**Delayed update of SMS message address after porting**

*Submitted By: NPIF*

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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 12/22/2008 (Version 1). This Best Practice was reviewed by the NPIF on 10/05/2022 where consensus was reached that no changes were required.

**Background:**

Some newly ported wireless customers are unable to receive text messages from customers of the wireless carrier they left due to the data in the Old Service Provider's system(s) not being fully deactivated or cleaned-up**.**

**Documentation Referenced:**

* [PIM 67 – SMS Issues on Port In v3](https://workinggroup.numberportability.com/documents/6507/PIM_067_-_SMS_issues_are_port_in_v3.docx)

**Decisions/Recommendations**

Old Service Providers are to ensure that ancillary service databases associated with telephone numbers that are porting out are cleared for the telephone number within 24 hours of the switch/HLR disconnect.