**Impact to the porting process of SP-assigned pass codes/PINs to End User accounts**

*Submitted By: NPIF*

*Accepted: 09/16/2009*

*Revised: 02/18/2010*

*Revised: 01/10/2023*

*Version: 3*

**Version History:**

This Best Practice was created by the LNPA WG (now known as the NPIF – Number Portability Industry Forum) and originally accepted on 09/16/2009 (Version 1). A clarifying revision to this Best Practice was approved by the LNPA WG at its January 12-13, 2010, meeting. Subsequent to its approval by the LNPA WG, revised Best Practice 60 was reviewed by the North American Numbering Council (NANC) at its February 18, 2010, meeting and endorsed at the request of the LNPA WG (Version 2). It was reviewed again at the 11/08/2022 NPIF where consensus was reached that no changes were required.

**Background:**

The original Best Practice 60 was approved by the LNPA WG and included in the recommended Implementation Plan for FCC Order 09-41, which was endorsed by NANC at its October 15, 2009, meeting and forwarded to the FCC.

**Documentation Referenced:**

**Decisions/Recommendations**

FCC Order 07-188 requires that LNP validation for Simple Ports be based on no more than the following 4 data fields on an incoming port request:

1. 10-digit telephone number;
2. customer account number;
3. 5-digit zip code; and
4. pass code (if applicable).

It has been brought to the attention of the LNPA WG that some providers have instituted a practice of assigning pass codes or PINs to their End Users' accounts without the request, or in some cases, the knowledge, of the End User. This practice can severely delay and impede the porting process. These provider-assigned pass codes differ from the practice of many providers that enable their End Users to request that a pass code or PIN be assigned to their account to ensure privacy and to prevent activity without the End User's permission.

It is the position of the LNPA WG that only pass codes/PINs requested and assigned by the End User for the purposes of limiting or preventing activity and changes to their account (and not, for example, a password or PIN the End user uses to access their account information on-line [Customer Proprietary Network Information (CPNI)] may be utilized as an End User validation field on an incoming port request by the Old Network Service Provider/Old Local Service Provider. In addition, any service provider assigned pass code/PIN may not be utilized as a requirement in order to obtain a Customer Service Record (CSR). This Best Practice applies to all ports (not just Simple Ports.)

In an effort to mitigate unauthorized port out activity, Service Providers have begun to implement Number Transfer PIN / Temporary Port Out PIN processes that allow customers to generate PINs that are used on a temporary basis in lieu of the use of billing account PINs.