**Unlocking of 911 record on ports to VoIP providers**

*Submitted By: LNPA WG*

*Accepted: 06/08/2007*

*Version: 1*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 06/08/2007 (Version 1). It was reviewed again at the NPIF on 08/03/2022 and consensus was reached that no additional changes were required at this time.

**Background:**

**Documentation Referenced:**

[PIM 059 – Unlocking the 911 record](https://workinggroup.numberportability.com/documents/6499/PIM_059_-_Unlocking_the_911_record_v2.doc)

**Decisions/Recommendations**

Questions have been raised and Issues have been identified by a number of VoIP providers related to the process of unlocking the 911 database on ports to VoIP providers.

For future inquiries related to 911 issues for VoIP porting, it is recommended that carriers review the materials published and approved by the NENA ([**www.NENA.org**](http://www.nena.org/)).