



# 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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For immediate release:  
March 26, 2004

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## WIRELESS PORTABILITY COMPLAINTS: 6,637 CONSUMER COMPLAINTS SINCE PORTING BEGAN ON NOV. 24

Washington, DC – Since wireless phone number porting began on November 24, 2003, the FCC has received 5852 informal complaints about wireless local number portability as of March 25, 2004

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

The carriers most often mentioned in the complaints are: AT&T Wireless (2923); Sprint PCS (1585); Verizon Wireless (990); T-Mobile (914); Cingular Wireless (900); and Nextel (452). 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.

This is the fourth monthly report on LNP complaints and reflects the continuing downward trend in these complaints. The four reports indicate monthly totals, chronologically, of 2,400, 4,734, 5,852 and now 6,637.

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.