

No. 20-201/2008-AS-1
Government of India
Ministry of Communications & IT
Department of Telecommunications
(Access Services-I Division)
1203, Sanchar Bhavan, Ashok Road, New Delhi-110001

6th May, 2009

To

All the Basic Service, CMTS, UAS, NLD and ILD Licensees

Subject: Instructions regarding provisioning of Mobile Number Portability (MNP).

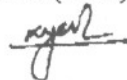
Mobile Number Portability (MNP) allows subscribers to retain their existing telephone number when they switch from one access service provider to another irrespective of mobile technology or from one technology to another of the same or any other access service provider. Mobile Number Portability (MNP) Systems viz. MCH, NPDB and QRDB, shall 'build, operate and be owned' by the Neutral Third Parties (herein after called 'MNP service Licensee') who have been issued a separate Licence for MNP service w.e.f. 20-03-2009. Copy of the Licence Agreement for MNP service is available on DoT's website viz. www.dot.gov.in. Definition/Meaning of all the 'Terms and Expressions' used in respect of MNP service shall be as detailed in the Licence Agreement for MNP service. Details of the Companies who have been granted licence(s) for MNP service are as below:

- (i) **M/s. Syniverse Technologies (India) Pvt. Ltd.**, First India Palace, IInd Floor, Block-B, Sushant Lok-1, Mehrauli-Gurgaon Road, Gurgaon (Haryana) for MNP Service **Zone-1** (containing Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Maharashtra, Punjab, Rajasthan, Uttar Pradesh (E), Uttar Pradesh (W), Delhi and Mumbai Service Areas).
- (ii) **M/s. MNP Interconnection Telecom Solutions India Pvt. Ltd.**, A-404, Gulmohar Apartments, Plot No.81, Sector-56, Gurgaon (Haryana) for MNP Service **Zone-2** (containing Andhra Pradesh, Assam, Bihar, Karnataka, Kerala, Madhya Pradesh, North East, Orissa, Tamil Nadu including Chennai, West Bengal and Kolkata Service Areas).

2. MNP is to be implemented in Delhi, Mumbai, Maharashtra & Gujarat Service Areas of Zone-1 and Kolkata, Tamil Nadu including Chennai, Andhra Pradesh & Karnataka Service Areas of Zone-2 within six months of the award of the licence i.e. by 20-09-2009 and in rest of the service areas within one year of the award of the licence i.e. by 20-03-2010 by the above companies in their respective MNP Service Zones.

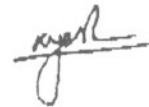
3. For the proper conduct of the telegraph services, the LICENSOR hereby issues following instructions to all the Basic Service, CMTS, UAS, NLD and ILD Licensees regarding provisioning of Mobile Number Portability (MNP) Service with immediate effect:-

- (i) It is mandatory to facilitate timely implementation of Mobile Number Portability (MNP) Service in the respective Licensed Service Area by upgradation, operation and maintenance of his networks/systems to support MNP service operation at his own costs. MNP is to be implemented in each intra Licensed Service Area (LSA) as per

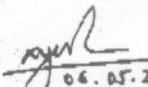


the schedule notified by the Licensor from time to time. As per the present schedule, MNP is to be implemented in Delhi, Mumbai, Maharashtra & Gujarat Service Areas of Zone-1 and Kolkata, Tamil Nadu including Chennai, Andhra Pradesh & Karnataka Service Areas of Zone-2 within six months from the effective date of the MNP service licence and in rest of the service areas within one year from the effective date of the MNP service licence.

- (ii) Following activities related to the Mobile Number Portability (MNP) service shall be governed by the Regulations/ Orders/ Directions/ Determinations as may be issued from time to time by the TRAI:
- (a) Business Process Flow among the Customer, the telecommunication service providers (i.e. Basic, CMTS, UAS, NLD and ILD Licensee(s)) and the MNP service Licensee, on various issues including the issues of:
 - i) Eligibility criteria for subscribers to avail the MNP service,
 - ii) Rights and Obligations of Subscribers, Donor Operators and Recipient Operators,
 - iii) Procedure for Porting,
 - iv) Reconciliation mechanism in case of dispute between donor and recipient operators,
 - v) Method of Tariff transparency for on-net and off-net calls considering the cost aspects of different solutions and porting fee etc.;
 - (b) Call Process Flow among the Basic, CMTS, UAS, NLD & ILD Licensee(s) and the MNP service Licensee (if applicable);
 - (c) Interconnection and Technical Interface issues among the telecommunication service providers (i.e. Basic, CMTS, UAS, NLD and ILD Licensee(s)) and the MNP service Licensee;
 - (d) Parameters for Quality of MNP Service & Service Level Agreement(SLA) and;
 - (e) All kind of Tariff charges including:
 - i) the per port transaction fees to be charged by the LICENSEE from the customer(s) and
 - ii) the per port transaction fees to be charged by the MNP service Licensee from the UAS/CMTS Licensees.
 - iii) the per call dipping charges (if applicable) to be charged by the MNP service Licensee from the UAS/CMTS Licensees.
- (iii) The LICENSEE shall have a mutual commercial agreement with the MNP service Licensee for the terms and conditions of interconnection, standard interfaces, network resources including the cost of upgrading/modifying interconnecting networks to meet the service requirements of the LICENSEE, points of interconnection and technical aspects, subject to compliance of prevailing Regulations/ Orders/ Directions/ Determinations/ Instructions issued by DoT/TRAI from time to time.



- (iv) For processing and managing MNP port transactions with the centralized clearinghouse MCH and Operator back-end systems, e.g. order and provisioning systems, the LICENSEE shall own a Number Portability Gateway which shall be connected to the MNP centralized Clearing House (MCH) and logically centralized Number Portability Data Base (NPDB) of the Main as well as the Disaster Recovery (DR) sites at their own cost.
- (v) All Basic service/CMTS/UAS licensees, International and National Long Distance Operators that deliver calls to a LSA shall implement direct routing i.e., All Call Query method, to route calls to ported numbers. Department of Telecommunications shall provide unique Routing Number (RN) to each Access Services operator to enable routing to ported number. For querying routing information, the LICENSEE may have option to either maintain its own local Number Portability Database or use shared local Number Portability DataBase with other telecom service providers or may take services of MNP service Licensee's centralised MNP Query Response DataBase (QRDB) System.
- (vi) Customer shall approach the recipient operator for porting his/her number. Donor operator shall not use ported out numbers till such time it is in use by the ported subscriber. After the surrendering of number by ported subscriber the number shall revert back to the original donor operator. While accepting the application of a subscriber to avail MNP service, the Recipient operator shall get from the subscriber a fresh Customer Acquisition Form (CAF) filled alongwith all the documents as applicable for a new subscriber and as specified by the Licensor from time to time.
- (vii) Where the LICENSEE is not supporting MNP service implementation/operation, the LICENSOR may take action against the LICENSEE under the provisions of the licence agreement.
4. Please acknowledge receipt.


06.05.2009

(R. K. Gupta)
Director (AS-I)

For and on behalf of the President of India
Ph.No.2303 6284

Copy To:

1. Secretary, TRAJ
2. Sr. DDG(TEC)/ DDG(Security)/ DDG(AS-II)/ DDG(CS)
3. COAI/AUSPI
4. Director (IT) may kindly arrange to upload this letter on DoT's website.