**Standard industry process for removal of a “preferred carrier freeze,” e.g., port protection, to facilitate porting a telephone number**

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*Accepted: 02/03/2004*

*Version: 1*

**Version History:**

This Best Practice was created by the WNPO (Wireless Number Portability Operations) which was a sub team of the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 02/03/2004 (Version 1). It was reviewed again at the April 5, 2022, NPIF where consensus was reached that no updates were required.

**Background:**

**Decisions/Recommendations**

The industry needs to recognize that any carrier who offers a preferred carrier freeze on an account, regardless of what a carrier names that freeze, is subject to the rules regarding removal of the freeze as defined by the FCC (47 CFR Ch. I § 64.1190).

Removal of the preferred carrier freeze should not unnecessarily delay the porting process.

By FCC definition, a “preferred carrier freeze” (or freeze) prevents a change in a subscriber’s preferred carrier selection unless the subscriber gives the carrier from whom the freeze was requested his or her express consent.”  A preferred carrier freeze can be offered in many forms that include, a passcode, pin, local freeze, port protection, etc.; however all such freezes fall under this FCC definition.

The FCC has previously determined requirements for removing a preferred carrier freeze, therefore, it is the intent of the LNPA WG to reinforce the requirements for all service providers with this Best Practice.

It is the position of the LNPA WG that all service providers follow, at a minimum, the processes ordered by the FCC to remove a preferred carrier freeze when a subscriber elects to change its service provider and that change requires porting the customer’s telephone number(s).  The customer (not the NLSP or OLSP) has the option of which process to use to remove the preferred carrier freeze.  The OLSP must, at minimum, be prepared to remove the freeze using the subscriber’s choice of one of the FCC ordered processes.  This does not preclude a service provider from offering additional options for freeze removal as long as the choice of options remains with the customer.