**Porting of Wireline Reseller Numbers**

*Submitted By: LNPA WG*

*Accepted: 06/08/2007*

*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 06/08/2007 (Version 1). It was reviewed again at the NPIF on 08/03/2022 and consensus was reached that no additional changes were required at this time.

**Background:**

**Documentation Referenced:**

[PIM 32 – Wireless not Receiving CSR from Wireline](https://workinggroup.numberportability.com/documents/6914/PIM_032_-_Wireless_not_Receiving_CSR_from_Wireline_v5.docx)

**Decisions/Recommendations**

PIM 32 seeks to address issues related to the process of obtaining a Customer Service Record (CSR) for wireline reseller customers.  The CSR contains information necessary to complete a Local Service Request (LSR) for porting a wireline number. In some cases, carriers are not able to obtain an end user's specific CSR information from some wireline network Service Providers when attempting to port telephone numbers (TNs) associated with reseller accounts.  For example, some Service Providers refuse to send the CSR information to the New Local Service Provider (NLSP) because they have been instructed by their resellers not to share the end user's specific information which the resellers consider to be proprietary.

This is a critical problem.  For those reseller errors where there is a workaround, many of the port requests are significantly delayed before completion.  In some cases, there are no workaround solutions and end users who want to port their number cannot.  Those customers either give up on porting their number or cannot keep their number and must change to a new number.  It is not always possible to work with the resellers to obtain the information needed to populate the LSR.  It is often difficult to find someone with the reseller that can support a port and provide the needed information.

The failure to port wireline reseller TNs can be resolved.  Direction by resellers to Old Network Service Providers (ONSPs) to provide the specific customer information where possible would greatly reduce the unsuccessful ports.  Resellers should not be allowed to withhold end user specific customer information necessary for the porting process.

At the April 17, 2007, NANC meeting, the LNPA WG submitted this final Position Paper in order to bring the LNPA WG's consensus position to the attention of the NANC and the FCC.