



## ***Carrier Customer Bulletin***

Date of Bulletin: July 26, 2021  
Notice #: CCBFTR01939  
Audience: Wireless Carriers  
Subject: Reminder: 5-Digit Account Passcode Required on Residential Wireless Port Outs When Previously Established  
Date Effective: 06/20/2021

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As previously [communicated](#), effective June 20, 2021, Wireless Carriers must include the end-user 5-digit account passcode, **when established**, on all submitted residential Wireless Local Number Portability (LNP) orders (aka Port Out).

Frontier has been receiving calls from end-user customers stating they were advised a 5-digit account passcode must be added in order to port out their service. The 5-digit account passcode is required **only** when the end-user previously established a 5-digit account passcode. Populating the LSR PID field is not required for end-user accounts without a 5-digit account passcode. Wireless Carriers should not be advising end-user customers to contact Frontier to establish a 5-digit account passcode before port out can be completed.

If you have questions regarding the information provided in this notice, please email [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).