

Due Date: 07/15/2015
Service Date: 06/15/2015

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/337420>

Subject: my 88 yr old father lost his number that he has had for 45 years

Tags: carrier_response_pending frontier_communications_additional_company_name internet_voip_phone new_jersey number_portability_phone other pennsylvania_behalf_of project_337420 project_parent yes_filing_on_behalf

Email: tara.hickey@whipactsys.com

Method: hnet (VOIP) -

Issue: Number Portability (keeping your number if you change providers) -
Number subject to complaint: 570-646-7420

Company Name:

Other Company Name: Blue Ridge Communications

Account #: do not have it.

First: Tara

Last: Hickey

Address: 15 Scudders Rd

City: Sparta

State: new_jersey

Zip: 07871

Phone where to be contacted: 973-560-6790

Filing on Behalf of Someone: Yes

Relationship:

First Name: Robert

Last Name: Kelly

Serve Status: carrier_response_pending

Ticket Information:

Melissa Wetzel (FCC Complaints)

... "LJ MI

Private note

This constitutes a notice of informal complaint filed with the FCC against your company. Your response to the consumer (with a copy to the FCC) is due no later than 30 days from the date of this notice.

For more information on your legal responsibilities, see <https://us-fcc.app.box.com/complaintnotice>.

If you have any questions regarding this notice, please contact the FCC at carriersupport@fcc.gov.

Tara Hickey

Jun 15, 9:11 AM

I called Frontier and they said the phone number was with Sprint landlines. Sprint Landline said they do not have that number. Quite frustrating.

Tara Hickey

JUN 15, 9:11 AM

Tara Hickey was not signed in when this comment was submitted. [Learn more](#)

Not sure if we have a case here. My 88 yr old dad mistakenly disconnected service at this summer place instead of suspending it over the winter. The company said it cannot give him his old number back because it is ported to Frontier. Frontier says they don't have the number. he has had this number for over 45 years.

You are an agent. Add a comment by replying to this email or view ticket in [Zendesk](#).

Ticket # 337420

Status Open

Requester Tara Hickey

CCs -

Group Blue Ridge Communications

Assignee Jeff Crandall

Priority -

Type Ticket

Channel Web Form

This email is a service from FCC Comp1a111ts. Delivered by [Zendesk](#)

July 8,2015

Melissa Wetzel
Consumer Complaints

Serve Ticket#: 337420
Last Name: Hickey

Dear Melissa Wetzel,

Tara Hickey's complaint is that her 88 year old father mistakenly disconnected their phone number with us and meant to just suspend the number over the winter and then could not get the same number back when they recently reinstated their phone service.

Tara Hickey's father had ported this number to us from Frontier who originally owned the number. The industry standard is that when a number is disconnected from a provider that ported the number from the original company the original company will take the number back which is done on a monthly basis. We originally thought the number was taken back by Frontier but when checking with Sprint who is our phone provider Frontier had not yet requested the number back and we were able to restore Tara Hickey's father's phone service back with his original phone number.

Sincerely,

Jeff Crandall
Director of operations
Blue Ridge Communications

Cc. Tara Hickey.

