As both Congress and this Commission has recognized, the ability of a customer to retain his or her local telephone number when switching providers is a critical component for competition in the local exchange market. Local number portability promotes competition between providers of local telephone services by eliminating a major disincentive to switch carriers. Specifically, the ability of end users to retain their telephone numbers when changing service providers gives customers flexibility in the quality, price, and variety of services they can choose to purchase. Local number portability also helps ensure efficient use and uniform administration of numbering resources. In this order we take several steps to ensure that consumers continue to enjoy the benefits of local competition. We extend the benefits of number portability to VoIP customers by requiring VoIP providers to ensure that customers have the ability to port their telephone numbers when changing service providers to or from a VoIP provider. Additionally, we extend to interconnected VoIP providers the obligation to contribute to shared numbering administration costs, ensuring regulatory parity among providers of similar services.

We also take important steps to facilitate existing number portability so customers more fully benefit from these requirements. We clarify that no carriers may obstruct or delay the porting process by demanding more information than is necessary to validate a customer’s request to keep their telephone number when changing carriers and streamline the porting process and time interval.