**Porting prevented when NPA-NXX not open in NPAC**

*Submitted By: NPIF*

*Accepted: 05/07/2007*

*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 05/07/2007 (Version 1). This Best Practice was reviewed by the NPIF on 06/07/2022 where consensus was reached that no changes were required.

**Background:**

When Subscriber is unable to port their telephone numbers because the NXX code is not opened for portability in the NPAC SMS

**Documentation Referenced:**

[PIM 58 - Inability to port when NXX Is not open for portability in NPAC v4](https://workinggroup.numberportability.com/documents/6498/PIM_058_-_Inability_to_port_when_NXX_is_not_open_for_portability_in_NPAC_v4.docx)

**Decisions/Recommendations**

There have been instances where the LERG assignee of an NXX code has not opened a code to portability in NPAC, and either cannot be contacted to do so, or refuses to do so.

Individual circumstances may vary depending on the situation.  In some cases, the NXX may have been opened for portability in the LERG but not in the NPAC SMS.  In other cases, the NXX may not have been opened for portability in the LERG or the NPAC SMS.  It may be that if the NSP or the NPAC Administrator contacts the OSP, the situation will be resolved.  But in those situations where the OSP can't be contacted or refuses to cooperate, the following procedure should be followed:

1. The NSP should document attempts to contact the OSP to request that the NXX be opened in the NPAC SMS.

2. If the NSP attempts to make contact are unsuccessful, the NSP should contact the NPAC Administrator.  The NPAC Administrator should attempt to contact the OSP to request that the code be opened in the NPAC SMS. Attempts should be documented.

3. If neither the NSP nor the NPAC Administrator can make contact with the OSP or if the OSP refuses to cooperate, the NSP should contact the appropriate regulatory authorities for assistance.  The NSP should provide details to the regulatory authority including the Service Provider Identification (SPID) of the OSP who should have opened the code.

4. The regulatory authority may convince the OSP to open the code, or may authorize the NPAC Administrator to open the code to portability in the NPAC SMS.  Any such authorization directed to the NPAC Administrator shall include the NSP-provided SPID of the code holder under which the code shall be opened in the NPAC.  Upon receipt of such regulatory authorization, the NPAC Administrator shall proceed with opening the code in the NPAC SMS.

5. The OSP should have the LERG updated to show the code as portable if it does not already do so.