**Wireless customers impacted by unauthorized business calls**

*Submitted By: NPIF*

*Accepted: 11/25/2002*

*Updated: 04/05/2022*

*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 11/25/2002 (Version 1). It was reviewed again at the NPIF where consensus was reached to update the wording (Version 2) to care for increases in unauthorized calls to wireless numbers that are in violation of the Telephone Consumer Protection Act of 1991 and to update information on how to access NPAC data for the purposes listed below.

**Background:**

**Recommend Change to Requirements:** No

**Documentation Referenced:** Rules and Regulations for Implementing the Telephone Consumer Protection Act of 1991

* CG Docket No. 02-278



* CC Docket No. 92-90 located here: [**http://transition.fcc.gov/Bureaus/Common\_Carrier/Orders/1997/fcc97117.txt**](http://transition.fcc.gov/Bureaus/Common_Carrier/Orders/1997/fcc97117.txt)

**Decisions/Recommendations**

With the introduction of wireless service providers involved in pooling and porting, there are impacts on wireless customers from businesses who do not reference NPAC.  As required by current law, it remains the responsibility of any entity who makes outbound calls using an auto-dialer or predictive dialer to avoid calling a wireless customer since they may incur charges for those calls. (see Rules and Regulations for Implementing the Telephone Consumer Protection Act of 1991, CG Docket No. 02-278 and CC Docket No. 92-90).

When a Wireless SP becomes aware of unauthorized business calls to wireless pooled or ported customers, the SP should contact the business to cease this activity immediately and reference the FCC Docket.

Businesses who wish to have access to NPAC data for this purpose may begin registration at <https://marketers.numberportability.com/registration/>. Further details may be found at <https://marketers.numberportability.com/support/documents/>.