



Carrier Customer Bulletin

Date of Bulletin: May 20, 2021
Notice #: CCBFTR01924
Audience: CLEC
Subject: 5-Digit Account Passcode Required on Residential Wireless Port Outs
Date Effective: 06/20/2021

Effective June 20, 2021, CLECs must include the end user 5-digit account passcode, when established, on all residential Wireless Local Number Portability (LNP) orders (aka Port Out) submitted by CLECs. Including the end user's 5-digit account passcode will provide an extra level of security to prevent fraud.

During the April 2021 OSS Interface Change Management meeting, Frontier communicated the opening of the Personal Identifier (PID) Field on the Local Service Request (LSR) form beginning with the [June 19, 2021 Local Release](#). CLECs will use the new PID field to populate the end user customer's 5-digit account passcode.

The PID field will be available for population only when:

- First position of the Type of Service (TOS) field on the LSR form equals 2 (Residential); and
- Number Portability Direction (NPDI) field on the LSR form equals C (Wireline to Wireless).

The 5-digit account passcode is required only when the end user has established a 5-digit account passcode on the end user's account. CLEC is not required to populate the PID field on the LSR for end user accounts without a 5-digit account passcode.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.