



## LNP Requests Rejected Due to PLOC Freeze

When an end user customer account has an active Local Service Provider Freeze (PLOC), LNP Requests will be rejected with the following message: **Local SVC Provider Freeze in Effect, Not Eligible for migration.**

If an LNP Request has been rejected for active PLOC, and the CLEC has reason to believe the reject is in error, please Email the Local Carrier Services Support (LCSS) at:

[local.carrier.services.support@ftr.com](mailto:local.carrier.services.support@ftr.com) with the following information:

- PON
- Telephone Number Porting
- Retail Confirmation Number for PLOC Freeze Removal
- Date End User Customer Contacted Retail Group

The LCSS will review the end user customer account notes and order:

- If request of PLOC Freeze removal request can be confirmed, the LCSS will escalate to the retail group to remove the PLOC freeze. Once complete, the LCSS will reply advising the CLEC can resubmit PON.
- If request of PLOC Freeze removal request cannot be confirmed, the LCSS will reply advising CLEC that the end user customer must contact the retail group to request the removal of the PLOC (Local Service Provider Freeze).

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