



सत्यमेव जयते



भादूविप्रा  
TRAI

# MOBILE NUMBER PORTABILITY

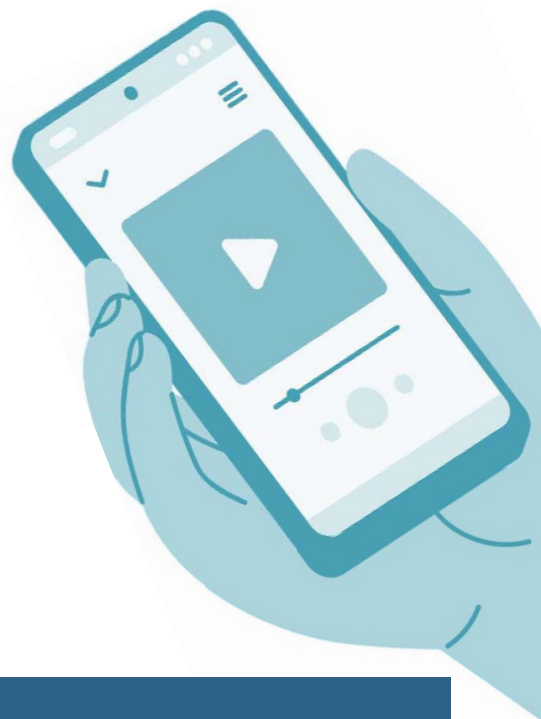
## ALL YOU NEED TO KNOW

### What is Mobile Number Portability?

Mobile Number Portability (MNP) facilitates a subscriber to retain his existing mobile number while changing from one service provider to another service provider.

### Who all are involved in MNP process?

- Concerned subscriber
- Donor Operator or service provider from whom the subscriber has his present subscription and wants to port out his number
- Recipient Operator (New Service Provider) to whom the subscriber wants to port his number or wants to take subscription
- Mobile Number Portability Service Provider (MNPS) who manages the porting process at the backend.



### What is the eligibility criteria for porting?

- Post-Paid mobile subscriber has cleared 'Outstanding dues' towards the existing telecom service provider for the issued bill(s) as per normal billing cycle.
- Activation in the present operator's network is not less than 90 days.
- Request for change of ownership of mobile number is not in process
- There are no pending contractual obligation(s) to be fulfilled by the subscriber as per the exit clause provided in the subscriber agreement.
- The porting of the mobile number is not prohibited by the court of law.
- The mobile number sought to be ported is not sub-judice.

## What are the additional provisions for Corporate Customers ?



- In case of porting of a corporate mobile number i.e. the mobile phone number allotted in the name of a body corporate, firm or any organization or body, porting request should also be accompanied by an authorization letter from the authorized signatory of the subscriber permitting such porting in the prescribed format.
- A single Porting request can be made for simultaneous porting of up to a maximum of 100 mobile numbers, and porting charges for each of such mobile number shall be applicable.
- The porting request, if made for more than one corporate mobile number, such numbers should belong to the same Donor Operator.
- Porting of corporate mobile connection takes 5 days.

## What are the grounds for rejecting a Porting Request ?



- For mobile numbers of individual subscribers, the Porting Request submitted by the subscriber to the Recipient Operator beyond validity period of UPC, or in case of UPC mismatch, will be rejected.
- For Corporate mobile numbers there are various reasons defined for rejection of Corporate Porting Request by the existing operator viz. incorrect letter head of the company, signature of authorised signatory missing or not matching, date and email id not mentioned, details of the authorised signatory are not mentioned or found to be incorrect while matching with the database of the operator.



# What is the Porting procedure ?

## STEP 1:

Generate **Unique Porting Code (UPC)** at the point of sale of Recipient Operator. For this, SMS the word 'PORT' (which shall be case-insensitive, i.e., it can be 'port' or 'Port' etc.) followed by a space and the ten-digit mobile number which is to be ported, to 1900 (e.g. 'Port' <space> 'Mobile Number'). The subscriber will receive the UPC through SMS on their mobile.

## STEP 2:

Fill the **Customer Acquisition Form (CAF) and Porting Form** of the Recipient Operator of choice and mention the valid UPC. After submission of necessary payment and requisite KYC documents, collect new SIM from the operator. MNP service provider confirms the submission of the submitted porting request along with the available **withdrawal window of 24 Hours** through a message to the subscriber.

## STEP 3:

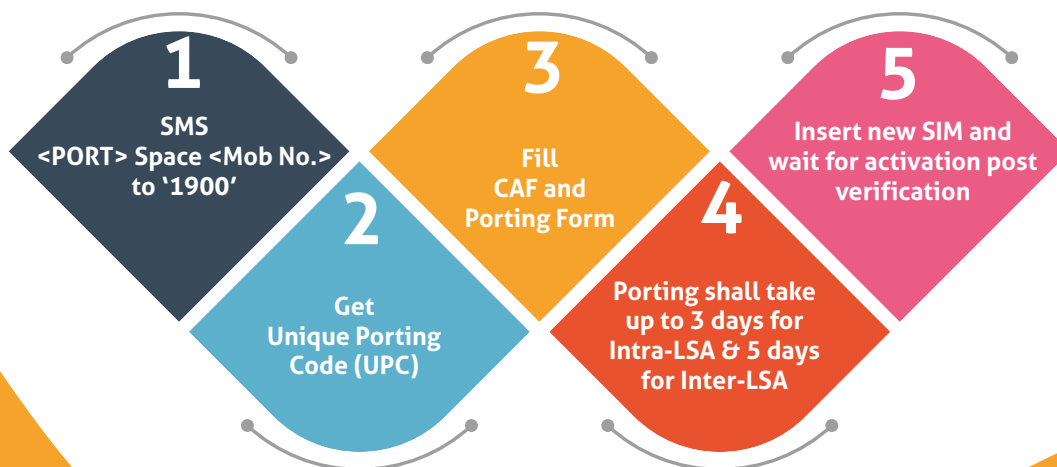
For withdrawal/cancellation of the porting request, send a **SMS 'CANCEL <space> Mobile Number' to '1900'**. The word 'CANCEL' is case insensitive. It can be 'Cancel' or 'cancel'.

## STEP 4:


Porting within a Licensed Service Area (LSA) takes up to **3 working days** and porting from one LSA to another LSA takes up to **5 working days**. In case of Jammu & Kashmir, Assam, and North East LSAs, porting can take up to 15 working days. An SMS indicating the date and time for porting is sent to the subscriber. Porting is executed generally during night hours and there is **no service for a maximum period of 4 hours**.

## STEP 5:

Insert the **new SIM** in the phone. **Post verification** mobile number will be activated on the network of new service provider, i.e. the Recipient Operator.





## Other Important Facts about MNP ?

- 
- **Validity of UPC:** The UPC will be valid for 4 days for all the LSAs except in the case of J&K, Assam and North East LSAs, where it will remain valid for 30 days. (For counting validity of UPC, the day on which UPC is generated is excluded.)

- 
- **Status of Porting Request:** The subscriber will be informed through SMS at every stage of porting.

- 
- **Porting Charge:** The Porting Charge if any levied by service provider for each porting request shall not exceed ₹ 6.46.

- 
- **Disconnection for Non-Payment of Dues:** Subscribers are required to clear the outstanding dues of the Donor Operator for the services availed till the disconnection of services from its network at the time of porting. In case of non-payment of such dues, the services may be disconnected by the Recipient Operator, on the request of Donor Operator, even after successful porting.

- 
- **Provision for reconnection of mobile number:** Reconnection of the mobile number which is under Non-Payment Disconnection (NPD) has been allowed during the 'Ageing period' of 60 days. After initiation of NPD request by Donor Operator to recover the dues, a notice period of 30 days is initiated. During this notice period, outgoing services of the subscriber may be barred after completion of 15 days from date of issuing the Notice. In case the subscriber fails to deposit the pending dues till 30th day of NPD request, the services of mobile number are suspended, and mobile number is placed under 'Ageing period' of 60 days. Accordingly, the subscriber can clear all pending dues and get the mobile number back through reconnection process.



**Telecom Regulatory Authority of India**  
(IS/ISO 9001:2008 Certified)  
Mahanagar Doorsanchar Bhavan  
Jawaharlal Nehru Marg, New Delhi-110002  
Website: [www.trai.gov.in](http://www.trai.gov.in)

