
3/01/2017	8	Changed info in parenthesis to (DD+1) and updated meaning for Due Date + 1.
10/26/2017		Updated embedded links to secured URLs
06/30/2021	All	Update embedded links

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