**Wireless Reseller Port Out Validation Requirements**

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*Accepted: 11/04/2015*

*Revised: 02/08/2023*

*Version: 2*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 11/04/2015 (Version 1). It was reviewed again at the 2/08/2023 NPIF where a note was added to reference BP 060 with regard to End User provided password (Version 2).

**Background:**

Consumers are experiencing negative porting experiences as a result of the lack of uniformity and clarity in processes that drive port completion timeframes.

Having no industry standards for reseller validations on port out requests lead to confusion from the port in carriers and at times makes it difficult on the end user to port a TN to a different service provider.

Though every reseller is under contract with a Network Service Provider (NSP) and is obligated to port, lack of specific regulations provide resellers the ability to validate on any field on a port request.  Standardization of wireless reseller validation requirements will allow for more consistent port completion timeframes and a better customer experience.

**Documentation Referenced:**

[BP 060 - Impact to the porting process of SP-assigned pass codes PINs to End User accounts v3](https://workinggroup.numberportability.com/documents/9037/BP_060_-_Impact_to_the_porting_process_of_SP-assigned_pass_codes_PINs_to_End__1Z04dqY.docx)

**Decisions/Recommendations**

Wireless reseller port out validations are not consistent across the industry ranging from zero validations to obscure validations such as a customer’s birthdate.  The lack of port out validation uniformity by wireless resellers confuse service providers, as well as end users, when the port out request is not completed in a timely manner.

It is the position of the LNPA WG that wireless reseller end user validations must be reasonable and should adhere to the wireless simple port validation fields allowed by the FCC.  Those four fields are:

* Ported Telephone Number
* Active Account Number
* Zip Code
* End User Provided Password/PIN (if applicable) See also ***BP 060 - Impact to the porting process of SP-assigned pass codes PINs to End User accounts***

Use of other validations on port out fields delay the port request unnecessarily and causes confusion for end users.