

**Handout on
Mobile Number Portability
For Sales Channels**

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Mobile Number Portability

1. Introduction of MNP

Mobile Number Portability is a facility which allows a mobile subscriber of a mobile operator to retain his mobile telephone number when he switches from one mobile operator to other, irrespective of the mobile technology. In simple terms, it means that a mobile customer can change his mobile operator while retaining his existing mobile number. He will get mobile service from the new operator but his number will remain same.

2. Areas where MNP is permitted

India has been divided into 23 Licensed Services Areas. For MNP purpose, Tamil Nadu and Chennai LSAs shall be treated as one LSA. Presently, Mobile Number portability is permitted only within the boundaries of Licensed Service Areas (LSA) as defined by Department of Telecommunications, Govt. of India. The list of LSAs is given below:-

Sl. No.	LSA	Areas covered
01.	West Bengal	Entire area falling within the Union Territory of Andaman & Nicobar Islands and area falling within the State of West Bengal and the State of Sikkim excluding the areas covered by Kolkata
02.	Andhra Pradesh	Entire area falling within the State of Andhra Pradesh.
03.	Assam	Entire area falling within the State of Assam.
04.	Bihar	Entire area falling within the State of Bihar and Jharkhand
05.	Gujarat	Entire area falling within the State of Gujarat and Union Territory of Daman and Diu, Silvassa (Dadra & Nagar Haveli).
06.	Haryana	Entire area falling within the State of Haryana except Panchkula town and the local areas served by Faridabad and Gurgaon Telephone exchanges.
07.	Himachal Pradesh	Entire area falling within the State of Himachal Pradesh
08.	Jammu & Kashmir	Entire area falling within the State of Jammu & Kashmir including the autonomous council of Ladakh.
09.	Karnataka	Entire area falling within the State of Karnataka
10.	Kerala	Entire area falling within the State of Kerala and Union Territory of Lakshadweep and Minicoy.
11.	Madhya Pradesh	Entire area falling within the States of Madhya Pradesh and Chhattisgarh

12.	Maharashtra	Entire area falling within the State of Maharashtra and Union Territory of Goa, excluding areas covered by Mumbai Metro Service Area.
13.	North East	Entire area falling within the States of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.
14.	Orissa	Entire area falling within the State of Orissa.
15.	Punjab	Entire area falling within the State of Punjab and Union territory of Chandigarh and Panchkula Town of Haryana.
16.	Rajasthan	Entire area falling within the State of Rajasthan.
17.	Tamilnadu	Entire area falling within the State of Tamilnadu including Chennai and Union Territory of Pondichery
18.	UP (West)	Entire area covered by Western Uttar Pradesh with the following as its boundary districts towards Eastern Uttar Pradesh : Pilibhit, Bareilly, Badaun, Etah, Mainpuri and Etawah. It will exclude the local telephone area of Ghaziabad and Noida. However, it will also include the State of Uttarakhand.
19.	Uttar Pradesh (East)	Entire area covered by Eastern Uttar Pradesh with the following as its boundary districts towards Western Uttar Pradesh: Shahjahanpur, Farrukhabad, Kanpur and Jalaun.
20.	Delhi Service Area	Local Areas served by Delhi, Ghaziabad, Faridabad, Noida, and Gurgaon Telephone Exchanges
21.	Kolkata Service Area	Local Areas served by Kolkata Telephones.
22.	Mumbai Service Area	Local Areas served by Mumbai, New Mumbai and Kalyan Telephone Exchanges

The mobile number portability is permitted within the boundaries of LSA only. For understanding, let us take few examples. A mobile subscriber belonging to say M/s Idea Cellular of Rajasthan LSA is permitted to switchover to BSNL mobile network or any other operator's network of Rajasthan LSA while retaining his old mobile number. Similarly, any customer of Chhattisgarh state can change his mobile operator within the boundaries of Madhya Pradesh LSA (Madhya Pradesh and Chhattisgarh states) while retaining his old mobile number. Mobile Number Portability is not permitted across LSA boundaries. It means a mobile customer belonging to Say Haryana LSA is not permitted to retain the old number if he wants to change to an operator providing service in a LSA other than Haryana say Punjab LSA or Delhi LSA.

3. Some terminologies related to MNP

Donor Operator: Donor operator is the present service provider from where subscriber is getting services.

Recipient Operator: Recipient operator is the operator where subscriber wants to port in. After completion of porting process, services to the subscriber shall be provided by the recipient operator.

MCHA: MCHA stands for Mobile Number Portability Clearing House Administrator. MCHA acts as an interface or mediation agent to facilitate porting process between donor operator and recipient operator.

Ported-in (imported) numbers : Number ported into BSNL network from another operator's network

Ported-out numbers : BSNL mobile numbers ported out to another operator's network

4. Why a customer should join BSNL?

Any subscriber who wants to avail BSNL services without changing his present mobile number may use MNP facility to join BSNL customers family. BSNL is one of the largest telecom service provider in India & it has presence and coverage in the nook and corner of the country. To meet requirement of different types of customers, BSNL is offering various attractive tariff plans for its services. BSNL has robust and proper customer care and complaints redressal system in place. BSNL has large network of Customer Service Centres/Dealers all over the country where different needs of customers can be met.

5. Porting

Porting means the process of moving mobile number from one Service Provider to another Service Provider or from one mobile technology to another of the same or any other Service Provider with in the same LSA. Inter technology porting is also possible i.e. a CDMA customer may come into GSM network and vice-versa without changing its present mobile number.

6. Who can avail MNP Facility?

Both pre-paid & the post-paid subscribers of 3G, GSM or CDMA networks can avail the MNP facility.

7. Eligibility conditions for porting

A subscriber who wants to port his number has to meet certain pre-conditions. To be eligible for porting, there are certain pre-conditions like:-

- There should not be any outstanding payments due from the subscriber by way of unpaid bill(s), as the case may be, issued by the present service provider as per normal billing cycle but before the date of application of porting. In such cases, the porting request may be rejected by the present service provider.
- The porting request has been made after the expiry of a period of **90 days** from the date of activation of a new connection or from the date of last porting. This means, a new subscriber can make a porting-in request only after completion of 90 days of service period with the present service provider. Further, if a subscriber has ported in a network then porting out is permitted only after 90 days from the date of last porting-in.
- There should not be any request pending for change of ownership of the mobile number with the present service provider. If such a request is pending then porting is not permitted.
- The mobile number sought to be ported is not sub-judice.
- Porting of the concerned mobile number has been not prohibited by any Court of law.
- Subscriber has applied for porting within LSA (Licensed Service Area).
- The unique porting code mentioned in the porting request matches with the Unique porting code allocate by the Donor Operator for the mobile number sought to be ported.
- The subscriber has complied with exit clause for the present connection.

8. Porting Process

The various steps involved in porting process are as under:-

- i. Subscriber of 3G/GSM/CDMA (pre-paid/post paid connection) desirous of porting his mobile number shall approach BSNL's Customer Service Centres (CSC) or Franchisee/Retailer outlets.
- ii. Subscriber shall be asked to fill new Customer Application Form (CAF) and pay the porting fee for processing if any prescribed by BSNL. Presently, BSNL is not charging any porting fee from subscribers. Porting cases are to be treated as new connections. The customer shall be requested to submit all necessary documents along with the CAF.
- iii. The customer shall be requested to get UPC from the donor operator. He can get UPC by sending SMS **PORT Customers' mobile number** on 1900. For example, if customer is having mobile number say 9816012345 then SMS to be sent shall be PORT 9816012345. Upon receipt of the SMS, the Donor Operator shall immediately send back a reply SMS containing a unique porting code through an automated system. Subscriber will fill the UPC

in the application form for porting at the specified place. After completion of CAF in all respect, the customer will be given New BSNL SIM.

- iv. The porting request shall be forwarded to MCHA electronically by BSNL within 24 hours (excluding Sundays/public holidays).
- v. MCHA will forward the eligible request to concerned donor operator for seeking its clearance. The donor operator is expected to give its clearance within 24 hours excluding intervening Sundays/public holidays.
- vi. Donor operator shall either give its clearance for the porting or shall reject it on certain grounds which are required to be communicated to MCHA. The grounds of rejection as communicated by MCHA to BSNL shall be communicated to the concerned subscriber via SMS.
- vii. After receiving clearance from donor operator, MCHA shall fix date and time of porting such that the porting happens within 36 hrs of the clearance from the Donor Operator or on non receipt of any communication from the Donor Operator. Date and timing are communicated to both the operators i.e. donor and BSNL. For J & K, Assam and North East service area, date and time for porting to be fixed shall be within 10 days from the date of receipt of clearance from the donor operator.
- viii. BSNL shall communicate it to subscriber by sending SMS on old mobile number or telephonically.
- ix. Donor operator shall disconnect the services of subscriber from its network on the time specified by the MCHA and intimate it back to MCHA.
- x. MCHA will then ask BSNL to connect so that subscriber can be provided services from BSNL. BSNL will start services on the old mobile number and intimate back to MCHA.
- xi. Subscriber shall insert SIM given by BSNL in his mobile handset to avail and enjoy BSNL services.

9. Withdrawal of porting request by subscriber

- The Customer may, within 24 hours of making a request for porting, withdraw such request by informing the BSNL in writing.
- Where the BSNL has not forwarded the porting request to MCHA till receipt of the information regarding withdrawal of the request, it shall not take any further action on such porting request.
- In case the BSNL has already forwarded the porting request to the MCHA, before receipt of the information regarding withdrawal of the request, it shall forthwith inform the MCHA

about the withdrawal of the porting request and the MCHA shall forthwith inform the Donor operator about the withdrawal of the porting request.

10. Frequently asked questions on MNP Process

a. How long it will take to port to the new Mobile Service Provider?

The porting process will take atleast 7 days in all LSA except Assam, NE & J&K. In these areas porting will take more time.

b. Can customer port his number more than once?

Yes, subscriber can port his number more than once. Subscriber is allowed to port again after completion of 90 days of service in the current service provider's network. In his lifetime, the subscriber may have multiple number of porting provided the condition of service of 90 days is met in each service provider's network. Customer cannot make more than one porting request at a time to different mobile service providers.

c. Can customer decide the date and time at which his number is ported?

No, customer cannot decide the time of the porting. It is being decided by MCHA.

d. Can customer cancel his porting request after applying for porting?

Yes, customer may cancel his porting request lodged with recipient mobile service provider within 24 hours of making the porting request.

e. Do customers need to cancel their existing services before they port to new service provider?

No, customer does not has to cancel his existing services. It will be automatically terminated after the successful porting process.

f. Will customer enjoy the same services during the porting process?

Yes, he will continue to enjoy the same services except the international roaming services, which his current mobile services provider may suspend during porting process.

g. What should customer do if he has taken the connection under handset bundling scheme?

In such cases, the customer has two options:--

- Continue with existing service provider until the contract expires and then only request for porting.
- Cancel his existing contact after complying with exit clause in the contract for its premature termination and then apply for porting.

h. How unbilled usage charges till the time of porting shall be paid by the customer?

Donor Operator will issue Bill to the ported out Post-paid subscriber for his unbilled usage till the time of porting. Subscriber will have to pay within stipulated period defined in the bill.

i. What will happen if subscriber does not pay the bill issued by donor operator for usage charges till the time of porting?

In case bill is not paid by the subscriber, Donor Operator will take necessary steps for recovery through recipient operator. In case subscriber still does not pay then Donor Operator will request MCHA to get the services of subscriber disconnected. MCHA will ask the Recipient Operator to disconnect the services of the defaulting subscriber. The recipient operator is bound to disconnect the services.

j. After porting, can a subscriber enjoy the same services from the new service provider?

No, because in MNP, only number is ported not the services. The subscriber can not be guaranteed to enjoy the existing services after the porting. The subscriber shall be treated like a new connection in the recipient operator's network. The subscriber shall have to choose the services available with the recipient operator at the time of making application for porting.

k. Whether a pre-paid subscriber can carry forward the balance amount of talk time, if any, at the time of porting?

No, the balance amount of talk time shall lapse.

l. How much it will cost me to port to BSNL?

Presently, BSNL is not charging any porting fee from subscriber for mobile number portability. However, cost of SIM card shall be charged as per the plan opted by the subscriber.

m. What will happen if the subscriber sends SMS from a mobile other than which is being ported?

The subscriber has to send SMS for getting UPC from the donor operator by using the mobile number which he wants to port. If subscriber uses any other mobile number for sending SMS for UPC then the donor operator will not return UPC code citing the reason that Calling Line Identification (CLI) of the mobile number does not match with the mobile number being sought to be ported.

n. What is the validity period for UPC allotted to a subscriber?

The UPC once allocated to a subscriber shall be valid for a periods of 15 days from the date of request or such time till the number is ported out, whichever is earlier, for all service areas except Jammu & Kashmir, Assam and North East licensed areas where the validity for the UPC shall be for a period of thirty days from the date of request or till such time the number is ported out, whichever is earlier, irrespective of number of request the subscriber makes.