**Identification of multiple or generic, reject errors on wireline Local Service Requests (LSRs) and Wireless Port Requests (WPRs)**

*Submitted By: NPIF*

*Accepted: 10/03/2005*

*Revised: 11/04/2014*

*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 10/03/2005 (Version 1). It was reviewed again at the 09/10/2014 LNPA WG where Action Item 090914-03 was created to draft proposed changes to this BP. At the 11/04/2014 LNPA WG consensus was reached to revise the BP wording to include the following wording - When a losing Provider issues generic Reject / Response Codes such as 1P=OTHER or 6C=CUSTOMER INFORMATION DOES NOT MATCH, REMARKS relating to which data element(s) caused the reject should be included (Version 2).

This BP was reviewed again at the 05/03/2022 NPIF where consensus was reached that no updates were required.

**Background:**

**Documentation Referenced:** OBF Local Service Request (LSR)/Wireless Port Request (WPR)

**Decisions/Recommendations**

When a Service Provider receives a port request, they should read as much of the port request as possible to identify and provide as much information on all errors as is possible to report on the response.

Service Providers should avoid a process of only reporting one error on each response to a port request resulting in a prolonged process of submitting multiple, iterative port requests for a single port, each time restarting the response timers.

When a losing Provider issues generic Reject / Response Codes such as 1P=OTHER or 6C=CUSTOMER INFORMATION DOES NOT MATCH, REMARKS relating to which data element(s) caused the reject should be included.