[**https://www.centurylink.com/wholesale/clecs/lsfreeze.html**](https://www.centurylink.com/wholesale/clecs/lsfreeze.html)

**Local Service Freeze - V25.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2015/150402/HL_LSF_V25.doc)

**Description**

Local Service Freeze prohibits an unauthorized change of an end-user's local service from one Local Service Provider (LSP) to another. This option is available to prevent local service slamming.

This freeze is added at the Working Telephone Number (WTN) level so the end-user may choose to freeze one line, several, or all lines on their account. Only one order per end-user account is needed when changing the Local Service Freeze status. You may request the add or removal of Local Service Freeze on your end-users account at any time.

The Local Exchange Freeze on Voice Services (LEFV) indicator must be removed from the account before a request to change LSP's can be processed. The end-user must contact their existing LSP to remove the Local Service Freeze from their account. Requests received to change LSP on an account with Local Service Freeze will be rejected. CenturyLink™ will provide the message "Features on account are not compatible with requested features". The message "Please have the end-user contact current Local Service Provider to have Local Service Freeze removed" will appear in the Customer Comments section.

Local Service Freeze is available on all voice services (dial tone) at the working telephone number line level.

**Availability**

Local Service freeze is available in the following states:

* Colorado
* Idaho
* North Dakota
* Oregon
* South Dakota
* Utah
* Washington
* Wyoming

Local Service Freeze is not available in the following states:

* Arizona
* Iowa
* Minnesota
* Montana
* Nebraska
* New Mexico

**Terms and Conditions**

Terms and Conditions are not applicable to Local Service Freeze.

**Technical Publications**

Technical Publications are not applicable to Local Service Freeze.

**Pricing**

**Rates**

There are no charges associated with adding or removing Local Service Freeze.

**Tariffs, Regulations and Policies**

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html).

**Optional Features**

There are no optional features applicable to Local Service Freeze.

**Features/Benefits**

Local Service Freeze prohibits the unauthorized change of an end-user's local service from one provider to another.

**Applications**

See Features/Benefits.

**Implementation**

**Prerequisites**

If you are a new Competitive Local Exchange Carrier (CLEC) and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html) or [Getting Started as a Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or Customer Questionnaire, additional information is located in the [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

You must have Proof of Authorization (POA) before you submit a request to add or remove a Local Service Freeze. Refer to [Proof of Authorization/Letter of Agency](https://www.centurylink.com/wholesale/preorder/index.html) for additional information.

The Agency Authorization (AGAUTH) field on the Local Service Request (LSR) must show "Y" before Local Service Freeze can be added or removed.

**Pre-Ordering**

General pre-ordering activities are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

Requirements for pre-ordering are described in [Local Service Ordering Guidelines (LSOG)](https://www.centurylink.com/wholesale/clecs/lsog.html) Pre-Order.

If Local Service Freeze exists, the Customer Service Record (CSR) will have the LEFV Field Identifier (FID) following the line assignable Universal Service Order Code (USOC), e.g., 1FR/NPA-nnn-nnnn/LEFV, 1FR/NPA-nnn-nnnn/LEFV/RSID, U5R/NPA-nnn-nnnn/LEFV/ZCID on each line that has a Local Service Freeze.

**Ordering**

General ordering activities are described in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Local Service Freeze requests are submitted using a LSR with the appropriate product specific LSOG form. Detailed information describing field entry requirements are available in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

Local Service Freeze service requests are placed using the following LSOG product specific forms:

* Centrex Resale Service (CRS)
* Direct Inward Dialing (DID) Resale Service (DRS),
* Port Service (PS)
* Resale Service (RS)

The LSCP field on the CRS, DRS, PS or RS form is used to add or remove a Local Service Freeze:

* To add a Local Service Freeze, populate the LSCP field with A
* To remove a Local Service Freeze, populate the LSCP field with B

Local Service Freeze can be ordered on Resale, Unbundled Network Elements (UNE), and Commercial local exchange services products, e.g. CenturyLink™ Local Service Platform (CLSP™) voice products using  Enhanced Automated Service Order Entry ~~Interconnect Mediated Access (IMA~~ EASE~~), or faxed to (888) 796-9089~~:

The following tables provide the necessary actions for adding or removing a Local Service Freeze on CenturyLink or CLEC accounts:

|  |  |
| --- | --- |
|  | **Existing CLEC Accounts** |
| **STEP** | **ACTION** |
| 1 | End-user contacts you to request Local Service Freeze. |
| 2 | You submit a LSR to add Local Service Freeze to the account (with A in Local Service Provider Change Prohibited (LSCP) field). |
| 3 | CenturyLink processes the LSR and issues an order to add LEFV to an account. |

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| --- | --- |
|  | **CenturyLink to CLEC Migration** |
| **STEP** | **ACTION** |
| 1 | End-user contacts you to request service. |
| 2 | You submit a LSR to migrate end-user service. Proceed to step 3. Or You receive a CSR that indicates there is a Local Service Freeze on the account. Proceed to step 4. |
| 3 | LSR is rejected due to Local Service Freeze. |
| 4 | You contact end-user regarding Local Service Freeze to advise the end-user the freeze must be removed by calling 877-719-4294, option 2, then option 3, to remove the Local Service. |
| 5 | You may now issue a LSR to migrate end-user service.  NOTE: If the end-user submits their request electronically, the following must be included on the LSR in the Remarks section "End-user removed Local Service Freeze electronically on MM/DD/YY". |

If the request to change Local Service Freeze is submitted electronically, the following timelines apply:

* Prior to 3:00 PM Central Time, Monday through Friday, the freeze request will be processed the same day
* After 3:00 PM Central Time, the freeze request will be processed the next business day
* On the weekend, the freeze request will be processed on the next business day
* On holidays the freeze request will be processed the next business day

|  |  |
| --- | --- |
|  | **CLEC to CLEC Migration** |
| **STEP** | **ACTION** |
| 1 | End-user contacts new LSP to request service. |
| 2 | New LSP issues LSR to migrate end-user service. Proceed to step 3. Or New LSP retrieves a CSR that indicates there is a Local Service Freeze on the account. Proceed to step 4. |
| 3 | LSR is rejected due to Local Service Freeze. |
| 4 | New LSP contacts end-user regarding Local Service Freeze. |
| 5 | End-user contacts old LSP to remove Local Service Freeze. |
| 6 | Old LSP issues LSR to remove Local Service Freeze (with B in LSCP field). |
| 7 | New LSP issues LSR to migrate end-user service. |

**Provisioning and Installation**

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**Billing**

Not applicable to Local Service Freeze.

**Training**

**Local CenturyLink 101 "Doing Business with CenturyLink"**

* This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with CenturyLink. It will provide a general overview of products and services, CenturyLink billing and support systems, processes for submitting service requests, reports, and web resource access information. [Click here to learn more about this course and to register](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html).

View additional CenturyLink courses by clicking on [Course Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html).

**Contacts**

CenturyLink contact information is located in the [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

To expedite the removal of a Local Service Freeze, you may call 877-719-4294 with the end-user on the line to remove Local Service Freeze the same day. You must request the order number (eight-digit number) from the Sales consultant to include in the Remarks field or RORD field on your LSR.

To escalate any other concerns with Local Service Freeze, you may call the Interconnect Service Center at 866-434-2555. CenturyLink has established a point of contact for CLECs and the Service Delivery Coordinators at that number have been trained to assist with Local Service Freeze related issues. If a Local Service Freeze needs to be added or removed, they will advise you to have the end-user call the appropriate number.

**Frequently Asked Questions (FAQs)**

**1. How long does it take to have a Local Service Freeze added or removed from an account?**  
If adding or removing the Local Service Freeze is the only activity on the account, a Record order will be issued with a same day due date. The addition or removal is effective the day the order is issued.

If the Local Service Freeze is being added or removed on a service where other account activity is taking place, the freeze won't be effective until the date that order is completed.

**2. Once the Local Service Freeze is removed from the CenturyLink retail end-user's account, how soon can I issue my LSR to change their service?**  
You can issue your LSR the same day. You must include the Record order number that was provided to you and your customer in the Remarks section or in the RORD field on the LSR.

**3. What if I have done a three-way call with the end-user to have the Local Service Freeze removed but the CSR still shows the LEFV on the account?**  
You can still issue your LSR the same day the freeze was removed as long as you include the Record order number for the Local Service Freeze removal in the Remarks section or in the RORD field on the LSR.

Local Service Freeze information is contained in a Freeze Repository which is updated when the Record order to remove the Local Service Freeze is completed. The Repository updates each night while the CSR takes 3-5 days to reflect the change in freeze status. Processing the LSR will be based on what is in the Repository versus the CSR.

**4. Can I add Local Service Freeze to my customer's lines or account at the same time I make other changes to the account?**  
Yes, show A as the value in the LSCP field. Remember, if you add the freeze while doing other order activity, the freeze won't be in effect until the actual due date of that order.

**5. What kind of questions are the CenturyLink Retail end-user asked when they add a Local Service Freeze?**  
Local Service Freeze is an option for CenturyLink end-users and is only added at the end-user's request. CenturyLink's process to add a Local Service Freeze includes several steps to ensure the end-user is fully informed about the local service freeze, including the process to remove a freeze. If an end-user indicates a desire to establish a freeze, they are transferred to a Third-Party Verifier who verifies that the end-user is responsible for the account, and confirms the specific telephone numbers to which a freeze is to be applied.

**6. Why is the freeze sometimes removed on a Change order?**  
If there is other activity taking place on the account at the same time the freeze is being added or removed, a Change order will be issued rather than a Record order. In place of the Record order number, you will include the Change order number on the LSR in the Remarks section or in the RORD field.

**Last Update:** April 2, 2015

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