



NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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WIRELESS PORTABILITY COMPLAINTS: 4,734 CONSUMER COMPLAINTS SINCE PORTING BEGAN ON NOV. 24

Washington, DC – Since wireless phone number porting began on November 24, 2003, the FCC has received 4,734 informal complaints about wireless local number portability as of January 23.

Most of the complaints concern alleged delays in porting numbers from one wireless carrier to another. A much smaller number of complaints, just over 5 percent of the total, involve alleged delays in porting numbers from wireline carriers to wireless carriers.

The carriers mentioned in at least 100 complaints are: AT&T Wireless (2297); Sprint PCS (1119); Verizon Wireless (739); Cingular Wireless (699), T-Mobile (625), Nextel (332); Qwest (195); ALLTEL (119). Many of the complaints concern more than one carrier so the total number of complaints received is smaller than the number of times a carrier is mentioned in a complaint.

The existence of a complaint does not necessarily indicate any wrongdoing by the carrier or carriers named, nor do the complaint numbers reflect the relative number of a carrier's subscribers attempting to port a number. More analysis is required to determine what, if any, violation occurred.