

significant amount of fallout reduction. The result of these calls was that most of the carriers involved agreed to use numeric validation fields only (on simple ports). In doing so, fallout was significantly reduced.

II Discussion & Alternative Solutions:

These carriers believe that the additional alphanumeric validation fields, such as name and address, resulted in:

1. Increased fallout
2. Increased costs to the carriers
3. Increased head counts in the port support centers
4. Longer porting times.

Longer porting times resulted in:

1. Customer dissatisfaction with both carriers
2. Longer “partial service” time periods
3. Longer periods where the E-911 call back number is an issue
4. Overlapping billing periods.

III Recommendation:

Customer ports should be verified by the following validation fields:

1. MDN
2. Social Security Number OR Account Number OR Tax ID number (for business accounts)
3. 5 Digit Zip Code
4. Password or pin (where applicable)

Furthermore, these elements should:

1. Not be punctuation sensitive
2. Not be case sensitive
3. General rules around social security or account number should be:
 - If only one is provided, validate if the one provided is correct and do not require both.
 - If both are provided, validate on only one even if the other is incorrect.

These recommendations were found to be “best practices” for carriers already participating in wireless number portability.
