NEWS

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:
5852 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 February 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 (2787); Sprint PCS (1445); Verizon Wireless (933); T-Mobile (854); Cingular Wireless (849); and Nextel (420).   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.

In the first 30-day period following the effective date of the WLNP requirements, the FCC reported receiving approximately 2400 informal complaints about WLNP. During the second 30-day period, the number of receipts had grown to 4734, or 2334 additional complaints.   At the close of the third 30-day period following implementation, the total number of complaints had increased to 5852, about 1118 additional complaints. This information clearly reflects a downward trend in the number of WLNP complaints being submitted to the FCC.

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.

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