**Stolen Telephone Numbers**

*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 05/01/2011 (Version 1). It was reviewed again at the 11/08/2022 NPIF 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 058 – Handling of Disputed Ports](https://workinggroup.numberportability.com/documents/5725/0058__Handling_of_Disputed_Ports.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**

This Best Practice addresses Stolen Numbers which are telephone numbers that are ported away from subscriber(s) to whom the telephone number was legitimately assigned, where the party that ported the telephone number is unknown to the legitimate subscriber and where the porting party did so to facilitate the sale or illegal acquisition of the telephone number.  A Stolen Number differs from a Disputed Port in that a Disputed Port involves two parties who have a relationship, e.g., spouses, partners, employer and employee, whereas in a Stolen Number, no such relationship exists.

Due to the recent increase in challenges associated with attempts to steal telephone numbers and such telephone numbers being ported, the LNPA WG developed the following Best Practice.

The Service Provider requesting the return of a telephone number due to its theft or fraudulent acquisition is responsible for verifying the rightful subscriber.  Upon request, the Service Provider requesting return of the telephone number must provide sufficient documentation to prove that its subscriber is the rightful subscriber and assignee of the telephone number.

Once the Service Providers have verified that a subscriber’s telephone number has been “stolen,” the telephone number should be returned to the original subscriber/Service Provider within the same business day but not to exceed 24 hours.