

In each of these complaints, the customer contacted the Commission because he or she attempted to switch service to another company but was unable to do so because of a preferred carrier freeze placed on the account by Tel West. In each case, Tel West could not verify that the customer had authorized the freeze.

	<b>Complaint</b>	<b>Complaint Text</b>
1.	84971	Customer has requested port to MCI. TelWest will not release the line.
2.	85015	Customer says she is trying to switch service to another CLEC, but Tel West will not release the line because of a freeze.
3.	86385	Customer called to say that Tel west has local freeze on his service and will not remove. Customer states that he never asked TEL WEST for a freeze on his service. Customer is trying to port to Qwest but has been advised that Tel West needs to remove the freeze. Customer has been trying to get the freeze removed for 2 weeks without success.
4.	86836	Wants to change to Qwest. Qwest tried to process the request to port number over. However, Tel West has a PIC freeze on the consumer's line.
5.	86904	Tel West put PIC Freeze on account. Did not authorize the PIC freeze. Wants Tel West to release the PIC freeze so she can change back to Qwest.
6.	87032	Trying to get back to Qwest but Tel West has a PIC freeze on his line.
7.	87418	Tel West put a PIC freeze on line. Wants to switch back to Qwest.
8.	87474	Customer asked to migrate away from Tel West but was told she had a freeze on the account...
9.	87487	Customer went from QWEST to Tel West. However, this affected her internet service access. Placed order to go back to QWEST about 2-3 weeks ago. At that time QWEST said it would take approx 10 business days. QWEST could not and still cannot transfer the service back because Tel West has a freeze on the line. The customer did not authorize a local carrier freeze on the line.
10.	87526	Consumer wanted to switch to Qwest but he can't because Tel West put a line PIC freeze on the account.
11.	87656	Ms said she has ordered service from Qwest, but cannot be ported to Qwest because Tel West has put a freeze, which she did not order, on her line.
12.	87667	Customer has been attempting to port her phone service away from Tel West to Qwest for more than 3 weeks. Ms has been told she has a LEC freeze on the line (she did not authorize the freeze) and Tel West is refusing to lift the freeze so Qwest can take the service.
13.	87670	Customer advised that she has not been restored to Qwest due to a local service freeze. Customer wants to be restored to Qwest immediately.
14.	87687	Customer has been attempting to port phone service...away from Tel West to Qwest. Mr has been told he has a LEC freeze on the service which is causing the delay in porting the service. He did not authorized (sic) the freeze.
15.	87696	Customer states he has attempted to port back to Qwest but there is a freeze on the service with TelWest.
16.	87717	Customer wants to switch his local phone service from Tel West to Qwest. Tel West has a LEC freeze on his account that is prohibiting the port. Mr says he did not ask for the LEC freeze.

	<b>Complaint</b>	<b>Complaint Text</b>
17.	87759	Won't release line back to Qwe(s)t
18.	87780	He does not want Tel West's service...Qwest's attempts to switch the service back, however, it appears there is a LEC freeze on the account. Customer says he did not authorize the freeze.
19.	87923	Customer put in a request to have his service cancelled and ported to Qwest...Mr. started contacting Tel-west near the end of January to have the services ported. Customer received a letter from Qwest thanking him for choosing them, but they can't take his service because Tel-West has put a LOCAL freeze on the line.
20.	88011	There was a delay in porting to Qwest because Tel West had a LEC freeze on her line. I asked Ms if she authorized the LEC freeze. She said no.
21.	88112	When customer was not transfered to another carrier she called again and was told a freeze had been placed on the account and would be removed. Several calls later the freeze had not been removed and customer was told that there was no record of her previous calls.
22.	88144	Customer tried to switch to Qwest and Qwest told the customer that Telwest has a local freeze on her telephone service.
23.	88145	Ms called Qwest and asked that service be switched back to Qwest. Qwest attempted to do so, however, there was a LEC freeze on the line.
24.	88188	Ms has an order with Qwest to port service back to it...told the Tel West representative she spoke with that Ms was going back to Qwest, the Tel West rep said Ms couldn't because Tel West has a freeze on the line.
25.	88198	Mr. said he wanted the service canceled and be ported back to Qwest...he called Qwest to see if the number was ported back, however, Qwest explained that there was a block preventing the change.
26.	88212	Customer is frustrated and wants to move her service back to Qwest. States that she has attempted on 3 different occasions to get local freeze removed but has not been successful.
27.	88214	Customer called Qwest to do a winback but apparently local freeze on the account prevented the customer from switching away...Says she has been trying to switch back to Qwest for more than 5 months.
28.	88403	Called Qwest and requested to change service back to Qwest...Qwest informs her she must contact TelWest...Customer calls Tel West requests line to be unfrozen. ...Line still not released...Customer asked again to release line...Qwest becomes her carrier.
29.	88520	Customer attempted to migrate but a freeze was placed on line.
30.	88635	Customer says that Tel West put local service freeze on his account, customer tried to switch back to Qwest and was told that there was a freeze and couldn't switch. Customer tried to get freeze removed for almost 1 month.
31.	88647	Customer tried to switch her service to another CLEC, which was delayed for about a month because Tel West had put a freeze on her line which she had not ordered.
32.	88972	Customer attempted to switch services back to Qwest, however, Tel West had a LEC freeze on the service which prohibited Qwest from taking the service. Customer says it took many calls, and finally a conference call with Qwest and Tel West, and many days to get the freeze lifted.

