



MTNL /RA /TRAI Circular /2014/Part  
Dated at New Delhi the 30.08.2017

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To

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Advisor ( Networks, Spectrum and Licensing)  
Telecom Regulatory Authority of India  
New Delhi.

**Sub: - Comments /suggestion for improving the MNP Process.**

In reference to TRAI Draft Telecommunication Mobile Number Portability (7<sup>th</sup> Amendment Regulation 2017), the following suggestions are submitted for your kind consideration please.

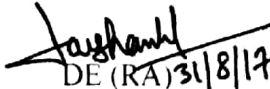
4a) Presently once the UPC is generated the information is shared with customer only and no mechanism exists to share it with MCH. It may be clarified that for each UPC generated, whether DO has to share this information with MCH so that MCH can validate the RO's information on UPC. There should also be sharing of UPC expiry date with MCH so that MCH may validate RO porting request so as to avoid rejection on the ground of expired UPC ( Rejection code : CC12023). Though the UPC was valid at the time of processing of porting request by the RO.

4b) At present, the porting process is required to be completed within 15 days i.e. within validity period of UPC. Therefore it is suggested that MCH while sending case to DO for verification, should provide sufficient buffer time period to DO for verification as it becomes invalid and porting process fails after expiry of UPC.

**Any other issues**

In one of the directions (5<sup>th</sup> Amendment) under MNP, TRAI had mentioned that the customer needs to sign an undertaking with RO mentioning that he is the owner of the mobile number at DO. MTNL has found out a few cases where in an MTNL series number has been working in some other name at one of RO. TRAI should chalk out procedure to convey name and address along with porting request to DO along with this undertaking.

This has got the approval of competent Authority.

  
DE (RA) 31/8/17  
MTNL CO