



MNP Porting Procedure & FAQs for Subscribers

Mobile Number Portability (MNP) Procedure

Any mobile subscriber can change his service operator and retain their old number. The process of changing the network from one operator to another is called “porting”.

Both prepaid and postpaid subscribers can port their mobile number, that is, change the service provider without changing the mobile number. This can be done on both GSM and CDMA networks.

1. Are all subscribers eligible for MNP? Are there any conditions for Porting a Mobile Number?

- i. Subscriber is allowed to move to another mobile service provider **only after 90 days** of the **date of the activation** of that mobile connection or 90 days from the date of porting of the mobile number, whichever is applicable.
- ii. Subscriber is allowed to change mobile service provider **within the same licensed service area** only. i.e within Maharashtra Or Delhi service areas. Changing from Delhi to Haryana, or UP(W) which is a separate licence area is not allowed. Delhi service area covers the NCR i.e Delhi, Gurgaon, Noida. Similarly for Chennai and TN.
- iii. If you are a Post-paid subscriber, please ensure that you have paid all the dues as per your last bill (subscriber will have to sign an undertaking in the Porting Form also stating no payment is pending).
- iv. If you are Pre-paid subscriber, please note that the **balance amount of talk time, if any, at the time of porting will lapse.**

2. What all do you need to consider carefully before you port?

- i. Prior to porting, you will have to clear your latest bill and the entire outstanding amount with the existing service provider. Kindly ensure that you do not have any bills overdue or contracts in place with the exiting mobile service provider.
- ii. For prepaid users, you need to know that all the existing credit balance will expire upon successful porting and not be carried forward to the new mobile service provider. Therefore, you are encouraged to plan your porting accordingly.
- iii. You need to understand that the call charges and packages offered by the new mobile service provider may differ from your current mobile service provider. Hence, at the time of porting, choose based on the offers given by the new service provider.

- iv. You need to interact only with the new service provider also known as the Recipient Operator “RO”.
- v. Your handset should be compatible on the new network that you wish to go to i.e. GSM or CDMA. GSM to GSM there is no problem. For CDMA please do a prior check with the new operator?

3. What is the Porting Procedure for a Subscriber? What steps should one follow?

- i. Contact the new mobile service provider outlet to whom you want to move to while retaining your mobile number.
- ii. Read the eligibility and other conditions carefully.
- iii. Obtain Customer Acquisition Form (CAF) & Porting Form from the outlet of your **new chosen service provider**. This operator is also known as Recipient Operator “RO”.
- iv. Obtain ‘Unique Porting Code (UPC)’ by sending an SMS from the mobile number you want to port to the number ‘1900’ with text ‘PORT’ followed by space followed by your 10 digit mobile number which you want to port. Eg “PORT 9876543210”
- v. On sending the same you will automatically receive a UPC code from your existing service provider. This operator is also known as the Donor Operator “DO”.
- vi. Fill up the CAF and Porting Form. Remember to enter the UPC code correctly in the ‘porting from’.
- vii. Submit the duly filled Porting Form and CAF along with requisite documentary proof of the mobile service provider to the RO.
- viii. If you are a post paid subscriber, submit a paid copy of the last bill issued along with the Porting Form and CAF.
- ix. Obtain new SIM card from the new service provider, having the same mobile number as before.
- x. Should you reconsider your request after submission; the subscriber can withdraw the porting request within 24 hrs of applying, by giving a written request to the RO.

Activation of Ported Number

- i. Subscriber’s new mobile service provider will intimate you the date & time of porting on your mobile phone.
- ii. Replace the old SIM with the new SIM provided by your new mobile service provider after the specified date and time.

Frequently Asked Questions (FAQs)

1. What is mobile number portability?

MNP is a service that allows the mobile user to opt for service provider of his/her choice but retain his/her mobile number.

2. What is the status of MNP in India today?

The MNP service was launched across India on Jan 20, 2011 and is now available on a Pan- India basis.

3. How long will it take to port a number?

It will take 7 working days to port a number. However, in the states of J&K , North-East (Arunachal Pradesh, Tripura, Nagaland, Sikkim, Meghalaya,, Mizoram, Manipur) it will take 15 days.

4. Can a CDMA subscriber port to a GSM service and vice versa? Will I need to buy a new GSM handset?

Yes. This is permitted you can retain your old mobile number. However, you will need to have a GSM handset.

5. Can a GSM subscriber port to a GSM based network service area and vice versa?

Yes a subscriber can port from **one GSM service provider to another without any problem**. No change in handset is required.

Within the GSM service, **wider choice of operators, tariffs, and wider Pan-India coverage is available. Greater choice with regard to VAS is also available in GSM technology.**

6. Is it for Post Paid or Pre-paid subscriber?

Both post-paid & prepaid subscribers can port their number.

7. Do you need to have a new SIM from your new operator?

Yes. You will need to change your SIM. Apart from number retention everything is same as getting a new connection.

8. What's the cost for MNP per number per request?

The maximum charge permissible is Rs.19/- for each request. Your new operator can choose to charge you lesser.

9. Can you retain your number in another city?

Mobile Number Portability (MNP) is available within a licensed circle. Thus a consumer can port their number to another service provider as long as it is done within a licensed service area. These mostly conform to state boundaries. For a list of licensed areas

please see link <http://coai.in/coverage.php> on COAI website. Portability between different service areas/ state (Inter-circle portability) is not allowed.

For example, if you are shifting from Jaipur to Udaipur in Rajasthan and you decide to change your service provider in Udaipur, you can do so and retain your number by porting from one service provider to the other.

However, if you shift from Jaipur in Rajasthan to say Hyderabad in A.P., you will not be able to retain your Jaipur mobile number.

For the NCR region this is permissible for local Areas served by Delhi, Ghaziabad, Faridabad, Noida, and Gurgaon Telephone Exchanges.. For Chennai and Tamil Nadu it is permissible. For Mumbai circle it is Local Areas served by Mumbai, New Mumbai and Kalyan Telephone Exchanges.

10. How frequently can you switch service providers?

A subscriber must be with a provider for at least three months (90 days) from the date of their activation on that network.

11. How does a consumer apply to switch their telephone number from one operator to another?

TRAI has decided that MNP would be a recipient driven process. Hence a subscriber would wishes to port should go to the outlet of the new operator that the subscriber wants to port with his porting request.

12. Who is a recipient operator?

"Recipient Operator" means your New Service Provider whom you have opted for. In other words, recipient operator is the operator that a mobile subscriber wants to port to.

13. What are the benefits of Mobile Number Portability to the consumer?

- i. It's affordable and convenient.
- ii. Consumer can retain old mobile number while moving from old mobile Operator to the new mobile Operator within that licensed service area only.

14. What is the porting time for a consumer?

The Porting Time for a consumer is 7 working days as per TRAI guidelines.

15. What is the duration for which the consumer will get disruption of Service?

Service Disruption during the porting as per the TRAI guidelines is of only 2 hrs. Fortunately, this will happen only between 10PM to 5AM.

16. When I port, will I need to re-register with the National Do Not Call Registry?

Yes, when you port, you will have to re-register yourself with the national do not call registry.

At the time of porting, you will have to inform your Recipient Operator (RO) that you wish to enroll with NDNC. You will have to opt for the same while filling the CAF at the time of porting.

Subsequent to porting, the responsibility of ensuring that you do not receive any Unsolicited Commercial Communications (UCC) or Telemarketing calls rests with your new operator or the RO.
