**Required information for Customer Service Record (CSR) requests**

*Submitted By: NPIF*

*Accepted: 5/01/2011*

*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 5/01/2011 (Version 1). It was reviewed again at the NPIF on 02/08/2023 and consensus was reached that no changes were required.

**Background:**

With the implementation of one-day porting for Simple Ports in accordance with FCC Orders 09-41 and 10-85, the FCC adopted the following requirements pertaining to Customer Service Records (CSRs) by virtue of adopting the attached NANC LNP Provisioning Flows:

* The Old SP shall not require the New SP to have previously obtained a CSR before they will accept an LSR from the New SP.  For those New SPs that choose not to obtain a CSR, they understand that there is heightened risk that their LSR may not be complete and accurate.  This is not intended to preclude those providers who provide an ordering GUI from including a step involving a real-time CSR pull within that process, as long as an alternate ordering process is available that does not require a CSR being pulled.
* CSRs, if requested and available, must be returned within 24 clock hours, unless otherwise negotiated between service providers, excluding weekends and Old Service Provider holidays.
* Any of the end user validation fields required by the Old SP on an incoming LSR must be available on the CSR, excluding end user requested and assigned password/PIN.
* Only passwords/PINs requested and assigned by the end user may be utilized as an end user validation field on an incoming LSR by the Old Network Service Provider/Old Local Service Provider.  Any service provider assigned password/PIN may not be utilized as a requirement in order to obtain a CSR.
* NLSP obtains verifiable authority (e.g., Letter of Authorization – [LOA], third-party verification – [TPV], etc.) from end user to act as the official agent on behalf of the end user.  The OLSP cannot require a physical copy of the end user authorization to be provided before processing the Customer Service Request (CSR) or the port request.  The NLSP is responsible for demonstrating verifiable authority in the case of a dispute.

**Documentation Referenced:**

* [**0070\_PIM\_NANC\_Ops\_Flow\_Narrative\_2011-04-16**](https://numberportability.com/documents/4847/NANC_OPS_Flows_Narratives_v4.1_04-16-2010.docx)

**Decisions/Recommendations**

One of the primary reasons that the New Local Service Provider (NLSP) in a port requests a CSR from the Old Local Service Provider (OLSP) in the port is to obtain the customer’s Account Number, which is one of the required fields on a Simple Port request.

It has come to the attention of the LNPA WG that some providers are requiring information such as the customer’s Account Number (AN), before they will honor a CSR request.  This is serving to add delay in obtaining the necessary CSR and therefore, is adding delay to the customer’s ability to port their telephone number.

It is the position of the LNPA WG that for all Customer Service Record (CSR) requests, only the following information may be required by the Old Local Service Provider (OLSP) when the New Local Service Provider (NLSP) makes a request for a CSR:

1. Any Working Telephone Number (WTN) associated with the customer’s account,
2. A positive indication that the proper authority has been obtained from the customer,
3. The date that authority was obtained from the customer.

Providing this information will result, at a minimum, in the return of the CSR for the specified Working Telephone Number (WTN), but that CSR must contain all necessary account information, e.g., Account Number (AN), Billing Telephone Number (BTN), Customer Name, Customer Address, etc., in order to complete a Local Service Request (LSR) for any telephone number(s) associated with the customer’s account.

(Note: If the BTN or AN is not used to pull the initial CSR, to insure a complete CSR, including all WTN’s on the account can be returned for the entire account, it may be necessary for the New Provider to submit a second CSR request, using the AN or BTN provided in the first CSR retrieval, to get the full CSR for the account.)

The NLSP must obtain verifiable authority (e.g., Letter of Authorization – [LOA], third-party verification – [TPV], etc.) from the end user to act as the official agent on behalf of the end user prior to requesting the CSR from the OLSP.  The NLSP is responsible for indicating positively on the CSR request that they have obtained the necessary verifiable authority from the end user and the date that authority was obtained.  The NLSP is responsible for demonstrating verifiable authority in the case of a dispute.

This Best Practice was endorsed by the North American Numbering Council (NANC) at its September 15, 2011 meeting.  At that meeting, the NANC also endorsed and agreed to forward this Best Practice to the FCC’s Wireline Competition Bureau with a request that it and its accompanying revisions to the NANC LNP Provisioning Flows be formally adopted.