



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार /Government of India



DIRECTION

Dated: 17th October, 2019


Subject: Direction under section 13, read with sub-clauses (i) 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 regulations 5 and 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009).

No.116-6/2017-NSL-II(Vol.III) ----- 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 the Authority, in exercise of the powers conferred upon it by section 36, read with sub-clauses(i), (iii) and (v) of clause (b) of sub-section (1) of section 11, of TRAI Act, made the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) (hereinafter referred to as the regulations);

3. And whereas the Authority, vide its Direction No. 116-9/2009-MN dated 10th February, 2010, 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 SMS messages from its subscribers requesting for a Unique Porting Code (hereinafter referred to as UPC);

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4. And whereas the Authority, vide Direction No. 116-9/2010-MN dated 21st January, 2011, amended the Direction No. 116-9/2009-MN dated 10th February, 2010, and simplified the format of UPC by keeping the last six digits of the said format in numeric only containing digits from 1 to 9 only and the character '0' not being allowed;

5. And whereas, in order to distinctly identify UPC of the corporate mobile numbers, the Authority, vide Direction No. 116-9/2013-NSL-II dated 22nd August, 2013 issued the second amendment to the sub-clause (i) of clause 8 of the Direction No. 116-9/2009-MN dated 10th February, 2010 by *inter-alia* provisioning that the first character of the eight character UPC shall be 'C' followed by two alphabets denoting the service provider code and service area code and the remaining five characters shall be numeric containing digits from 1 to 9 only;

6. And whereas, to review and reallocate the service provider codes consequent upon discontinuation of operations by some service providers and licenses issued to new service providers by the Department of Telecommunication, the Authority vide Direction No. 116-43/2014-NSL-II dated 16th December, 2014, issued third amendment to the Direction dated 10th February, 2010 substituting the Annexure A of the Direction dated 10th February, 2010 containing the list of codes for service providers;

7. And whereas the Authority on 13th December, 2018 issued Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 (9 of 2018) [hereinafter referred to as the seventh amendment regulations] to the regulations, to be implemented from 11th November, 2019, wherein it is provisioned that UPC shall be allocated by the MNPSP based on the validation of eligibility conditions contained in regulation 6A of the regulations;

8. And whereas sub-regulation (1) of regulation 5 of the regulations provides that every Access Provider shall set up, in its mobile network, a mechanism for the purpose of receiving Short Message Service (SMS) from its subscribers requesting for a UPC and forwarding the same to the Mobile Number Portability zone to which the mobile number belongs;


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9. And whereas sub-regulation (2) of regulation 5 of the regulations provides that every Mobile Number Portability Service Provider (hereinafter referred to as MNPSP) shall set up, in its network, a mechanism for the purpose of--

- (a) receiving requests for UPC forwarded by the Donor Operator as per sub-regulation (1) of regulation 5;
- (b) checking from the database of the Donor Operator through query response mechanism, on the applicable grounds of rejection of request for UPC;
- (c) allocating a UPC for each such request and communicating it to the subscriber forthwith through Short Message Service; and
- (d) retaining such UPC on its records for the purpose of verification of the porting request of such subscriber to be received from the Recipient Operator:


Provided that the Mobile Number Portability service provider shall -----

- (a) identify and allot a distinct identification code denoted with prefix 'C' for the request received from the distinct corporate mobile numbers; and
- (b) in case of a request for simultaneous porting of more than one corporate mobile numbers, allocate separate UPC for each corporate mobile number.

10. And whereas the sub-regulation (1) of the regulation 13 of the regulations, inter-alia, provides that a subscriber may withdraw the porting request by informing the Mobile Number Portability Service Provider through SMS to the specified Short Code, within the twenty four hours of withdrawal window as communicated by Mobile Number Portability Service provider;

11. And whereas regulation 18 of the regulations provides that without prejudice to any of the provisions of the TRAI Act, or any other regulations made 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 regulations;

12. 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



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Regulatory Authority of India Act, 1997(24 of 1997), read with regulations 5 and 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), and in supersession of the Directions No. 116-9/2009-MN dated 10th February, 2010; No. 116-9/2010-MN dated 21st January, 2011; No. 116-9/2013-NSL-II dated 22nd August, 2013, and No. 116-43/2014-NSL-II dated 16th December, 2014, for ensuring compliance with the terms and conditions of the license and for protecting the interest of the consumers of the telecom sector hereby directs that :--

- (i) every Access Provider shall set up, in its mobile network, a mechanism for the purpose of receiving Short Message Service (SMS) from its subscribers requesting for UPC as well as for cancellation of the already in progress port request as per the mechanism provisioned in the seventh amendment regulations, as the case may be, and forwarding such requests to the Mobile Number Portability Service Provider of the zone to which the mobile number belongs;
- (ii) the UPC shall be generated by the Mobile Number Portability Service Providers as per the mechanism provisioned in seventh amendment regulations and prevailing instructions issued from time to time and the UPC generated shall be valid for a period of four days from the date of first request made by the subscriber, irrespective of the number of requests made by the subscriber for the porting of the same mobile number, or till the date of porting, whichever is earlier:

Provided that in Jammu and Kashmir, Assam and North East service areas the validity of the UPC shall be thirty days from the date of first request made by the subscriber, irrespective of the number of requests made by the subscriber for the porting of the same mobile number, or till the date of porting, whichever is earlier;

Provided further that the validity period of four days or thirty days, as the case may be, shall be counted ignoring the day on which the request is made by the subscriber (for example, if a subscriber makes request for UPC on the 1st day of the month at 11:00 hours, the UPC shall remain valid till 23:59:59 hours on the 5th day of the month or 31st day of the month as the case may be);


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(iii) the UPC shall consist of eight 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 Annexures A and B, respectively, attached to this Direction (for example: BR for Bharat Sanchar Nigam Ltd. in Rajasthan service area) and the remaining six characters shall contain numeric characters from 1 to 9 only, with the character '0' not being allowed:

Provided that in case of corporate mobile number, the first character of eight-character UPC shall be 'C', followed by two alphabets denoting service provider code and service area code, and the remaining five characters shall contain numeric characters from 1 to 9 only;

(iv) the SMS text for requesting UPC by a subscriber shall be the word 'PORT' which shall be case-insensitive, i.e., it can be 'port' or 'Port' etc. followed by a space and the ten-digit mobile number which is to be ported; and in case the subscriber's Caller Line Identification does not match with the ten-digit mobile number, UPC shall not be generated and a message shall be sent to the subscriber informing him that the Caller Line Identification does not match with the mobile number; and


(v) the SMS text for requesting cancellation of porting request by a subscriber shall be the word 'CANCEL' which shall be case-insensitive, i.e., it can be 'cancel' or 'Cancel' etc. followed by a space and the ten-digit mobile number whose porting request is sought to be cancelled; and in case the subscriber's Caller Line Identification does not match with the ten-digit mobile number, no action should be taken on the cancellation request and a message shall be sent to the subscriber informing him that the Caller Line Identification does not match with the mobile number.


17.10.2019
(Syed Tausif Abbas)

Advisor (Network, Spectrum and Licensing)

To,
All Access Service Providers (Wireless) &
Mobile Number Portability Service Providers


LIST OF CODES FOR SERVICE PROVIDERS		
S. No.	Name of 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.	Vodafone Idea Ltd. (formerly Idea Cellular Ltd. & Aditya Birla Telecom Ltd.)	I*
5.	Mahanagar Telephone Nigam Ltd.	M
6.	Reliance Jio Infocomm Ltd.	J
7.	Tata Teleservices Ltd. Tata Teleservices (Mah.) Ltd.	T
8.	Vodafone Idea Ltd. (formerly Vodafone Group of Companies)	V
9.	Surftelecom Pvt. Ltd.	S
10.	Adpay Mobile Payment India Pvt. Ltd.	E


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Note: *Upon completion of integration of networks of Idea Cellular Ltd. and Aditya Birla Telecom Ltd. with Vodafone Idea Ltd., the service provider code 'I' will cease to be operated by Vodafone Idea Ltd.

ANNEXURE-B

LIST OF CODES FOR SERVICE AREAS		
S. No.	Name of 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 and 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.	Tamil Nadu (including Chennai)	T
20.	UP-East	E
21.	UP-West	W
22.	West Bengal	V


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