# WIRELESS NUMBER PORTABILITY OPERATIONS TEAM (WNPO)

## **CONTRIBUTION FORM**

Issue Number \_4-11\_\_\_\_ (assigned by co-chair)

### CONTRIBUTION TITLE: Wireless Porting Best Practices Guidelines

If this contribution relates to an existing open issue or PIM, FORT, OBF issue please identify that issue or PIM number: \_\_\_\_\_

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DATE:	3/16/2004
ABSTRACT:	Carriers participating in wireless number portability since November 24, 2003 experience significant fallout using numerous alphanumeric validation fields. As a result, many wireless carriers participated on weekly calls to come to consensus on how to continue to
	do proper validation to reduce the fallout by using numeric validation fields only (on simple ports). This contribution documents industry validation guidelines agreed upon during the weekly calls.

### **CONTRIBUTION:**

Detailed description of the issue, alternative solutions, and recommended solution.

I Introduction:

When wireless number porting began on November 24, 2003, alphanumeric validation fields quickly became recognized as the top contributor to porting fallout. Many wireless carriers participated on weekly WNP steering committee calls to come to consensus on how to continue to do proper validation but still enable a

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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.