

**MNP Subscriber  
Guidelines**

**MNP System  
Implementation**

# *Table of Contents*

Change History .....	<b>Error! Bookmark not defined.</b>
1. Subscriber Guidelines .....	3
a. Eligibility Criteria for Applying for Mobile Number Portability .....	3
b. Porting Fees .....	3
c. Services Availability .....	3
d. Porting Process .....	4
e. Reasons for Rejection and Holding a Porting Request .....	4
f. Financial Settlement Of Porting Subscriber .....	6
Un-used prepaid balance of the ported-out number will not be refunded, based on the principle of use or lose. ....	7
g. Porting Process Request Cancellation/ Withdrawal .....	7
h. Time to Complete the Porting Process .....	7
2. Subscriber Rights Protection .....	7

# 1. Subscriber Guidelines

The following guidelines shall be followed by the Subscriber and used for processing of number portability requests made to the Recipient operator.

## ***a. Eligibility Criteria for Applying for Mobile Number Portability***

All Subscribers, pre-paid or post-paid, which are issued in the name of the Subscriber on any cellular network licensed in Pakistan may seek for their number to be ported to another network as many times as long as it meets the eligibility criteria described in these guidelines.

The Subscriber shall not be eligible to avail the MNP facility due to following reasons:

- i. The number has not been allocated/issued by the ‘Initial Licensed Cellular Mobile Operator’ to the Subscriber.
- ii. The number is in disconnected status with the Donor operator prior to the Subscriber’s request for porting.
- iii. The number that can be ported includes, without exceptions, all numbers for which a written agreement exists between the Subscriber and the operator.
- iv. The number’s subscription is less than **60 days** old with the existing network operator.
- v. A request for change of ownership is already in progress with the Donor operator or has been processed within past 60 days of the porting request.
- vi. A request for change of number is already in progress with the Donor Operator.
- vii. A Number Porting Request for the same number is in process at another network operator
- viii. If the number is involved in litigation and the matter is pending in a court of law anywhere in Pakistan.
- ix. On account of a non-negotiable binding contract signed with the existing network operator (Donor Operator).
- x. The new operator (Recipient Operator) does not have a number series available in the same district in which the number is subscribed with the Donor Operator.

## ***b. Porting Fees***

The Subscriber may be charged a fee by the Recipient operator for Porting-In from the Donor Operator to the Recipient Operator..

## ***c. Services Availability***

All mobile services that are currently available with the Recipient operator to existing / non-ported subscribers shall also be available to the Subscriber in a non-discriminatory manner upon porting in. However, it may not be implied that the services available at the Donor operator shall automatically be available with the Recipient operator if these are not commercially offered by the Recipient Operator.

#### ***d. Porting Process***

- i. The Subscriber shall choose a new network operator (referred to as Recipient Operator).
- ii. The Subscriber shall fill out and submit the prescribed Porting / subscription application form to the Recipient Operator.
- iii. Present original primary identification (CNIC / NIC / Passport – in case of a foreigner / NICOP – for overseas Pakistanis) to the Recipient Operator.
- iv. Copy of the same required shall be submitted along with the Porting application form to the Recipient Operator.
- v. Provide the SIM number to the Recipient Operator.
- vi. SIM of the mobile number to be ported may be required to be presented to the Recipient operator on the spot for verification purposes only.
- vii. In case of corporate Subscribers, the company/organization shall submit a copy of the primary identification of the chief executive / authorized signatory along with a request on the Prescribed Porting request application or company letterhead duly signed / sealed requesting porting of number(s) issued on the name of the same company/organization.
- viii. The Recipient Operator and the Donor Operator will process the porting application and in doing so, the porting request may be rejected or put on hold due to various reasons as described in the next section.
- ix. In case of rejection or hold, the Donor Operator may contact the Subscriber to settle the financial, contractual or any other issues / reasons related to the said rejection or holding of the porting request.
- x. The Subscriber may also contact the Donor Operator to settle the financial, contractual or any other issues / reasons related to the said rejection or holding of the porting request.
- xi. The Subscriber shall be provided with a SIM from the Recipient Operator during the porting process.
- xii. At the completion of the porting process, Subscriber's number will be active on the new SIM provided by the Recipient Operator and will be ready for use.

#### ***e. Reasons for Rejection and Holding a Porting Request***

The porting application may be rejected by the Donor Operator due to one or more of the following reasons:

<b>Reject Reason</b>	<b>Description</b>
Contractual obligations	One or more requested number cannot be ported as it is/they are bound by the contract to maintain the number(s) requested for porting.
One or more requested Number(s) is / are NOT primary Number(s)	The number that can be ported includes, without exceptions, all numbers for which a written agreement exists between the Subscriber and the operator.
One or more requested numbers are terminated / Disconnected	One or more number(s) requested for porting is / are disconnected.
One or more requested number(s) / SIM(s) blocked	Voluntary / involuntary reasons included
Name Mismatch	The person requesting porting is not the owner of one or more number(s) requested for porting. The name in the request does not match with the name in the records for individuals, and in case of corporate customers, the name of the corporate / company must match as well. Spelling mistakes are not taken as the cause for rejection.
Primary Identification Number Mismatch	Primary identification number refers to one of the Old NIC, CNIC (includes NICOP), or Passport number. Primary ID sent in the request does not match with the one in the records.
MSISDN and SIM mismatch	IMSI sent in the request for one or more numbers does not match with the one in the records against the MSISDN for which porting is requested.
Balance outstanding	The Number Porting Request may be rejected if the customer requesting porting has one or more numbers belonging to the same customer over the same donor is/are in default <sup>†</sup> state and/or if the Subscriber has not settled their billed/un-billed amount till the time Number Porting Request is received on the number requested for porting within due date
New Subscription	The Subscriber has acquired the subscription as a first time subscription, or by means of porting-in or through change of ownership in the time period not exceeding 60 days before the receipt of Number Porting Request by the donor operator
Pending action - Change MSISDN	The subscription has a pending change MSISDN order for the MSISDN is question. If the MSISDN is changed it will not be in use when the porting request is carried out and can therefore not be ported out.
Pending action - Change of ownership	The subscription has a pending change of ownership request.
Litigation	Number requested for porting is in disputed and litigation is in progress (the matter is in a court of law in Pakistan).

A porting application may also be put on hold by the Donor Operator due to one or more of the following reasons:

<b>Reason</b>	<b>Description</b>	<b>Timer Value</b>
Close of Business (including force majeure)	The back-end systems and office(s) involved in responding to the NPR is/are closed.	1 day
System Outage	System(s) of donor operator is(are) down that are directly related/involved in NPR process	1 day
Settlement of contractual obligations	Even if the settlement requires clarification of terms of agreements from the customer, they are obtained as a part of the process of “settlement”.	2 days
Settlement of billed & unbilled amount – Non-IR	Settlement of billed & unbilled amount up to the time of receipt of NPR for Non-IR (International Roaming) customers	9 days
Settlement of billed & unbilled amount – IR	Settlement of billed & unbilled amount up to the time of receipt of NPR for the IR (International Roaming) customers	14 days

#### ***f. Financial Settlement Of Porting Subscriber***

The number porting process by the Subscriber requires settlement of financial obligations of the Subscriber towards the Donor operator. This settlement shall be governed by the following guidelines:

On receipt of the Number Porting Request, the Donor Operator shall do one of the following:

- i. Convert the subscription of the number from post-paid to pre-paid and settle the outstanding / un-billed amount up to the time the Number Porting Request was received by the Donor Operator
- ii. The customer has to settle their outstanding amount up to the time of receipt of Number Porting Request, as well as security deposit (if decided by Donor Operator in case the security deposit was waived off by the Donor Operator) and the Donor Operator may reduce the credit limit assigned for the number to a minimum of 60% and monitor the usage related to the said number against the credit limit till the time the number is disconnected in the Donor Operator network. The Donor Operator may block the outgoing calling facility of the said number if the outstanding amount related to the usage of the said number exceeds the credit limit.

For the IR Subscriber, in addition to any of the above, the IR facility may be immediately withdrawn upon receipt of Number Porting Request.

Un-used prepaid balance of the ported-out number will not be refunded, based on the principle of use or lose.

***g. Porting Process Request Cancellation/ Withdrawal***

The Subscriber shall have the right to cancel the Number Porting Request with the Recipient operator at any time before the number has been disconnected at the Donor Operator end.

However, the Recipient operator may not be liable to refund any fees deposited by the Subscriber for the porting processing.

***h. Time to Complete the Porting Process***

The porting process shall be completed within 4 business days from the time a Number Porting Request is successfully initiated electronically from the Recipient operator system; excluding any time for which the Number Porting Request may be put on hold by the Donor Operator. Any such change to the time of completion of port request will be communicated to the subscriber by the Recipient Operator.

## 2. Subscriber Rights Protection

In case the porting process is not completed in the time committed by the Recipient operator, the Subscriber may file a complaint with the Recipient operator. The Recipient operator shall provide the Subscriber with a reference number and resolve the complaint in good faith within **5-business days** from the date the complaint has been filed provided the cause of delay is on the Recipient Operator end. Should the cause of problem / delay be on the Donor Operator end, the Recipient Operator will inform the Subscriber accordingly.

If the delay is at the Donor Operator end, the Subscriber may file a complaint with the Donor Operator. The Donor Operator shall provide the Subscriber with a reference number and resolve the complaint in good faith within 5-business days from the time the complaint is filed if the cause of the complaint is at the Donor's end.

In case the said complaint is not resolved within the aforementioned times as applicable at the Donor Operator end or the Recipient Operator end, the Subscriber has the right to refer the said complaint to PTA to be taken up by the competent Authority.