

Number Portability: Implementation and Progress

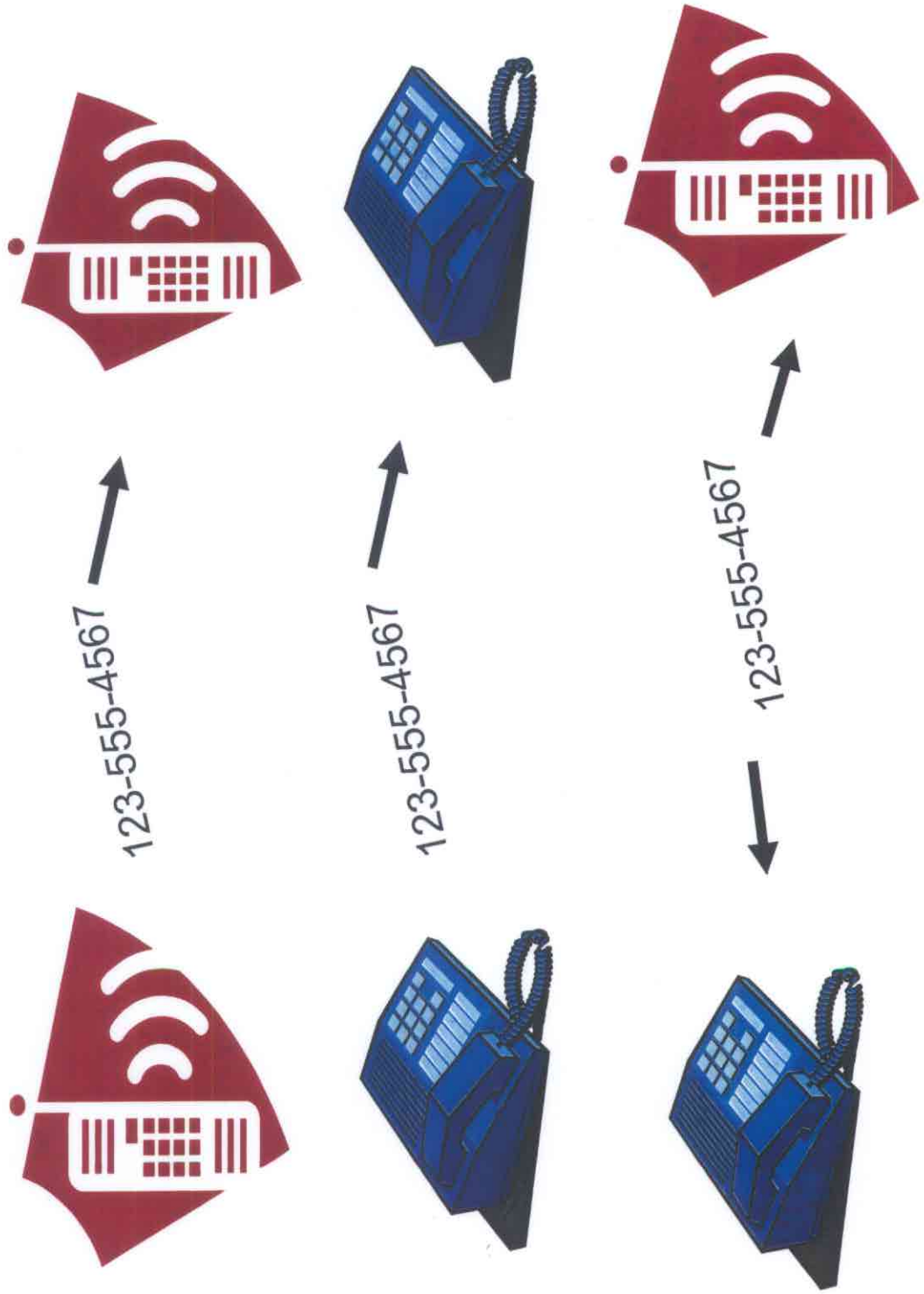
Wireless Telecommunications Bureau

Wireline Competition Bureau

Consumer & Governmental Affairs Bureau

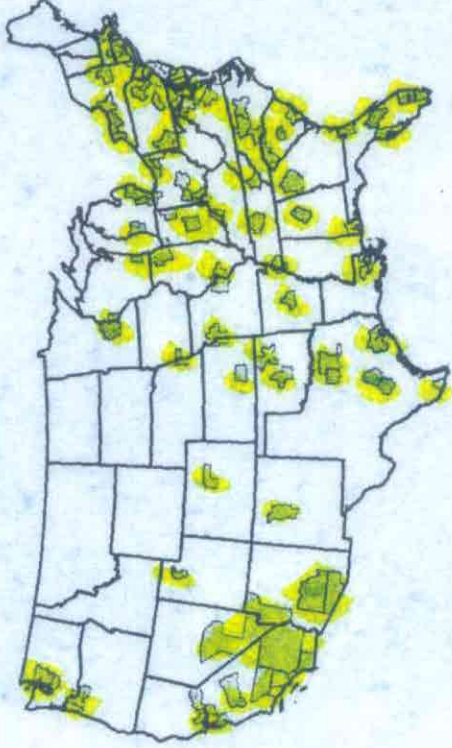
May 13, 2004

Local Number Portability

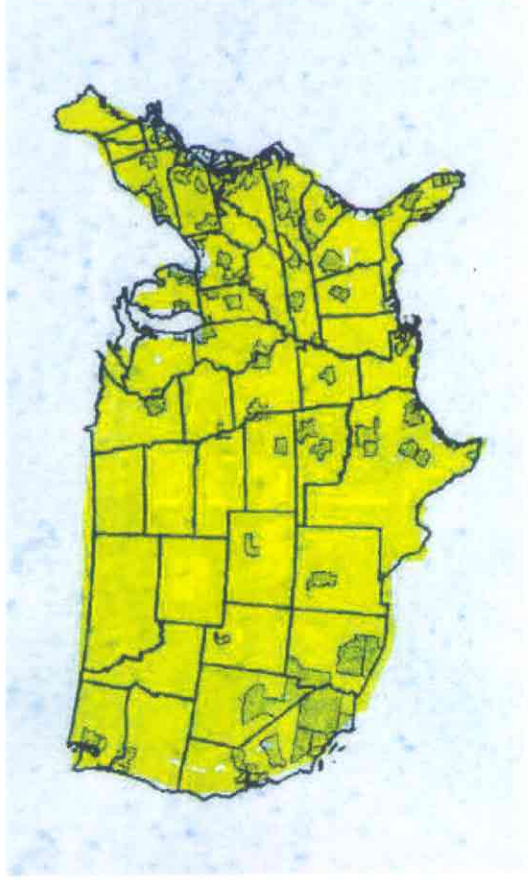


Availability of Wireless LNP

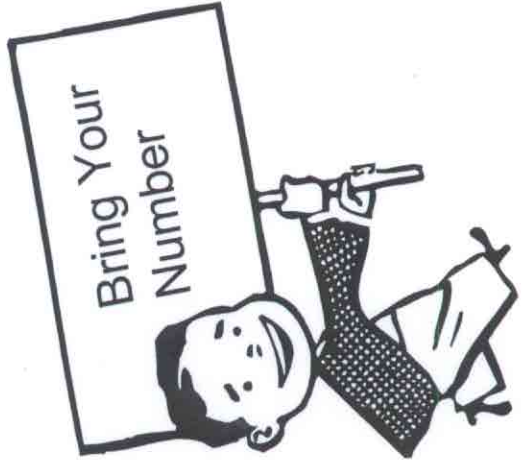
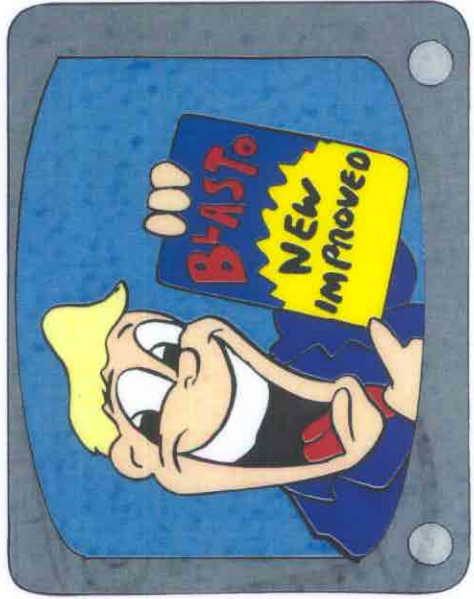
Largest 100 markets
currently covered



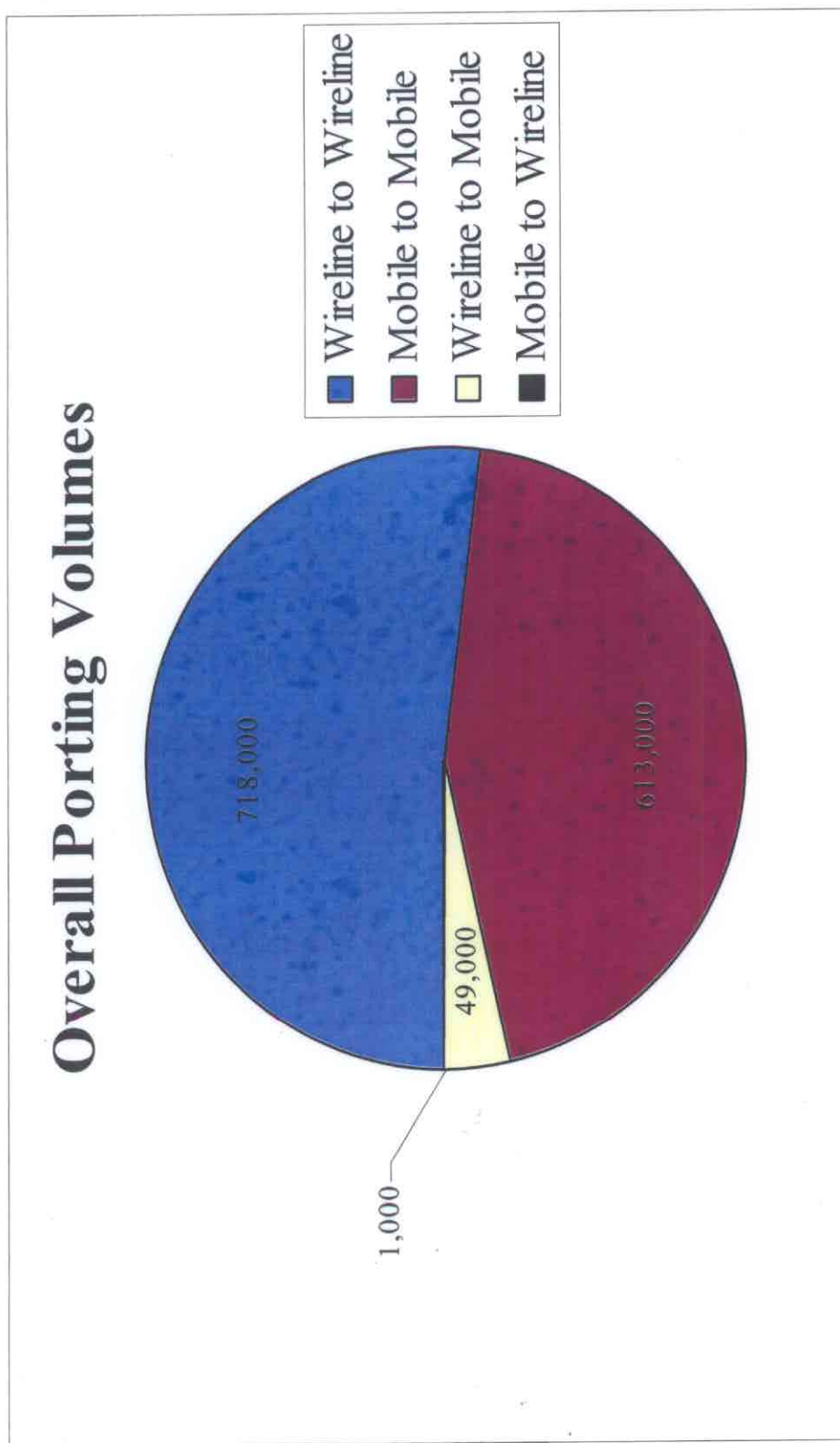
All markets covered
on May 24th



Rollout of LNP Provides Increased Choice for Consumers

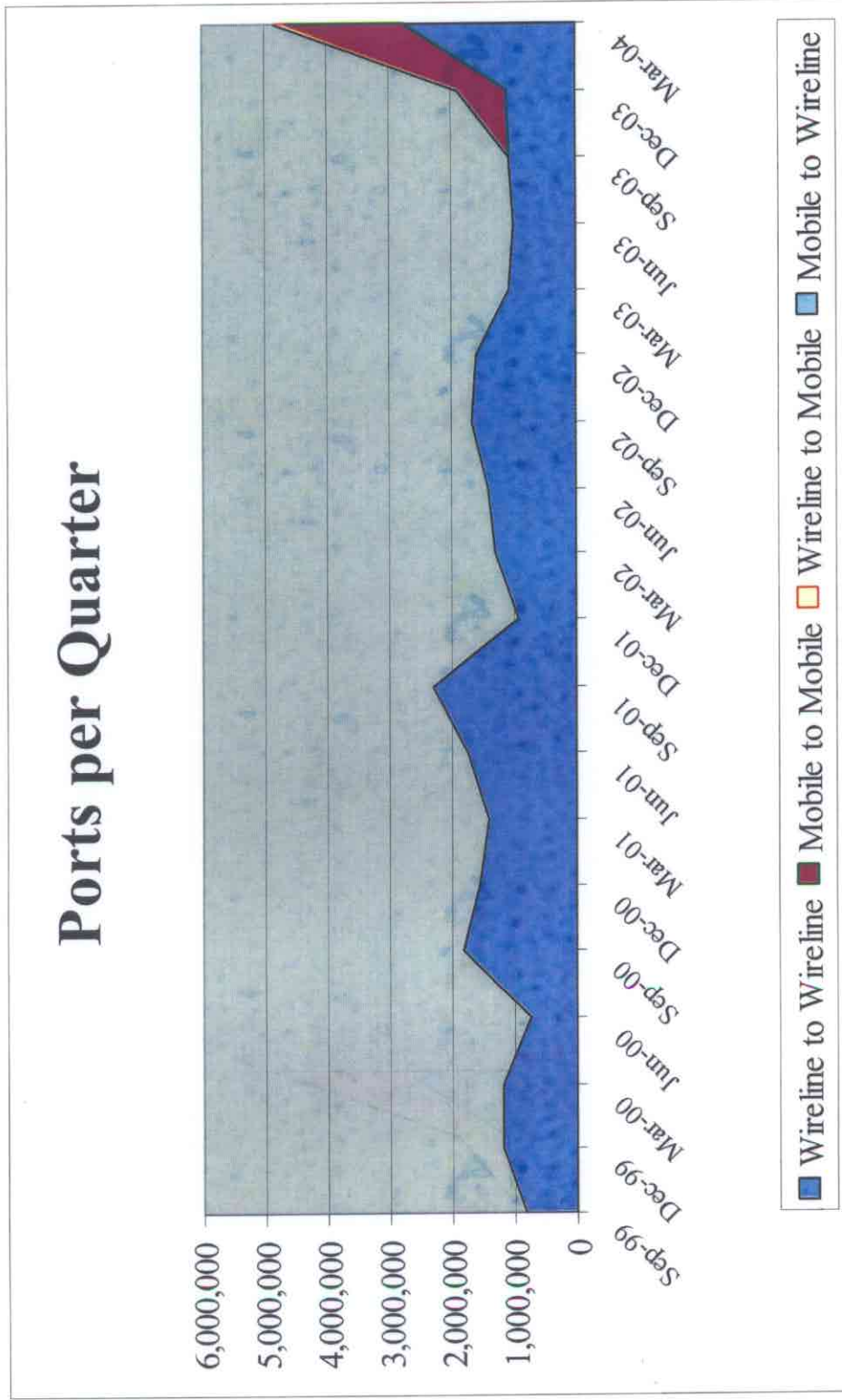


Porting Volumes for April 2004



* LNP data supplied by NeuStar

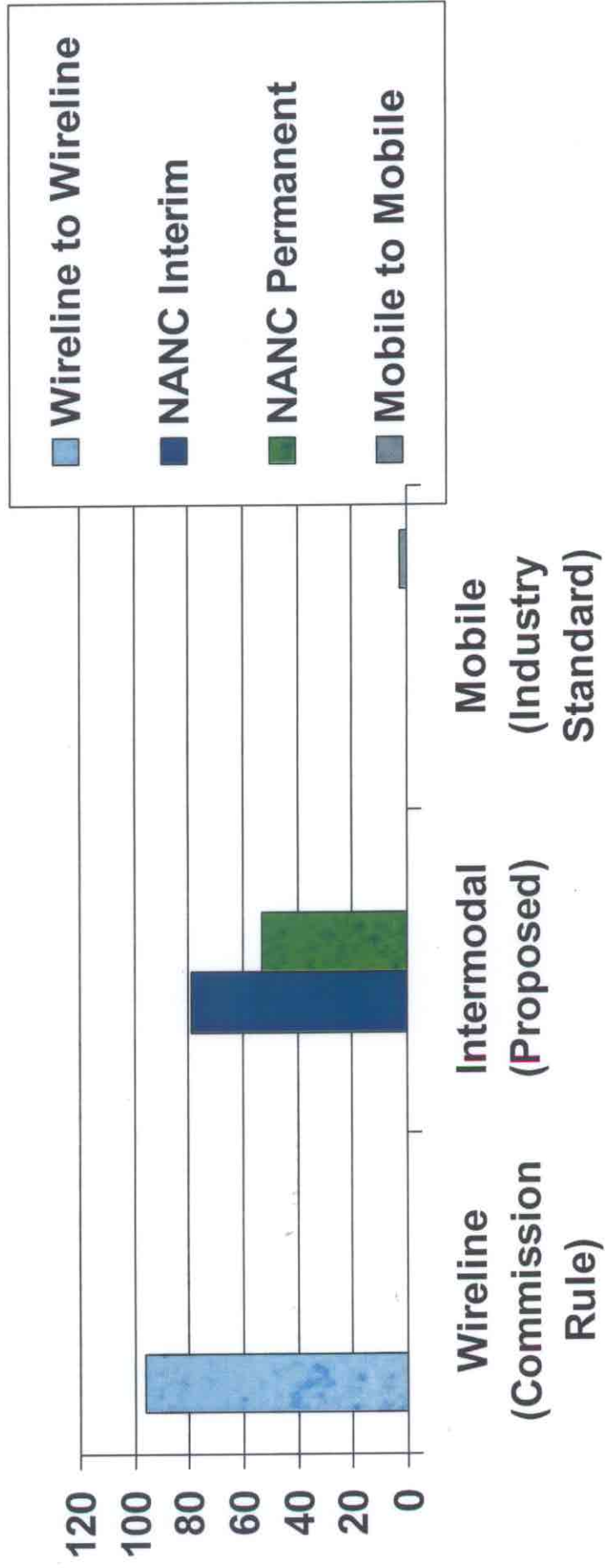
Comparison of Porting Volumes Across Platforms Per Quarter



* LNP data supplied by NeuStar

Porting Interval Standards

Interval Standards in Hours



NANC Recommendation

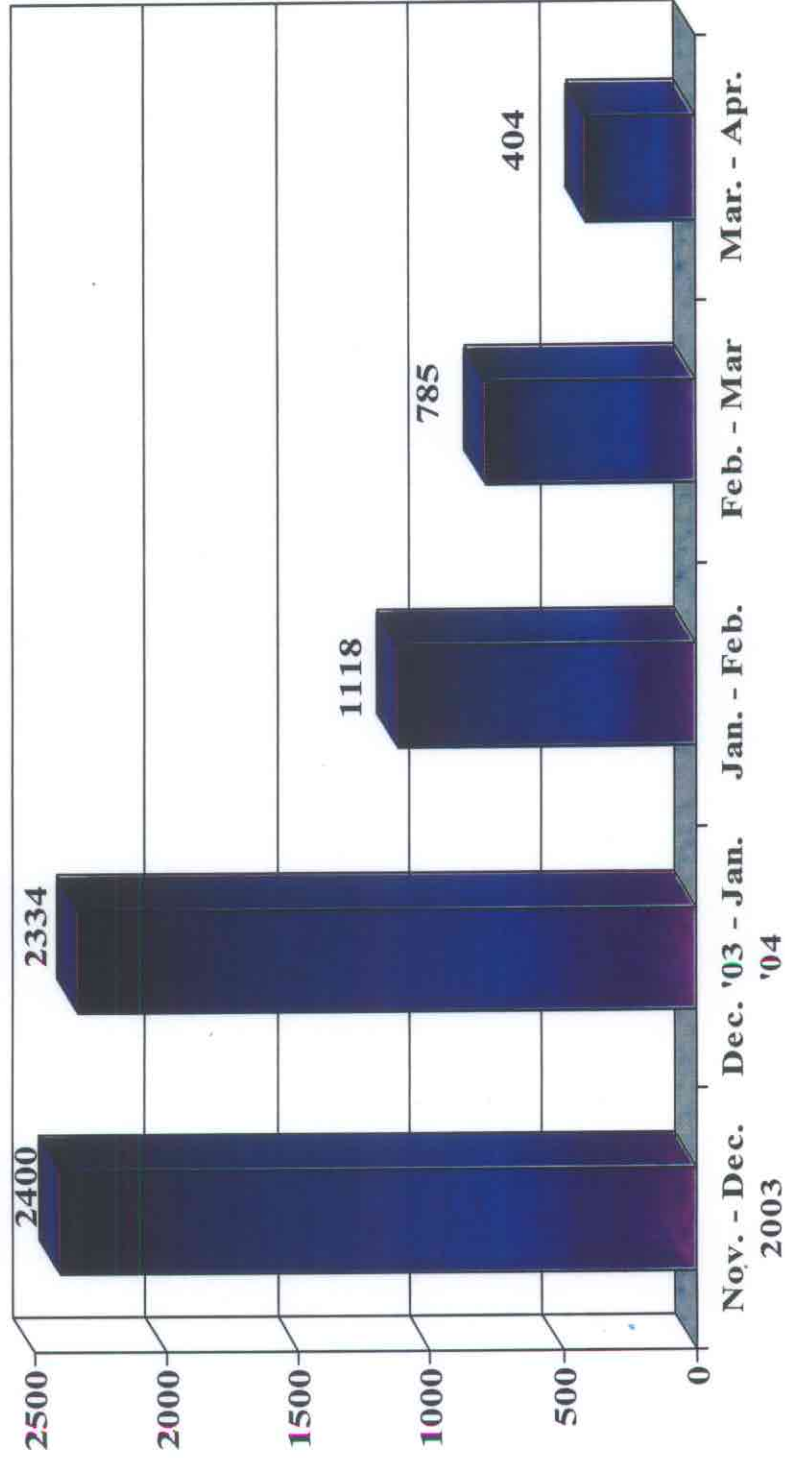
- NANC Report makes two recommendations regarding intermodal porting intervals.
 - Interim Recommendation: 79 hour Porting Interval Through Use of Early Morning Activation;
 - Permanent Recommendation: 53 hour Porting Interval after 24 month transition period.
- Commission will seek comment on NANC Report to respond to porting recommendations.

Consumer Complaints

- Since November 24, the Consumer & Governmental Affairs Bureau has received approx. 7000 informal complaints concerning wireless and intermodal number portability.*
- Informal Complaints by Carrier (as of April 23):
 - AT&T Wireless 3104
 - Sprint PCS 1712
 - Verizon Wireless 1059
 - T-Mobile 991
 - Cingular 978
 - Nextel 501
- The Commission will continue to monitor complaints and take enforcement action where warranted.

* These numbers reflect complaints entered into the FCC database as of that date.

Wireless LNP Complaints Month by Month



Total Complaints = 7041

* These numbers reflect complaints entered into the FCC database as of that date.

Porting Delays

- Causes of delay:
 - Intercarrier miscommunication
 - Customer validation
- Corrective action:
 - Dedicated points of contact
 - Conflict escalation teams
 - Fewer validation fields

Consumer Outreach

<http://www.fcc.gov/cgb/NumberPortability/>

- We will continue our efforts to inform consumers of their ability to port and to help them understand the porting process as we approach Nationwide deployment on May 24.



A collage of several FCC consumer education materials. The top-most material is a red and white flyer titled "Wireless Local Number Portability" and "FCC Consumer Facts". It contains text about porting numbers and a list of steps: "Initiating the Process" and "Reversing Charges". Below it is a blue flyer titled "Wireless Local Number Portability - You CAN!". To the left is a yellow flyer titled "ECFS Experts" with a list of names. Other smaller flyers and brochures are visible in the background, including one from "Consumer & Government" and another from "FCC Consumer Facts".

Looking Forward

- Increased Porting Volumes Expected;
- Decreased Porting Interval for All Ports;
- Expeditious Consideration of Waiver Requests;
- May 24th Implementation Will Extend Benefits of Number Portability to Consumers Throughout Entire United States.