



# 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: APPROXIMATELY 7,040 CONSUMER COMPLAINTS SINCE PORTING BEGAN ON NOV. 24

Washington, DC – Since wireless phone number porting began on November 24, 2003, the FCC has received approximately 7,040 informal complaints about wireless local number portability as of April 24, 2004

Most of the complaints concern alleged delays in porting numbers from one wireless carrier to another. A much smaller number of complaints, estimated at about 15 percent of the total, involve porting from wireline to wireless carriers.

The carriers most often mentioned in the complaints as either the carrier ported from or the carrier ported to are: AT&T Wireless (3104); Sprint PCS (1712); Verizon Wireless (1059); T-Mobile (991); Cingular Wireless (991); and Nextel (501). 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 fifth monthly report on LNP complaints and reflects the continuing downward trend in these complaints. The four reports indicate cumulative monthly totals, chronologically, of 2,400, 4,734, 5,852, 6,640 and now 7,040.

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.