**Handling of Disputed Ports**

*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 05/06/2009 (Version 1). This Best Practice was reviewed by the NPIF on 10/05/2022 where consensus was reached that the Documents Referenced section be updated to include other related Best Practices.

**Background:**

**Documentation Referenced:**

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

* **[BP 037 - Use of Evidence of Authorization v3](https://workinggroup.numberportability.com/documents/8554/BP_037_-_Use_of_Evidence_of_Authorization_v3.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**

Agreement was reached in the LNPA WG that "Disputed Ports" were not addressed within PIM 53 or the corresponding Best Practice 42.  As such, they should not be expected to fall under the Inadvertent Port process.

A disputed port is a port that occurs when a New Service Provider receives a valid request to port a telephone number, submits a port request to the Old Service Provider, receives confirmation for and completes the port.  Subsequently the Old Service Provider receives notification from another authorized user that the number was ported without their authorization and should be ported back.  The Old Service Provider then contacts the New Service Provider identifying the issue.  Disputed ports are to be addressed on a case by case basis by the parties involved.