**Deactivated phone numbers for USA**

*Last updated: 04/21/2025*

These guidelines are relevant for SMS and MMS compliance in the USA.

A deactivated phone number is one that a mobile operator has taken out of service for an end user, either because the end user has switched operators or has otherwise closed their account. Eventually, all deactivated numbers are recycled and activated for new subscribers. What this means is that it's easy to mistakenly send a text message to a phone number that has been reassigned to an end user who **has not** opted into your program.

This is important for messaging in the US because the Federal Communications Commission (FCC) considers this spam and can impose fines for sending a message to a user who has not opted in. Fines can be up to $1,500 per MT message per end user, and you may also be subject to a class action lawsuit.

Complicating the situation further is the fact that mobile operators do not keep numbers inactive for the same amount of time. Some reassign a deactivated number in as little as two days, while others wait 50 days before reassigning a number.

**How to manage ported numbers**

When an end user switches mobile operators, they often port their existing phone number to a new operator. When this occurs, the number is included in the original operator's deactivation list.

If you use our APIs to message an end user and specify the **original** mobile operator, the message may fail. In this case, perform a lookup to determine if the number is serviced by a new operator, and then send the message request again. Update your application with the new information to ensure future messages succeed.

**How a mobile phone gets deactivated**

***Example:*** *A business has Jennifer's phone number and her consent to receive text messages. In other words, Jennifer has explicitly "opted in" to the business's messaging program.*

*One day, Jennifer switched her mobile phone service from one operator to another, giving up the phone number that she used to opt into the program. In other words, Jennifer did not port or take her mobile phone number with her when she switched mobile operators. The mobile operator puts her phone number on its deactivation list. This particular operator keeps deactivated numbers inactive for two days.*

If the business attempts to send a text message to the phone number during the two-day deactivation period, the message will fail and the business will receive an error code from Infobip indicating that the number is currently in an operator's deactivation file. However, after three days, the mobile operator re-assigns the deactivated phone number to another subscriber. Now if the business attempts to send a text message to the phone number, the message will succeed because the number is no longer deactivated; however, the end user (who is not Jennifer) will be confused and perhaps annoyed about receiving a text they did not request. Unfortunately, this constitutes spam and exposes the business to statutory penalties associated with the TCPA. It does not matter that the consumer was on an unlimited messaging plan or that you sent the messages as Free To End User (FTEU); the message is still considered spam because the new phone number owner did not opt in to receive it.

**How Infobip helps**

Infobip helps to mitigate the risk of sending messages to deactivated numbers by providing Deactivated Phone Numbers reports ("Deact" reports). We provide Deact reports to help you keep your phone number lists current. The reports originate from the mobile operators and contain the phone numbers associated with deactivate and disconnect events in their systems. By making the reports available, you can keep your records up to date such that you do not inadvertently send MT messages to phone numbers that are no longer opted into your programs.

**Note**

Although the largest US mobile operators provide deact reports, most smaller operators do not. See below for the full list of operators providing reports.

To retrieve the reports from the mobile operators, use the [**Number Activation State API(opens in a new tab)**](https://www.infobip.com/docs/api/connectivity/number-activation-state). For further details about retrieving the reports, see [**Number activation state**](https://www.infobip.com/docs/number-activation-state).

**What Infobip expects of you**

**Retrieving and processing the deact reports daily is imperative**.

You must request access to the deact reports from your account manager or [**Support**](mailto:support@infobip.com).

Use the information to remove deactivated phone numbers from your messaging contact list before they are assigned to new subscribers. Mobile operators are allowed to reassign an inactive phone number within as little as two days of deactivation, so you should retrieve and process the deact reports daily.

We also recommend that you contact the previous owner of a deactivated number to request that they opt in with their new phone number. If you choose not to do this, then you should not send messages to them until they opt in after the date the phone number first appears in the Deactivated Phone Numbers report.

**Important**

Do not send Standard Rate or FTEU (Free-To-End-User) SMS or MMS messages to a mobile phone number that appears in any of the Deactivated Phone Numbers reports, regardless of which message originator you are using: short code, text-enabled toll-free number, or local number (long code or text-enabled landline).

**Mobile operators offering deactivated phone number reports**

The largest US mobile operators provide deact reports, however, many smaller operators do not. Of those operators that do provide the information, they do it differently due to the lack of an industry standard. A given report can contain deactivate/disconnect events from a specific mobile operator and may contain additional information such as how long the phone number will remain deactivated before it is recycled and given to a new subscriber. For mobile operators that have MVNOs, deactivation information for these operators is included in the mobile operator's deactivation file.

The information in the table below is subject to change. Infobip will update the table as we process reports from additional mobile operators. We make all reports available daily and the content of each report is incremental, meaning that it contains only phone numbers for which the deactivation status changed from the previous report.

**US Mobile operators providing deact reports**

| **Mobile operator** | **ID** | **Deact file name** | **Age of data** | **Deactivation period** | **Tier** |
| --- | --- | --- | --- | --- | --- |
| AT&T Mobility | 383 | att-deacts | Previous day | 2 days | Tier 1 |
| AT&T Mobility - TracFone | 556 | attTracfone-deacts | Previous day | 2 days | Tier 1 |
| T-Mobile US | 79 | tmobile-deacts | Previous day | 2 days | Tier 1 |
| Verizon Wireless | 77 | verizon-deacts | Previous day | 2 days | Tier 1 |
| U.S. Cellular | 56 | usCellular-deacts | Previous day | 2 days | Tier 2 |
| **Clearsky operators** | | | | | |
| Aerialink | 11333 | aerialink-deacts | Previous day | 2 days | Tier 3 |
| Altice | 11359 | altice-deacts | Previous day | 2 days | Tier 3 |
| Appalachian Wireless (East Kentucky Network) | 570 | appalacianwireless-deacts | Previous day | 2 days | Tier 3 |
| Bandwidth | 766 | bandwidth-deacts | Previous day | 2 days | Tier 3 |
| Brightlink Communications | 10212 | brightlink-deacts | Previous day | 2 days | Tier 3 |
| Cellular One of NE Arizona (Smith Bagley) | 566 | c1neaz-deacts | Previous day | 2 days | Tier 3 |
| Commio | 503 | commio-deacts | Previous day | 2 days | Tier 3 |
| Digital Communications Consulting (DCC) / Otz | 11316 | digitalcommunicationsconsulting-deacts | Previous day | 2 days | Tier 3 |
| Enflick (TextNow) | 10262 | enflick-deacts | Previous day | 2 days | Tier 3 |
| Evolve Cellular (Worldcall Interconnect) | 11226 | evolvecellular-deacts | Previous day | 2 days | Tier 3 |
| Inteliquent (Onvoy) | 10232 | inteliquent-deacts | Previous day | 2 days | Tier 3 |
| ISP Telecom | 12228 | isptelecom-deacts | Previous day | 2 days | Tier 3 |
| Limitless | 588 | limitless-deacts | Previous day | 2 days | Tier 3 |
| Nemont (Sagebrush Cellular) CDMA | 796 | nemont-deacts | Previous day | 2 days | Tier 3 |
| NumberAccess | 12294 | numberaccess-deacts | Previous day | 2 days | Tier 3 |
| Plivo | 11620 | plivo-deacts | Previous day | 2 days | Tier 3 |
| Ring Central | 11638 | ringcentral-deacts | Previous day | 2 days | Tier 3 |
| Shelcomm | 11293 | shelcom-deacts | Previous day | 2 days | Tier 3 |
| Telnyx | 11351 | telnyx-deacts | Previous day | 2 days | Tier 3 |
| TextMe | 11306 | textMe-deacts | Previous day | 2 days | Tier 3 |
| Truphone | 11318 | truphone-deacts | Previous day | 2 days | Tier 3 |
| TSG Global (Flex Talk) | 11671 | tsgglobal-deacts | Previous day | 2 days | Tier 3 |
| Tychron | 12227 | tychron-deacts | Previous day | 2 days | Tier 3 |
| United Wireless | 602 | unitedwireless-deacts | Previous day | 2 days | Tier 3 |
| Vitelcom (Viya) | 11201 | viya-deacts | Previous day | 2 days | Tier 3 |
| Vonage | 504 | vonage-deacts | Previous day | 2 days | Tier 3 |
| Zipwhip | 11749 | zipwhip-deacts | Previous day | 2 days | Tier 3 |
| [Guam] GTA (Teleguam Holdings) | 640 | gta-deacts | Previous day | 2 days | Tier 3 |
| **Interop operators** | | | | | |
| Alaska Communications Systems (ACS) | 592 | acs-deacts | Previous day | 2 days | Tier 3 |
| Bravado Wireless (Cross Wireless) | 618 | cross-deacts | Previous day | 2 days | Tier 3 |
| Bristol Bay | 65 | bristolbay-deacts | Previous day | 2 days | Tier 3 |
| C Spire Wireless (Cellular South) | 386 | cspire-deacts | Previous day | 2 days | Tier 3 |
| Carolina West Wireless | 564 | carolinaWest-deacts | Previous day | 2 days | Tier 3 |
| CellCom (New Cell) | 587 | cellcom-deacts | Previous day | 2 days | Tier 3 |
| Chat Mobility | 619 | chat-deacts | Previous day | 2 days | Tier 3 |
| Cooper Valley | 802 | coopervalley-deacts | Previous day | 2 days | Tier 3 |
| Dish Wireless | 12277 | dish-deacts | Previous day | 2 days | Tier 3 |
| GCI Communications | 603 | gci-deacts | Previous day | 2 days | Tier 3 |
| Inland Cellular | 575 | inland-deacts | Previous day | 2 days | Tier 3 |
| James Valley Cellular | 11304 | jamesvalley-deacts | Previous day | 2 days | Tier 3 |
| Nex-Tech Wireless | 578 | nextech-deacts | Previous day | 2 days | Tier 3 |
| NorthwestCell (Northwest Missouri Cellular) | 620 | nwmissouri-deacts | Previous day | 2 days | Tier 3 |
| Panhandle Wireless (PTCI) | 626 | ptci-deacts | Previous day | 2 days | Tier 3 |
| Pine Belt Cellular | 10352 | pinebelt-deacts | Previous day | 2 days | Tier 3 |
| Pine Cellular | 580 | pinecellular-deacts | Previous day | 2 days | Tier 3 |
| Rural Independent Network Alliance (RINA) | 567 | rina-deacts | Previous day | 2 days | Tier 3 |
| Southern LINC | 763 | southernlinc-deacts | Previous day | 2 days | Tier 3 |
| Standing Rock | 764 | standingRock-deacts | Previous day | 2 days | Tier 3 |
| Thumb Cellular | 604 | thumb-deacts | Previous day | 2 days | Tier 3 |
| Union Cellular | 549 | union-deacts | Previous day | 2 days | Tier 3 |
| Viaero Wireless | 650 | viaero-deacts | Previous day | 2 days | Tier 3 |
| Windy City Cellular | 1783 | windycity-deacts | Previous day | 2 days | Tier 3 |

* **Deact file name** is the name of the file available from Customer Center Reporting.
* **Age of data** refers to when a phone number was deactivated.
* **Deactivation period** is the number of calendar days a phone number is deactivated.

**Number Activation State**

You can access the OpenAPI specification for this product by viewing the [**Number Activation State specification**](https://api.infobip.com/platform/1/openapi/number-activation-state), or see the [**complete Infobip specification**](https://api.infobip.com/platform/1/openapi) for all APIs in one place.

Number Activation State are reports with end user numbers that had a change in their activation status. Those would be usually numbers that become deactivated, however sometimes they would also have information about temporary suspensions or re-activations.

Number state information is provided by our suppliers. To access this information, your business and traffic must be analyzed and approved. This process ensures compliance with regulations. Please contact your Account Manager to request access.

**get**[**Get Network Reports metadata**](https://www.infobip.com/docs/api/connectivity/number-activation-state/get-reports-metadata)

Get a paginated list of Network Reports metadata.

**get**[**Get Network Report content**](https://www.infobip.com/docs/api/connectivity/number-activation-state/get-single-report)

Get a paginated list of destination number activation state changes from a given Report.

**Get Network Reports metadata**

Get a paginated list of Network Reports metadata.

*Please*[***log in***](https://portal.infobip.com/login?callback=https%3A%2F%2Fwww.infobip.com%2Fdocs%2Fapi%2Fconnectivity%2Fnumber-activation-state%2Fget-reports-metadataconnectivity/number-activation-state/get-reports-metadata#connectivity/number-activation-state/get-reports-metadata)*to see full path URL.*[***Learn why.***](https://www.infobip.com/docs/essentials/base-url)

**get**

/number-activation-state/1/network-reports

Authorizations:

[**API Key Header**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#api-key-header)

[**Basic**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#basic)

[**IBSSO Token Header**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#ibsso-token-header)

[**OAuth 2**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#oauth-20)

Scopes:

[**number-activation-state:read**](https://www.infobip.com/docs/essentials/api-essentials/api-authorization)

Request rate limit:

1 requests / second (per account)

[**Learn more**](https://www.infobip.com/docs/essentials/integration-best-practices#throttling-handling-errors)

query Parameters

|  |  |
| --- | --- |
| page | integer <int32>  Default: 0  Results page to retrieve (0..N). |
| size | integer <int32>  Default: 20  Number of records per page. |
| dateFrom | string  Example: dateFrom=2024-03-02  Date in UTC that exactly defines the dateFrom property of the reports. Format: yyyy-MM-dd When both dateFrom and dateTo are provided then a list of reports between those two dates are returned. |
| dateTo | string  Example: dateTo=2024-03-03  Date in UTC that exactly defines the dateTo property of the reports. Format: yyyy-MM-dd When both dateFrom and dateTo are provided then a list of reports between those two dates are returned. |
| reportId | string  Example: reportId=1f7a9938-0e3b-4e20-bb69-4968dca75078  The reportId to find |
| networkId | integer <int32>  Example: networkId=1717  The networkId of network that provided the report content. |
| networkName | string  Example: networkName=Verizon Wireless  The name of network that provided the report content. |

Responses

**200**

##### OK Response Schema:

application/json

collapse all -

|  |  |
| --- | --- |
| results | Array of objects |
| Array   |  |  | | --- | --- | | reportId  required | string <= 64 characters  Example: "138a2a58-0cf3-4ed3-a828-c3dc35eb2bb6"  The unique reportId. Needed for accessing the report content | | networkName  required | string  Example: "Verizon Wireless"  The name of network that provided the report content. | | networkId  required | integer <int32>  Example: 1717  The networkId of network that provided the report content. | | generatedDate  required | string  Example: "2024-03-09"  Date in UTC then given report was generated. Format: yyyy-MM-dd | | dateFrom  required | string  Example: "2024-03-07"  Date in UTC that defines since when the report has data about activation changes on a given network. Format: yyyy-MM-ddNote that multiple reports for the same date range on the same network are possible. | | dateTo  required | string  Example: "2024-03-08"  Date in UTC that defines till when the report has data about activation changes on a given network. Format: yyyy-MM-dd Note that multiple reports for the same date range on the same network are possible. | | expiryDate  required | string  Example: "2024-06-08"  Date in UTC that defines when the report will be considered expired and consequently deleted. Format: yyyy-MM-dd | | |
| paging | object |
| |  |  | | --- | --- | | page  required | integer <int32> >= 0  Requested page number. | | size  required | integer <int32> >= 1  Requested page size. | | totalPages  required | integer <int32> >= 0  The total number of pages of the results matching the requested parameters. | | totalResults  required | integer <int64> >= 0  The total number of the results matching the requested parameters. | | |

**401**

##### Unauthorized **Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

**403**

##### Forbidden **Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

**429**

##### Too Many Requests **Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

**500**Internal Server Error  
  
**Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

**Example**

cURL

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curl -L -g 'https://{baseUrl}/number-activation-state/1/network-reports?dateFrom=2024-03-02&dateTo=2024-03-03&reportId=1f7a9938-0e3b-4e20-bb69-4968dca75078&networkId=1717&networkName=Verizon%20Wireless' \

-H 'Authorization: {authorization}' \

-H 'Accept: application/json'

### Response samples

* **200**
* **401**
* **403**
* **429**
* **500**

**Content type**

application/json

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{

* "results":

[

* + {
    - "reportId": "1f7a9938-0e3b-4e20-bb69-4968dca75078",
    - "networkName": "Verizon Wireless",
    - "networkId": 1717,
    - "generatedDate": "2024-03-19T00:00:00Z",
    - "dateFrom": "2024-03-19T00:00:00Z",
    - "dateTo": "2024-03-20T00:00:00Z",
    - "expiryDate": "2024-05-18T00:00:00Z"

},

* + {
    - "reportId": "534a3153-0b3d-4408-9bc5-121d3e9c6537",
    - "networkName": "AT&T Mobility",
    - "networkId": 1733,
    - "generatedDate": "2024-03-19T00:00:00Z",
    - "dateFrom": "2024-03-19T00:00:00Z",
    - "dateTo": "2024-03-20T00:00:00Z",
    - "expiryDate": "2024-05-18T00:00:00Z"

}

],

* "paging":

{

* + "page": 0,
  + "size": 2,
  + "totalPages": 30,
  + "totalResults": 61

}

}

# Get Network Report content

Get a paginated list of destination number activation state changes from a given Report.

*Please*[***log in***](https://portal.infobip.com/login?callback=https%3A%2F%2Fwww.infobip.com%2Fdocs%2Fapi%2Fconnectivity%2Fnumber-activation-state%2Fget-reports-metadataconnectivity/number-activation-state/get-single-report#connectivity/number-activation-state/get-single-report)*to see full path URL.*[***Learn why.***](https://www.infobip.com/docs/essentials/base-url)

**get**

/number-activation-state/1/network-reports/{reportId}/records

##### **Authorizations:**

[**API Key Header**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#api-key-header)

[**Basic**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#basic)

[**IBSSO Token Header**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#ibsso-token-header)

[**OAuth 2**](https://www.infobip.com/docs/essentials/api-essentials/api-authentication#oauth-20)

##### **Scopes:**

[**number-activation-state:read**](https://www.infobip.com/docs/essentials/api-essentials/api-authorization)

##### **Request rate limit:**

1 requests / second (per account)

[**Learn more**](https://www.infobip.com/docs/essentials/integration-best-practices#throttling-handling-errors)

##### **path Parameters**

|  |  |
| --- | --- |
| reportId  required | string  The reportId to retrieve |

##### **query Parameters**

|  |  |
| --- | --- |
| page | integer <int32>  Default: 0  Results page to retrieve (0..N). |
| size | integer <int32>  Default: 20  Number of records per page. |

### **Responses**

**200**

##### OK **Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| results | Array of objects |
| Array   |  |  | | --- | --- | | date  required | string  Example: "2024-03-05T11:00:00.000+0000"  Date in UTC when the activation state change has happened. Format yyyy-MM-dd'T'HH:mm:ss.SSSZ | | destination  required | string  Example: "15987654321"  The phone number that changed its activation state | | type  required | string  Enum: "DEACTIVATION" "REACTIVATION" "SUSPENSION"  Example: "DEACTIVATION"  Type of the activation information. Potential values are: DEACTIVATION - number was deactivated. All messaging to this number must stop. ACTIVATION - number was activated after being deactivated previously. These numbers must opt-in again to a program to begin any messaging activity. SUSPENSION - number got suspended. Messaging to this number must be suspended. REACTIVATION - number was reactivated after being previously suspended. Messaging to this number can resume. | | newDestination | string  Example: "15123456789"  Optional information about a new phone number that replaced the original deactivated phone number. Only optionally included in case of DEACTIVATION type of the entry | | |
| paging | object |
| |  |  | | --- | --- | | page  required | integer <int32> >= 0  Requested page number. | | size  required | integer <int32> >= 1  Requested page size. | | totalPages  required | integer <int32> >= 0  The total number of pages of the results matching the requested parameters. | | totalResults  required | integer <int64> >= 0  The total number of the results matching the requested parameters. | | |

**401**

##### Unauthorized **Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

##### **403 Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

Forbidden

**404**

##### Not Found **Response Schema:**

\*/\*

**429**

##### Too Many Requests **Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

**500**

##### Internal Server Error **Response Schema:**

application/json

collapse all -

|  |  |
| --- | --- |
| requestError | object |
| |  |  | | --- | --- | | serviceException | object | | |  |  | | --- | --- | | messageId | string  Identifier of the error. | | text | string  Detailed error description. | | validationErrors | object  Validation errors. | | |  |  | | --- | --- | | *property name\** | Array of strings  Validation errors. | | | | | | |

### Request samples

* **cURL**
* **Java**
* **C#**
* **Go**
* **Python**
* **PHP**
* **JavaScript**
* **NodeJs**
* **Ruby**

**Example**

cURL

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curl -L -g 'https://{baseUrl}/number-activation-state/1/network-reports/{reportId}/records' \

-H 'Authorization: {authorization}' \

-H 'Accept: application/json'

### Response samples

* **200**
* **401**
* **403**
* **429**
* **500**

**Content type**

application/json

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{

* "results":

[

* + {
    - "date": "2024-03-05T00:00:00.000+0000",
    - "destination": "15123456789",
    - "type": "DEACTIVATION"

},

* + {
    - "date": "2024-03-05T11:00:00.000+0000",
    - "destination": "15222222222",
    - "type": "DEACTIVATION",
    - "newDestination": "15777777777"

}

],

* "paging":

{

* + "page": 1,
  + "size": 2,
  + "totalPages": 10,
  + "totalResults": 21

}

}