

Subject: **Fwd: New process of porting network - Feedback**

To: spunnose <spunnose@yahoo.com>,  
tomar.ashok <tomar.ashok@gmail.com>,  
rachna mathur <rachna.trai@gmail.com>

Date: 27/09/17 10:51 AM

From: "Sanjeev Banzal,Advisor TRAI" <advmn@trai.gov.in>

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----- Original Message -----

From: **dinesh kumar** <dinesh.vijayakumar@live.com>

Date: Aug 22, 2017 11:01:49 PM

Subject: New process of porting network - Feedback

To: "advmn@trai.gov.in" <advmn@trai.gov.in>

Hello Sir/Madam,

This is really a great proposal by TRAI that is going to very much useful in my point of view, for the consumers like me. I appreciate this proposal very much since it addresses 2 problems:

--> Manual typing mistakes by the Mobile store personnel or by the consumer unintentionally

--> False rejections by donor operators citing wrong UPC code, that is not legitimate.

Recently, I tried to port from Airtel to JIO network. I'm very sure that the JIO store personnel typed UPC code correctly, but the MNP request got rejected citing "UPC Code incorrect...". When I asked the JIO personnel, I was told that this kind of rejections are made intentionally by the donor operators if the applicant is a long-term customer for the donor operator and he/she did many recharges of high value in the past. I'm using my Airtel number for around 8 years now and I do data recharges frequently. So, I feel that Airtel rejected simply just citing wrong reasons in order to prevent losing a customer.

Please try to implement this proposal soon. I appreciate the efforts of TRAI again for making the customer autonomous in selecting the mobile networks.

Thanks,

Dinesh V

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