

MOBILE NUMBER PORTABILITY



The above process may take some time. As soon as the process is over, the new service provider will send you an SMS indicating the date and time when the number service will commence.

After receiving the SMS, insert the new SIM card with the old number.

What is No Service Period?

No Service Period refers to the time during which you will not be able to use your mobile phone when the process of porting is in operation. In other words No Service Period is the time taken between deactivation by the original provider and activation by the new one. The no service period will be for about two hours.

How much time does it take?

The DOT has prescribed SEVEN days for the operators to complete the entire porting process.

How much does it cost?

The cost of porting depends on the service provider. Some service providers may do it free of cost while others may collect a small amount. The Telecom Regulatory Authority of India (TRAI) has fixed Rs.19 for the entire process. The money will go to the clearing-house for facilitating the transfer service.

Grounds for refusing portability

Though MNP is your right you cannot expect the service provider to offer the MNP under all circumstances. The service provider may refuse to provide MNP in the following circumstances:-

- If there are unpaid pending bills with the existing service provider
- If you are with the present service provider for less than 90 days
- If you have agreed that you will not be eligible for MNP
- If the number is currently undergoing a change in ownership or address
- If there is any complaint/cases pending in a court of law that involve the number
- If the request is not within the same service area

Email: creatorg@sify.com info@creatindia.org

Website: www.creatindia.org



Consumer Rights Education & Awareness Trust (CREAT)

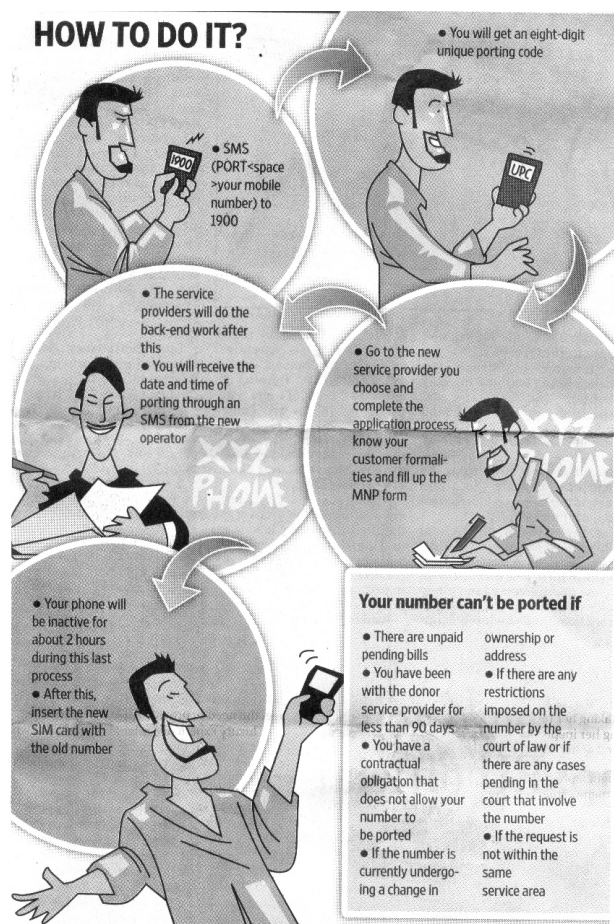
900, I Stage, I Phase, 15th Cross, Chandra Layout
Nagarbhavi P.O. Bengaluru – 560 072

Tel: 080 – 23181648. Email: creatorg@sify.com

info@creatindia.org

Website: www.creatindia.org

After a long wait mobile phone users have the option to switch telecom service providers without changing their mobile phone number. After much debate and delay Mobile Number Portability (MNP) will be introduced in the country shortly. Earlier changing the service provider was an option, but one that was accompanied by the hassle of changing number as well and informing all the personal and professional acquaintances of the change in number, many of whom would often misplace or forget the new number. MNP is a boon to many who are seriously unhappy with either their network or the lack of it. Now that MNP has been introduced, it is essential to know how the MNP works and what a telecom consumer has to do to get the benefit of MNP.



What is MNP?

The Department of Telecom (DOT) defines MNP as a facility that will allow a subscriber to retain his cell phone number when he moves from one service provider to another, irrespective of the mobile technology, or from one cellular mobile

technology to another of the same service provider. As a result of MNP you need not circulate the new phone number.

How to port?

The procedure for porting is easy and does not require expert knowledge or the assistance of the service provider. All you have to do is to send an SMS to the designated number. The rest will be taken care of by the service provider. Following are the steps involved in MNP.

Step 1

Type out PORT <space> and your mobile number and send it to 1900. You will receive an auto-revert message from 1901 giving an 8 digit alphanumeric unique porting code. This is called UPC. Along with the UPC you will also get an expiry date.

Step 2

After obtaining the UPC you have to approach the new service provider of your choice. The service provider will give you a prescribed application form. You should fill up the form and submit all the required documents as if you are obtaining a new mobile phone connection. In the application form you have to mention the UPC.

Remember, the above exercise is to be completed before the expiry date mentioned along with the UPC

What happens thereafter?

Once you have submitted the application form and the required documents, the new service provider will approach the mobile portability-clearing house with the UPC and your phone number. The clearing-house will forward the number to your original service provider.

After getting clearance, the number comes back to the clearing-house, which fixes a date and time for the number to be ported and informs both the service providers. Further, a deactivation request is sent to the original provider. Similarly an activation request is sent to the new service provider.