FCC Meeting

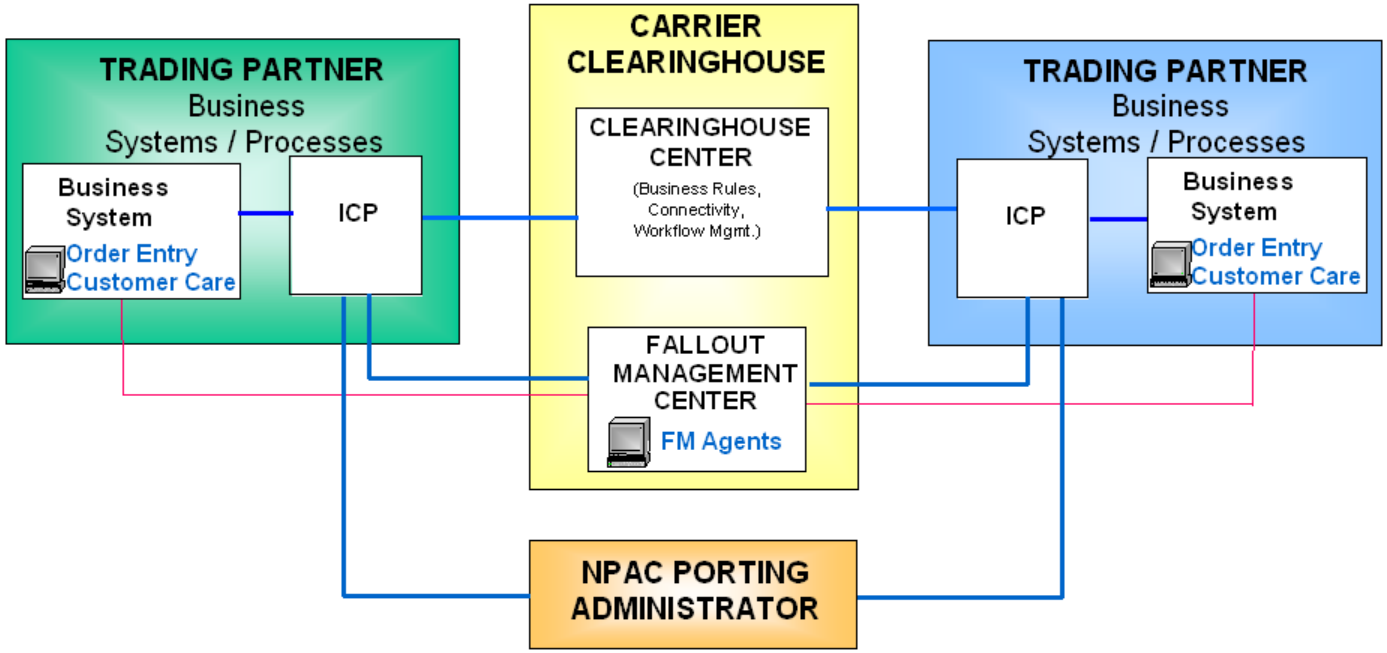
Wireless Local Number Portability

October 15, 2003

WLNP Readiness – Customer Focused

- **Three Main Areas of Focus** … *Technical, Business and Operational Readiness*
- Focus Ensures the **Basic "Blocking and Tackling" Fundamentals** are Covered
- Effective **Carrier / Vendor Communications** are Essential to Meet Customer Expectation

- ✓ **Three areas of focus** can not be separated if you want to have a high customer satisfaction index
- ✓ **Carrier Cooperation** will be crucial to the overall success of meeting the customers need
- ✓ **Operation Agreements** will help to reduce confusion and complexity as carriers exchange information to validate customer requests

WLNP Readiness – Solution

- ❑ **More Than Just A Technical Solution …** Changing the Face of the Wireless Industry
- ❑ **Carrier Operation Agreements Are Critical for a Smooth Porting Process**
- ❑ **Three Step Porting Process**