**Portability Troubleshooting Contacts**

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*Accepted: 05/14/2002*

*Updated: 03/08/2022*

*Version: 2*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 05/14/2002 (Version 1). It was reviewed again at the NPIF where the Background and location of Contact Information were both updated (version 2).

**Background:**

Service Provider contact information is useful for troubleshooting porting issues between providers. This Best Practice originally accepted at the LNPA WG on 05/14/2002 identified the location for LNP troubleshooting contact information as NGIIF (Next Generation Interconnection Interoperability Forum) website. During review of this contact information in the NPIF (Number Portability Industry Forum), formerly known as the LNPA WG, it was determined that the **location of this information is no longer valid**. Customer contact information is housed on the NPAC Customer Portal (<https://portal.numberportability.com/>).

In addition, consensus was reached at the NPIF to update this Best Practice with the recommendation for all SPs to:

1. Follow the troubleshooting steps outlined below
2. Update their company contact information regularly on the NPAC Customer Portal.

**Decisions/Recommendations:**

1. When troubleshooting a number portability issue related to a specific order, Service Providers should, use the other Service Provider’s contact information provided in order:
2. *Port response* (i.e. the FOC/Reject/Jeopardy) or the port request (i.e. the LSR) of the porting telephone number.
3. *Trading Partner Profile set up between the two Service Providers, if available and kept up to date*.
4. NPAC SP Contact info with the Contact Type of;
	1. PIE: Port-in-Error.
	2. SSC: SOA SP Courtesy (should already have an FOC/'Confirmed' Port Response).
	3. PRA: Primary.

***Please consider the recommended order similar to an escalation path, e.g. allow a reasonable amount of time for the initial contact(s) to assist with troubleshooting before attempting to reach the next Service Provider’s contact***

1. It is further recommended that Service Providers verify their portability troubleshooting contact information via the NPAC Customer Portal every 6 months at a minimum, and whenever an organization change occurs that could impact their contact information. Basic User Instructions to change contact information was presented at the 09/07/2021 NPIF meeting but the official Method and Procedure for Contact Management is BD-NPAC-OPS-UDOC-005 (Tracking No: ContactMgt\_UDOC\_005) and can be found in the Knowledge Base.