**Service Provider E-Mail Guidelines**

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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 09/13/2016 (Version 1). It was reviewed again at the 02/08/2023 NPIF where consensus was reached that no changes were required

**Background:**

Create a best practice for managing e-mail responses, escalation paths and related timeframes.  This includes accurate e-mail addresses (accurate as in destined for personnel who can assist with LNP order issues) and toll free TNs in TPPs and on websites.

**Documentation Referenced:**

**Decisions/Recommendations**

There are some service providers (including resellers) who choose to respond to port out requests and/or communicate via e-mail.  These providers (including resellers) can be small to mid-size carriers and either wireless or wireline providers.

This best practice is intended to provide guidelines for those service providers (including resellers) who respond and/or communicate via e-mail.

An e-mail response to port out or supplemental requests must be sent by the Old Service Provider (OSP) (including resellers) within four (4) business hours of receipt.

The e-mail must include the following:

1. A thorough response to allow the New Service Provider (NSP) to correct any and all information on the next iteration of the port out request. (Best Practice 39)
2. An escalation point of contact name and number.

E-mail responses to NSP communications must be sent within four business hours of receipt.

\*\*This Best Practice should also apply to carriers who utilize fax for responding to port out requests.