

Dated the 21st January, 2011

DIRECTION

Subject: Amendment of Direction No. 116-9/2009-MN dated 10th February, 2010, issued under section 13, read with sub-clause (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) read with regulation 5 and regulation 18 of the Telecommunication Mobile Number Portability Regulation, 2009 (8 of 2009).

No. 116-9/2010-MN ----- Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the "TRAI Act"), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services, protect the interests of consumers of the telecom sector, ensure technical compatibility and effective inter-connection between different service providers, lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect the interest of the consumers of telecommunications service;

2. And whereas Authority has, vide its Direction dated 10th February, 2010 (Copy enclosed), *inter alia*, directed the Cellular Mobile Telephone Service Providers and Unified Access Service Providers to set up in its mobile network a mechanism for the purpose of receiving short message service messages from subscribers requesting for Unique Porting Code and the said Unique Porting Code shall consist of eight characters of which the first two characters shall be alphabets which denote the service

provider code and the service area code specified by the Authority in the Annexure A and Annexure B attached to the said Direction.

3. And whereas Mobile Number Portability has been implemented in Haryana Service Area from 25th November, 2010 and the reports received from the service providers reveal that the number of rejections occurred due to entry of incorrect unique porting code by the subscribers/Recipient Operators is quite high which is primarily due to mistakes in either reading or writing of alpha numeric characters as some alpha-numeric characters e.g. '1 & 1', 'U & V', 'S & 5' etc are prone to be wrongly entered;

4. And whereas the Authority held a meeting with Cellular Mobile Telephone Service Providers, Unified Access Service Providers including their associations and Mobile Number Portability Service Providers to review the format of Unique Porting Code for Mobile Number Portability;

5. And whereas the service providers have unanimously requested the Authority to modify the existing format of Unique Porting Code to make it simple by keeping the last six digits of the said format in numeric only;

6. Now therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and regulation 5 and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) and for the reasons mentioned in the paragraphs 3, 4 and 5 above, and to ensure compliance of terms and conditions of licence and to protect the interest of consumers, hereby makes the following amendment in the Direction No. 116-9/2009-MN dated 10th February, 2010, namely:-

(a) for sub-clause (i) of clause 8 of the said Direction, the following shall be substituted:-

“(i) a Unique Porting Code consisting of eight characters of which the first two shall be alphabets that denote the service provider code and service area code specified by the Authority in the Annexure A and Annexure B attached to this Direction (for example: TD for Tata Teleservices Ltd in Delhi Service Area) and the remaining six characters shall contain numeric characters 1 to 9 only, and the character ‘0’ is not allowed.”

(Sudhir Gupta)
Pr. Advisor (Mobile Network)

Encl: As above.

To,

All the CMTS, UASL, MNP Service Providers

Dated the 10th February 2010

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) read with regulation 5 and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009).

No. 116-9/2009-MN ----- Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the TRAI Act, 1997), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services, protect the interests of consumers of the telecom sector, ensure technical compatibility and effective inter-connection between different service providers, lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect the interest of the consumers of telecommunications service;

2. And whereas the Authority had, in exercise of the powers conferred by section 36, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section

(1) of section 11 of the TRAI Act, 1997, made the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009).

3. And whereas regulation 5 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) provides that every Access Provider shall, within sixty days from the date of these regulations coming into force, set up, in its mobile network, a mechanism for the purpose of --

- (a) receiving Short Message Service (SMS) messages from its subscribers requesting for a unique porting code;
- (b) allocating a unique porting code for each such request and communicating it to the subscriber forthwith through Short Message Service (SMS) message through an automated process; and
- (c) retaining such unique porting number on its records for the purpose of verification of the porting request of such subscriber to be received eventually by it from the Mobile Number Portability Service provider.

4. And whereas regulation 18 of the said regulations provides that without prejudice to any of the provisions of the TRAI Act, 1997 or any other regulations made under the said Act or directions issued there under, the Authority may, from time to time, issue such directions as it may deem fit to the service providers on any aspect of Mobile Number Portability for which provisions have been made in the said regulations;

5. And whereas a meeting was held with the representatives of Cellular Operators Association of India and Association of Unified Access Service

Provider of India (AUSPI) wherein the format for the Unique Porting Code and the text for Short Message Service (SMS) for implementation of Mobile Number Portability was decided;

6. And whereas, pursuant to the meeting referred to in the preceding paragraph, the Authority, vide its letter dated 23rd December, 2009, intimated the decision of the said meeting to all Access Service Providers enclosing therewith the formats for Unique Porting Code and requested them to send their comments thereon;

7. And whereas the comments received from the service providers were considered by the Authority;

8. Now therefore, the Authority, in exercise of the powers conferred by section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997(24 of 1997) and regulation 5 and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) for ensuring compliance with the terms and conditions of the licence and for protecting the interest of the consumers of the telecom sector hereby directs the Cellular Mobile Telephone Service Providers and Unified Access Service Providers to set up, in its mobile network, a mechanism for the purpose of receiving Short Message Service messages from its subscribers requesting for a unique porting code which shall provide:-

- (i) a Unique Porting Code consisting of 8 characters of which the first two shall be alphabets that denote the service provider code and service area

code which have been specified by the Authority in the Annexure A and Annexure B attached to this Direction (for example: TD for Tata Teleservices Ltd in Delhi service area) and the remaining 6 characters shall contain 1 to 9, A-N & P-Z only, and small letters and the alphabet 'O' shall not be allowed;

(ii) the Unique Porting Code allocated to a subscriber shall be valid for a period of fifteen 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 Unique Porting Code allocated to a subscriber shall be valid for a period of thirty days from the date of request or till such time the number is ported out, which ever is earlier, irrespective of. number of requests the subscriber makes; and,

(iii) the Short Message Service (SMS) text for requesting Unique Porting Code by a subscriber shall be the word 'PORT' followed by a space followed by the ten digit mobile number which is to be ported which shall be case insensitive. (i.e. it can be port or Port etc.) and in case the subscriber's Caller Line Identification does not match with the ten digit mobile number, Unique Porting Code shall not be allotted but a message shall be generated to inform such subscriber that the Caller Line Identification does not match with the mobile number.

(Sudhir Gupta)
Advisor (Mobile Network)

To,

All the CMTS & UASL

Annexure-A

LIST OF CODES FOR SERVICE PROVIDERS		
S.No.	Service Provider	Code
1	Aircel Ltd Aircel Cellular Ltd Dishnet Wireless Ltd	D
2	Bharti Airtel Ltd Bharti Hexacom Ltd	A
3	Bharat Sanchar Nigam Ltd	B
4	Loop Telecom Ltd	L
5	Datacom Solutions Ltd	C
6	HFCL Infotel Ltd	H
7	Idea Cellular Ltd Aditya Birla Telecom Ltd	I
8	Mahanagar Telephone Nigam Ltd	M
9	Reliance Communications Ltd	R
10	Reliance Telecom Ltd	E
11	S. Tel Ltd	S
12	Sistema Shyam Teleservices Ltd	Y
13	Spice Communications Ltd	P
14	Etisalat DB Telecom Pvt. Ltd. (Swan)	W
15	Tata Teleservices Ltd Tata Teleservices (Mah) Ltd	T
16	Unitech Group of Companies	U
17	Vodafone Group of Companies	V

Annexure-B

LIST OF CODES FOR SERVICE AREA		
SLNO	Service Area	Code
1	Andhra Pradesh	A
2	Assam	S
3	Bihar	B
4	Delhi	D
5	Gujarat	G
6	Haryana	H
7	Himachal Pradesh	I
8	Jammu & Kashmir	J
9	Karnataka	X
10	Kerala	L
11	Kolkata	K
12	Madhya Pradesh	Y
13	Maharashtra	Z
14	Mumbai	M
15	North East	N
16	Orissa	O
17	Punjab	P
18	Rajasthan	R
19	TamilNadu including Chennai	T
20	UP-East	E
21	UP-West	W
22	West Bengal	V