**Use of Evidence of Authorization**

*Submitted By: NPIF*

*Accepted: 05/27/2005*

*Revised: 11/02/2005*

*Revised: 06/14/2011*

*Version: 3*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 05/27/2005 (Version 1). It was reviewed again at the 11/02/2005 where consensus was reached to add CSR language (Version 2). An additional review of this Best Practice by the LNPA WG on 06/14/2011 resulted in version 3 which included the addition of Regulatory document references. It was reviewed again at the 05/03/2022 NPIF where consensus was reached that no updates were required.

**Background:**

**Documentation Referenced:**

* CFR 64.1150

[**0037 Jan06\_Evidence\_of\_Authorization\_Document**](https://numberportability.com/documents/96/0037__Jan06_Evidence_of_Authorization_Document_INtvf3m.pdf)

* FCC Order 99-223

[**0037 fcc99223**](https://numberportability.com/documents/97/0037_fcc99223_UEiFDqo.pdf)

In addition, there are three other Best Practices that address aspects of returning ported numbers to the original/rightful owner and preventing unauthorized/disputed ports. They are:

* **[BP 058 – Handling of Disputed Ports](https://workinggroup.numberportability.com/documents/5725/0058__Handling_of_Disputed_Ports.docx)**
* [**BP 068 - Stolen Telephone Numbers**](https://workinggroup.numberportability.com/documents/5734/0068__Stolen_Telephone_Numbers.docx)
* [**BP 073 – Unauthorized Port Flow v3**](https://workinggroup.numberportability.com/documents/7541/0073_Unauthorized_Port_Flow_v3.docx)

These Best Practices should also be referenced/followed when addressing the return of a ported number.

**Decisions/Recommendations**

Prior to placing orders on behalf of the end user, the New Local Service Provider is responsible for obtaining and having in its possession evidence of authorization. (CFR Title 47, Section 64.1120 (a) (1)

Evidence of authorization shall consist of verification of the end user’s selection and authorization adequate to document the end user’s selection of the New Local Service Provider. (CFR Title 47, Section 64.1130)

The evidence of authorization needs to be obtained and maintained by the New Local Service provider as required by applicable federal and state regulation, as amended from time to time.

"It is the LNPA WG’s position that Firm Order Confirmation (FOC) of a port request shall not be predicated on the Old Local Service Provider obtaining a physical copy of the evidence of authorization from the New Local Service Provider.  In the event of an end user allegation of an unauthorized change, the New Local Service Provider shall, upon request and in accordance with all applicable laws and rules, provide the evidence of authorization to the Old Local Service Provider."

At its May 2005 meeting, the North American Numbering Council (NANC) endorsed the LNPA-WG’s position as stated above.

Subsequent to NANC’s endorsement of the statement above, a related issue regarding requests for Customer Service Records (CSRs) was brought to the LNPA WG.  The LNPA WG revised and endorsed its stated position as follows:

"It is the LNPA WG’s position that Firm Order Confirmation (FOC) of a port request, or return of requested customer information, e.g., Customer Service Record (CSR), shall not be predicated on the Old Local Service Provider obtaining a physical copy of the evidence of authorization from the New Local Service Provider.  In the event of an end user allegation of an unauthorized change, the New Local Service Provider shall, upon request and in accordance with all applicable laws and rules, provide the evidence of authorization to the Old Local Service Provider."

At the November 30, 2005 NANC meeting, the LNPA WG requested and received NANC’s endorsement of the revised position statement.

NOTE:  Evidence of authorization may consist of a Letter of Authorization (LOA) to review the end user’s account and port his number, which may include a written contract with the end user or electronic signature, Proof of Authorization (POA), 3rd party verification, a voice recording verifying the end user’s request to switch local carriers, oral authorization with a unique identifier given by the end user, etc.