

Information note to the Press (Press Release No. 41/2018)

For Immediate release

Telecom Regulatory Authority of India

TRAI releases consultation paper on 'Review of Mobile Number Portability (MNP) process'

New Delhi, 06th April, 2018- The Telecom Regulatory Authority of India (TRAI) has today issued paper on 'Review of the Mobile Number Portability (MNP) process' for the consultation of stakeholders.

2. TRAI had issued the Telecommunication Mobile Number Portability (MNP) Regulations 2009 (8 of 2009) dated 23rd September 2009 laying down the basic business process framework for implementation of MNP in the country. In a continuous endeavour to make MNP process more subscriber friendly, based on feedback from the stakeholders and its own analysis, TRAI has issued various Directions and amendments to the MNP regulations.

3. The reports submitted by Mobile Number Portability Service Providers (MNPSPs) are monitored periodically to study the pattern of rejection of porting requests by the Donor Operator (DO). Analysis of the reports had suggests that the rejections on the grounds of "Unique Porting Code (UPC) Mismatch" and "Unique Porting Code (UPC) expired" constituted about 40% of the total rejections. Accordingly, to address the issues faced by the telecom mobile subscribers, draft Telecommunications Mobile Number Portability (seventh amendment), Regulations 2017, was issued on 16th August, 2017 for seeking comments of the stakeholders. The stakeholders were requested to submit their comments till 28th September 2017. The proposed amendment was envisaged to result in reduction of rejection of porting requests leading to increased subscriber satisfaction.

4. The comments received from the stakeholders were examined and analysed. Through the comments it was observed that in addition to the amendments as proposed in the draft MNP regulations as mentioned in para above, various other issues were also raised by stakeholders and new mechanisms for UPC generation were suggested.

5. Due to recent closure/ discontinuation of wireless access services by some of the Telecom Service Providers (TSPs) in few or all the Licensed Service Areas (LSAs), substantial number of subscribers have been forced to port their mobile number to other TSPs. Consequent upon closure/ discontinuation of the services, TRAI has received large number of complaints related to the difficulties faced by the

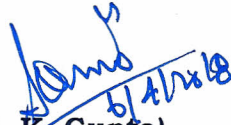


subscribers of these service providers in porting their mobile numbers. The major issues are non-generation of UPC by the Donor Operator or non-receipt of UPC by the subscriber, multiple times rejection of porting requests by donor operators on various grounds of rejections prescribed in regulation 12 of the MNP regulations, instances of fraudulent porting, issuance of interim bills for postpaid subscribers, non-refund of the prepaid balance and security deposits of post paid subscribers. These issues create inconvenience and dissatisfaction to the mobile subscribers.

6. The suggestions/ comments submitted by the stakeholders during consultation on draft 7th amendment had necessitated further consultation among all the stakeholders. Due to recent closure of services by some of the operators, new issues as mentioned in para above have also emerged. In view of this, the Authority has initiated this Consultation Paper (CP) covering all the existing issues with a vision to review and revamp the exiting MNP process and make it more efficient and convenient for the telecom subscribers.

7. CP on 'Review of the Mobile Number Portability (MNP) process' is available on TRAI's website www.trai.gov.in for consultation. Written comments on the issues raised in the consultation are invited from the stakeholders by 03rd May, 2018 and counter comments by 17th May, 2018.

8. The comments may be sent, preferably in electronic form at advmn@trai.gov.in with a copy to trai.mn@gmail.com. For any clarification/information, Shri S. T. Abbas, Advisor (Networks, Spectrum and Licensing) may be contacted at Tel. No.+91-11-23210481, Fax No. +91-11-23232677.


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