**Intermodal Port delayed due to CSR too large**

*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:**

**Documentation Referenced:**

[PIM 50 - Wireless to Wireline port failures related to CSR size v2](https://workinggroup.numberportability.com/documents/6490/PIM_050_-_Wireless_to_Wireline_Port_Failures_related_to_CSR_size_v2.docx)

**Decisions/Recommendations**

There have been instances where wireline to wireless ports fail the automated process because they are from large accounts where the Customer Service Record (CSR) is too large to return on a CSR query.

At the November 2006 NANC meeting, NANC recommended that carriers should be following the OBF guidelines.  The OBF LSOG guidelines have options for providing a CSR for a TN with or without directory, or the entire account with or without directory.  If wireline carriers sent only the information requested in the customer inquiry per the LSOG CSI guidelines, this error would be greatly reduced if not eliminated.