



# Mahanagar Telephone Nigam Limited

A Government Of India Undertaking



## Customer Application Form for Porting Request

Existing CAF for Postpaid/Prepaid Connection is also to be filled along with this form.

### Details of Present Mobile Connection to be ported to MTNL

#### 1. Mobile Number

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#### 2. Name of Service Provider

GSM

☐

CDMA

☐

Prepaid

☐

Postpaid

☐

#### 3. UPC Code

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#### 4. Has the number been ported earlier?

Yes

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or

No

☐

If yes, number of days since last porting.

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In case present connection is Post paid:- I hereby undertake that, I have already paid all billed dues to the Donor Operator as on the date of the request for porting and I shall pay dues to the Donor Operator pertaining to the Mobile Number till its eventual porting and that I understand and agree that in event of non-payment of any such dues to the Donor Operator, the ported mobile number is liable to be disconnected by the Recipient Operator without prejudice to any other remedies available to the Donor Operator under law for recovery of such dues.

Or

In case present connection is prepaid :- I hereby undertake that I understand and agree that, upon porting of the mobile number, the balance amount of talktime, if any, at the time of porting shall lapse.

I/We hereby declare that **information** given above is true to the best of my knowledge and I will abide by the prevailing Telegraph Act/Rules framed thereunder & tariffs as amended from time to time, I/We am not a defaulter on account of non-payment of bills for any telecom services provided by any service provider. I have read and understood the terms and conditions/notes below and agree to abide by them.

Signature of Customer/ Authorised Signatory

Signed on Date:

Signed on Time:

## Notes

i) "Porting" means the process of moving, by a subscriber, of his mobile number from one Access Provider to another Access Provider or from one mobile technology to another of the same or any other Access Provide within LSA.

#### (ii) "Eligibility for porting":

- a) there are no outstanding payments due from the subscriber by way of pending bill or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting;
- b) the porting request has been made after the expiry of a period of ninety days from the date of activation of a new connection or from last porting;
- c) no request for change of ownership of the mobile number is under process;
- d) the mobile number sought to be ported is not sub-judice;
- e) porting of the mobile number has been not prohibited by any Court of Law;
- f) subscriber has applied for porting within LSA (Licensed Service Area );
- g) the unique porting code mentioned in the porting request matches with the unique porting code allocated by the Donor Operator for the mobile number sought to be ported;
- h) the subscriber has not complied with exit clause for the present connection;

#### (iii) Procedure for allocation of UPC:

- a) Send SMS PORT Mobile No. to 1900 to get 8 digit number called UPC. "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)  
The subscriber's Caller Line Identification should match with the ten digit mobile numbers in the SMS request. 8 digit UPC will be sent via SMS to the subscriber by the DONOR operator i.e. the present operator.
- b) 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.

#### iv) Withdrawal of porting request:

A subscriber may, within twenty four hours of making a request for porting, withdraw such request by informing the Recipient Operator in writing :  
Provided that a subscriber withdrawing his porting request shall not be entitled to any refund of the porting charge paid by him to the Recipient Operator.

