**Reclamation of ported numbers when no record that FOC was sent**

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*Version: 1*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 12/15/2008 (Version 1). This Best Practice was reviewed by the NPIF on 06/07/2022 where consensus was reached that no changes were required.

**Background:**

Carriers taking back numbers that have been ported out because their systems do not reflect a valid FOC was sent and also addresses inadvertent ports

**Documentation Referenced:**

[PIM 53 – Take Back of Previously Ported TN](https://workinggroup.numberportability.com/documents/6493/PIM_053_-_Take_Back_of_previously_ported_TN_v6.docx)

**Decisions/Recommendations**

There have been instances of carriers taking back numbers that have been ported out several months or even years because their systems do not reflect a valid FOC was sent. In many cases they have not removed the number from their number inventory and they have re-assigned the TN to another customer.

This PIM addresses instances where it was the intent of the end user to port to the New SP.

* Providers should not arbitrarily port back numbers without attempting to contact and work with the New SP to resolve any disputes/issues related to the port.
* For an activated port that is disputed by the Old SP or not recognized in the systems of the Old SP, if it is determined that it was in fact the intent of the end user to port his/her number to the New SP, both providers should work together in resolving any systems true-up issues, e.g. reissuance of any necessary LSRs, when possible, without impacting the end user's service.
* In the case of a double assignment, between the two end users involved, the end user with the longer continuous service with that number shall retain the number, unless otherwise agreed to by the providers involved. In instances where a pooled unavailable TN is assigned to more than one customer served by different SPs (i.e., Block Holder and LERG Assignee) due to an error made by the LERG Assignee in the population of unavailable TNs in the LNP database at the time of donation, the customer of the original SP (i.e., the customer to whom the TN was originally assigned) shall retain assignment of the TN and the Block Holder shall assign its customer a new TN. However, in instances where a pooled unavailable TN is assigned to more than one customer served by different SPs (i.e., Block Holder and LERG Assignee) due to the LERG Assignee's failure to protect the block from further TN assignment after block donation, the customer of the Block Holder shall retain assignment of the TN, and the LERG Assignee that assigned the TN to its customer in error after block donation shall assign its customer a new TN.
* In any case of an inadvertent port, defined here as a port where it was not the intention of the end user to port his/her number to the New SP, both providers will work together to restore the end user's service with the Old SP as quickly as possible, regardless of the time interval between activation of the inadvertent port and discovery of the inadvertent port.