**Handling of Incomplete or Abandoned Ports when the OSP is a Wireless Carrier**

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*Version: 1*

**Version History:**

This Best Practice was created by the NPIF – Number Portability Industry Forum and accepted on 4/12/2023 (Version 1)

**Background:**

Best Practice 35 – Abandoned Ports was accepted in January 2005 but removed in subsequent years. The Wireless Interface Specifications for Number Portability do not allow for the Old Service Provider to cancel port requests which causes issues related to incomplete/abandoned ports to continue to exist. The following are examples of issues that are encountered when a port request does not get cancelled/completed:

* A service provider may limit customer contact when there is an open port request on the customer’s account. Given FCC rules regarding carriers contacting porting out customers an OSP not wanting to violate these rules may not contact their customer when an open port request exists on the account which could impact the customer’s ability to learn about new offerings, contract renewals, etc.
* A subsequent port request for a customer with an incomplete/abandoned port request may be rejected by the Old Service Provider because there is an open port request pending completion.

**Decisions/Recommendations:**

Recommendation for the New Service Provider:

If a customer does not have active service on the porting in telephone number and the request has not completed within 30 days of the current port due date (prior to receiving a WPRR-Confirm or LSR-FOC), the New Service Provider should send a cancellation to the old service provider.

If the porting in customer with an incomplete port request does have active service with the NSP, the NSP should contact the customer to obtain the information necessary to get the port to completion or notify the customer that the service on the porting TN and the port request is being cancelled. The NSP should then submit a port cancellation to the Wireless OSP.

Note: The New Service Provider should be pro-active in submitting due date changes via supplemental port requests to avoid the request from being considered abandoned.

Recommendation for the Wireless Old Service Provider:

The Wireless OSP that has not received a cancellation for an open/pending port out request after 60 days of the current port due date should consider “purging” the port request in order to allow the customer to request a port out at a later date.