



# MNP Porting Process Guidelines V7.9.15

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## **MNP System – Business Processes & Procedures**

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# 1 Introduction and Purpose

Mobile Number Portability (MNP) implementation has stimulated a noticeable change to the offerings of the cellular mobile industry in Pakistan by virtue of a flexibility, which is Subscriber oriented, enabling the subscriber to switch their mobile network service provider without requiring a change in their existing mobile number; thereby, promoting competitive environment. The presence of five cellular mobile network operators with different market share & network coverage, and diversified set of value added services with highly competitive tariff packages, has the potential to attract the subscriber to switch network which offers the best combination to suit the subscriber's requirements. MNP, in this regard, is generating a stir in the overall Quality of Service (QoS) offering by the players in the cellular network industry of Pakistan.

The purpose of this document is to identify and lay down guidelines that must be adhered to in order to provide structured and organized porting process while offering a transparent, yet commendable experience for the subscriber who wishes to port his/her mobile number from one network to another. The additional purpose of this document is to supplement and impart additional level of details and clarity to the MNP Regulations 2005 dated 04-Jul-05 and published in the gazette of Pakistan on 03-Aug-05. These guidelines (following in the next section) shall apply to the overall porting process that encompasses the business, technical, commercial, and financial processes involved in ensuring successful and smooth processing of porting requests. These guidelines shall be adopted & implemented by all Cellular Mobile Telephony Operators within their domain when undertaking the roles of a Recipient Operator or a Donor Operator.

Since these guidelines supplement the MNP regulations, the terminology and acronyms used in the regulations shall be considered prevalent in this document as well.

## 2 MNP Glossary of Terms

S. No.	Term:	Description:
1.	Activation Date	<p>The start date of the Mobile Telephony Service of a Mobile Phone Subscriber or the date of Change of Ownership which begins with the Minimum Subscription Period (MSP) for Porting. There are three types of Activation Dates on the basis of connection type:-</p> <ul style="list-style-type: none"> <li>• <b>For Pre-paid Connections</b> - Activation Date starts from the SIM activation through SOP on SIM Sale &amp; Activation through Biometric Verification issued by PTA vide letter N0.15-80/2013/Enf/PTA, dated 20<sup>th</sup> November, 2013.</li> <li>• <b>For Post-paid Connections</b> - Activation Date starts from the Sale of SIM to the subscriber;</li> <li>• <b>For Ported Numbers</b> – Activation Date is the date of porting as recorded by the NPC;</li> </ul> <p>In case of Change of Ownership, the Date of Change of Ownership will be considered as date of activation.</p>
2.	BoD	Board of Directors
3.	BVS	<p><b><u>Biometric Verification System</u></b></p> <p>Biometric Verification System for issuance of SIMs as per PTA’s SOP dated 20<sup>th</sup> November, 2013.</p>
4.	CMO	Cellular Mobile Operator
5.	Connection Type	<p>Mobile Phone Subscription Classification based on the Financial Implications; with three types defined as:</p> <ul style="list-style-type: none"> <li>• Pre-Paid (PRE)</li> <li>• Post-Paid without International Roaming (POS)</li> <li>• Post-Paid with International Roaming (PIR)</li> </ul>
6.	Controllable Rejections	Rejections directly controllable by CMOs. These fall into following 3 categories: R05A (Name

		Mismatch), R05B ( <b>Primary Identification Number</b> Mismatch), and R05C (SIM # Mismatch)
7.	Corporate Account	A Mobile Connection(s) whose owner (subscriber) is a corporate entity, which undertakes the responsibility (on its official letterhead), of all financial matters related to the connection. Each of the Mobile Connection must have a user designated by the authorized signatory of the Corporate Entity.
8.	De-Activated Number	If a ported number in the Quarantine status does not carry out any revenue generating activity during the entire duration of the Quarantine period of 6 months, it would be considered De-Activated.
9.	De-Activation Process	The Recipient Operators would return the De-Activated Numbers to the NRH within 30 days of completion of the Quarantine Period.
10.	Disputed Case/Disputed NPR	A case where there is a disagreement between the Donor and Recipient
11.	Donor	An Operator providing service for aSubscriber's number before Porting
12.	EC	Executive Committee
13..	FC	Finance Committee
14.	First Porting	A number being ported for the first time
15.	Fraudulent Change of Ownership	A change of ownership without the consent of the actual owner
16.	Fraudulent NPR	NPR generated without the consent of porting from the actual owner
17.	Fraudulent Porting	A porting completed without the consent of the actual owner
18.	Hold Period	Period following a porting request during which a subscriber clears his/her outstanding dues/contractual obligations (more details in Appendix C)
19.	In-Active Status	Any ported number that does not carry-out any revenue generating activity for a 90 day period should be assigned "In-Active "status.

20.	MNP	Mobile Number Portability means the ability to retain an existing Subscriber number along with Operator code while shifting connectivity from one Operator to another Operator;
21.	MNP Help Desk (CMO)	Service desk operated by CMOs A department within the operator that is charged with the responsibility of managing and co-ordinating MNP processes covering both the ported in and ported out Subscribers, including resolution of MNP related issues with PMD and other CMOs.
22.	MNP Help Desk (PMD)	Service desk operated by PMD to coordinate resolution of MNP related issues
23.	MSP	Minimum Subscription Period
24.	MTC	Mobile Terminated Calls
25.	NP Hold message	Message sent by NPGw in response to an NPR due to various possible reasons as specified in Appendix C
26.	NPC	Number Portability Clearinghouse means the database holding all relevant details regarding all mobile Subscriber number ranges for all Operators together with history of any Porting activity for any particular Subscriber number and is available for port inquiries, recording Porting request status, and for providing specific statistical information.
27.	NPGw/NPG	Number Portability Gateway
28.	NPR	Number Portability Request
29.	NPR Reject	NPR not accepted by the Donor due to one of pre-defined reasons (as specified in Appendix D)
30.	Number Range Holder (NRH)	An Operator who was originally granted a specific number range.
31.	Onward Routing	When a call is routed to a ported number through the original Number Range Holder
32.	PMD	Pakistan MNP Database (Guarantee) Limited
33.	PRE	Pre-Paid

34.	POS	Post-Paid without International Roaming
35.	PIR	Post-Paid with International Roaming
36.	Port ID	A 20-digit unique number identifying a porting request
37.	Port in Progress	Numbers still in the process of being ported
38.	Ported Number	A number that has been through a complete porting cycle at least once
39.	Porting	The process of shifting the connectivity of a subscriber from one operator to another while retaining the same subscriber number (including NDC)
40.	Porting Cycle	Message exchange between NPGw's through NPC to complete the porting process between Donor and Recipient
41.	Porting Fees	Refers to two types of charges: Inter-operator charges (charged by the Donor to Recipient), and subscriber charges (charged by the Recipient operator to a porting subscriber)
42.	Porting Request Form/Port In Form	Form completed by the Subscriber/Recipient operator sale channel to initiate porting process
43.	Porting Reversal	Reversing or porting back to the Donor operator by following the complete porting cycle
44.	Porting Subscriber	A mobile subscriber who initiates a porting request
45.	Pre-NPR Verification	Verification of porting subscriber data by sending 667 Short Code SMS prior to initiating porting request
46.	Quarantine status	An "In-Active" ported number would stay in the "Quarantine" status for a period of 180-days (as required by Sec 2(p) of MNP Regulations 2005). If the ported number carries out any revenue generating activity during the Quarantine period it can be re-activated.
47.	Recipient	An Operator providing service for a Subscriber's number after Porting.
48.	Rejected Ports	Port request rejected by Donor operator by assigning one of pre-defined reasons (as specified

		in Appendix D)
49.	Rejection Codes (RC)	Pre-defined rejection reasons as specified in Appendix D
50.	Special Benefit	A benefit violating the MNP Regulations article 10(9) and/or the MNP Code of Practice
51.	Subsequent Porting	A porting for a number that has already been through a complete porting cycle before
52.	TC	Technical Committee
53.	Timer Value	Acceptable timer value for response of certain porting messages
54.	Timer Violation	Caused whenever a message response Timer Value is exceeded
55.	Unauthorized Porting	A porting completed without following proper procedures as specified in the MNP Porting Guidelines
56.	Uncontrollable Rejections	Rejections not directly controllable by CMOs. These mostly depend upon the subscriber (refer to Appendix D)
57.	Unethical Marketing Attempt	At Recipient: A practice where the Recipient violates the Porting Regulations/Code of Practice and attempts to entice the customer through special benefits or deception into porting.  At Donor: A practice where the Donor violates the Porting Regulations/Code of Practice and attempts to entice the customer, for whom porting request is already initiated, through special benefits into deciding not to port
58.	POC	Pakistan Origin Card.
59.	NICOP	National Identity Card for Overseas Pakistani
60.	DIRBS	Device Identification Registration and Blocking System

### 3 MNP Process – General Guidelines

The guidelines in this section are related to the overall process / subscriber experience within the MNP domain.

#### 3.1 NPC (Number Portability Clearinghouse) Software System Specification & Parameters Definitions

All operators shall abide by the latest NPC specifications documents which are agreed by all CMOs and approved by the Authority from time to time.

#### 3.2 NPC Data & Reports

The data contained in the NPC shall be considered authentic and error free in all cases unless a bug / data inaccuracy is identified and proven and confirmed by review and analysis of PMD. The same data when reported in standard criteria reports or reports requested on special criteria, shall be considered authentic and error free and may be used as a reference in dispute resolution, management reporting, etc.

Any operator may request NPC data belonging to that operator ONLY under the following guidelines:

- a. Data is requested only by the authorized contact person nominated by the operator management authorized to request and obtain such MNP reports.
- b. Data is requested formally through email or letter to PMD.
- c. The data shall be provided to the requester within 1 business day from the date of request for reports that are a built-in report set comprising of:
  - i. Completed Ports
  - ii. Timers Violation
  - iii. Ports-in-Progress
  - iv. Rejections Report

All of these reports are produced on monthly basis.

If the standard built-in reports are required for a non-standard timeframe, the same shall be provided on request within one-week.

If new queries are to be created / built or new report(s) is(are) to be developed by Telcordia which are required by all CMOs, the time to provide the requested data may take longer than one business day and timeframe for the same shall be mutually agreed between the operators and PMD. The funds for such reports will be from the PMD budget. If the reports to be developed by Telcordia are required by an individual / only some CMOs, the funding for such reports shall be borne by the requesting operators.

### 3.3 Number Eligibility for Porting

In addition to the eligibility criteria for porting defined in MNP Regulations 2005 dated 04-Jul-05 published in the gazette of Pakistan on 03-Aug-05, a mobile number is eligible for porting if:

- a. The number is in the name of:-
  - i. the individual Subscriber requesting for porting
  - ii. a user of the corporation / organization / company who has obtained the number via authority letter
- b. The number is NOT in Disconnected status with the Donor operator prior to the request for porting.
- c. The number belongs to a PTA approved number range defined by the Donor operator for any location within the 99 regions in Pakistan.
  - i. If the number requesting for porting is not found in the number series information present in the NPCDB (provided by the Donor Operator), the porting request will be automatically returned by NPC to the Recipient Operator with appropriate error notification.
  - ii. On intimation of Recipient Operator, PMD may inquire / request the Donor Operator to update the numbering plan / series definition to include the number requesting for porting. On PMD request, the Donor operator shall verify the validity of the requested number series and if found valid, the data shall be provided to PMD within two-business days after the date of request.
  - iii. When the Donor operator provides an update to the numbering plan to include the said number in their numbering plan, PMD shall update the NPC within one-business day from the time of receipt of the required information in the required format by the Donor operator.
  - iv. On update of the number series information, PMD shall circulate the update to all CMOs within one-business day from the date of update of information in the NPC database.

### 3.4 Number Portability on Regional Basis

Porting shall only be allowed within a district such that a number having subscription within a district at the Donor's end shall only be allowed to port if the Recipient Operator also has a number series defined for any location within the same district. In this regards, all cellular mobile operators shall ensure that the definition of their respective numbering plans at NPC remains up-to-date at all times. A mobile number is NOT eligible for porting if number series is allocated to areas in AJK territory.

### **3.5 Number Portability Document Exchange**

The cellular mobile operators shall exchange copy of the number porting request document on need basis as and when required and shall be provided within six working days by the provider (Recipient) operators to the requester (Donor).

### **3.6 Operator Numbering Plan Updates at NPC**

All CMOs shall provide their up to date numbering plan to PMD for incorporation in the NPC Database. In this regards:-

- a. Any operator may request for update of their own numbering plan information maintained at the NPC at any time through email to PMD (addressed to MNP Helpdesk)
- b. The said update shall be specified in a file on the format agreed and practiced (attached as APPENDIX-A)
- c. On receipt of the information at PMD, the same shall be checked by PMD for any errors prior to loading in the NPC database.
- d. If any errors are found in the data provided by the CMO during Quality Control prior to loading or during the loading process itself, the same shall be communicated back to the requesting operator within one business day.
- e. If no errors are found, the provided information shall be updated by PMD in the NPC database within one business day from the time of receipt of the error-free information.
- f. PMD shall circulate the operators' updated numbering plan to all CMOs within one-business day from the date of update of information in the NPC database.

### **3.7 Porting Fees**

The following charges may be applicable related to the porting process:

#### **3.7.1 Inter-Operator charges (Fees charged by Donor Operator to Recipient Operator)**

- a. The Donor operator shall charge a minimum fee of Rs. 250/- from the Recipient operator for every ported out number.
- b. The charges shall be settled on monthly basis
- c. Reconciliation of the said settlement shall be performed on monthly basis, and all operators shall ensure that during reconciliation for the sake of settlement of inter-operator porting charges, the data regarding number of Porting Requests generated by the Recipient/received by the Donor operator, number of successful Porting, and number of failed Porting due to rejection / cancellation shall be shared on mutual agreement between the reconciling CMTOs as supplementary information if required and if deemed relevant and if there is otherwise insufficient authentic data from PMD to aid and complete the reconciliation process.
- d. The Inter-operator charges shall not apply to the return of De-Activated Ported Numbers, whereby the De-Activated Ported Out numbers are returned by the Recipient operator to the Number Range Holder.

In this regards, the following mechanism shall be adopted for invoicing, settlement and dispute resolution with regard to porting charges:

- i. PMD shall generate and send over a statement of numbers ported in and out for each Operator by 5<sup>th</sup> of every Calendar Month to each of the operators.
- ii. The Recipient shall pay a minimum fee of Rs. 250/- to the Donor for each number ported.
- iii. The invoice shall be sent by each operator to all other operators within seven (07) calendar days of the month after the receipt of statement from PMD.
- iv. The payment shall be made within fifteen (15) calendar days of the receipt of invoice.
- v. The payment shall be on gross value without netting off counterpart operator's invoice
- vi. In case of dispute, the undisputed amount will be paid in due time of within 15 calendar days of the receipt of invoice. The full amount shall however be paid (or payable) if the disputed amount is less than two percent (2%) of the invoice amount.
- vii. The issue of disputed amount shall be referred to PMD by disputing operator within 7 calendar days of receipt of invoice who will analyze the data and give its verdict within 7 days whose decision will be final. The disputed amount will be paid within 7 days of PMD decision.

### **3.7.2 Porting Fee Charged to Subscriber**

The Recipient operator may charge a porting fee to the subscriber requesting for porting-in. However, the amount to be charged is left to the discretion of the Recipient operator, to be regulated by market forces. At the time of porting, the Donor Operator may demand security from the post-paid subscriber(s) if not charged earlier. No other fees will be demanded if not asked for at the time of initial allocation.

### **3.8 MNP Business Timings & Corresponding NPC Timers Values**

All operators shall provide MNP services to all Subscribers from 9:00 AM to 5:00 PM from Monday to Friday, business days excluding scheduled holidays. However, change of any timers and their relevant units may be adopted through unanimous agreement to facilitate the porting process and or changed business times during Ramadan.

### **3.9 Mobile Network Services' Availability**

- a. If there are services that a subscriber avails on the Number Range Holder / Donor operator's network which are subject to contracts between the Donor operator and any other third party operator, these services may not be available to the ported subscriber on the Recipient operator's network.

The Donor operator / Number Range Holder shall not be held liable for this limitation and the Recipient operator will not be penalized for it.

- b. Recipient Operators shall not prepare or offer any special tariff package meant only for Ported-in Subscribers.
- c. Recipient Operators shall not prepare or offer any special services package meant only for Ported-in Subscribers.

### **3.10 Dispute Resolution and Escalation**

In case any dispute arises between the Recipient operator and the Donor operator regarding number portability processing, the following course of action shall be

adopted:

### ***3.10.1 Inter-operator dispute reporting & Resolution / Settlement (other than the fraudulent cases and MTC issues)***

- a. There may be issues related to MNP that are challenged by another operator. Such matters may be declared disputes on report of the challenging operator, provided that the challenging operator formally escalate the matter as disputed to the concerned operator OR directly to PMD by way of an email or a letter.
- b. In the event of a dispute reported by an operator to another operator, the same shall be resolved amicably within five business days from the date of the formal report to the other operator or within seven business days from the date of the formal report to PMD. In case the dispute is reported to PMD directly, the other operator (against whom the complaint is filed) shall be informed within one business day from the date of report to PMD. While issues are discussed between Operators, PMD may be kept in information loop at CMO's discretion.
- c. If resolution of the issue requires data from PMD (NPC System), the same may be formally requested from PMD.
  - i. If the data requested from PMD to be used in dispute resolution can be extracted from NPC built-in reports, the same shall be provided within one business day from the date of report to the requesting operator.
  - ii. In case the data requested from PMD to be used in dispute resolution is NOT a built-in report of NPC and a new query / report is to be built to extract the requisite data, the time for the same shall be mutually agreed between PMD and the requesting operator and shall be added to the dispute resolution time.
- d. In cases where the dispute is reported from one operator to another operator, and the cellular operators involved fail to resolve their disputed issue in the above mentioned time, the matter shall be escalated to PMD.

### ***3.10.2 Reporting to & Resolution at PMD (other than the fraudulent cases and MTC issues)***

- a. In case the dispute is not resolved amicably between the operators within the timeframe identified for the said activity, the dispute shall be escalated by formally reporting to PMD by way of an email or a letter to PMD.
- b. PMD shall attempt to resolve the issue / dispute between the concerned operators in light of:
  - i. The MNP regulations 2005 (or latest approved/published version)
  - ii. The agreed specifications and parameters as per the latest NPC specifications agreed between the cellular mobile operators
  - iii. The PMD BoD agreed latest MNP Code of Practices published by PMD and approved by PTA
  - iv. The PMD BoD agreed latest MNP Porting Process Guidelines published by PMD and approved by PTA
  - v. The PMD BoD Agreed latest MNP Subscriber Guideline documents published by PMD and approved by PTA
- c. PMD shall put all efforts to resolve the dispute within seven business days from the day the dispute is reported to the PMD. All operators shall fully cooperate with PMD in dispute resolution and share all relevant documentation solicited by PMD for dispute resolution. In doing so, PMD may:

- i. Call meetings of the operators that are parties to the dispute one-on-one or together as deemed fit by PMD. The called parties shall make the respective concerned team members available for the meeting at the scheduled times.
- ii. Call special meeting(s) of the MNP forum to discuss, deliberate, and attempt to resolve the dispute. The called parties shall make the respective concerned team members available for the meeting at the scheduled times.
- iii. Discuss the matter in the PMD Executive Committee meeting or via email circulation
- iv. Discuss / present the matter to the PMD BoD in a scheduled or special (extraordinary) BoD meeting or via email circulation
- d. In case PMD is unable to reach a resolution within thirteen working days of reporting, the matter shall be referred to PTA.

### 3.10.3 Resolution at PTA (Authority)

The Authority may settle the dispute in accordance with the procedure laid down in the interconnection Dispute Resolution Regulations-2004.

## 4 MNP Porting Process Guidelines --- (Pre-Porting Phase)

### 4.1 Porting Request Initiation

Porting request may be made by any individual subscriber or a corporate subscriber. In this regards the term “Corporate” is redefined to include all types of business accounts sponsored by or paid for by a corporate / company / organization.

#### 4.1.1 Individual Subscriber Porting Request Initiation Process

To initiate a Number Porting Request (NPR), the subscriber shall visit the **CustomerService Centre/Franchise/Retailer** of the Recipient Operator and following procedure shall be followed :-

- a. The subscriber shall obtain the Name / Primary ID (CNIC #, **NICOP #, Passport #**) / SIM# information from the Donor operator database by sending text string ‘mnp<sup>1</sup>’ to the designated SMS short-code ‘667’. The SOP for handling SMS short code 667 related issues is attached as APPENDIX-F.
- b. The Donor Operator shall return the information in the format shown below, in response to the message sent on 667:

FORMAT	EXAMPLE
MSISDN:03xxABCDEFGH,	MSISDN:03648587656,
NAME:Subscriber’s Name as in the CRM,	NAME:WAQAS AHMED
CNIC:Thirteen Digit Number,	CNIC:6750321597654,
IMSI:Ten or Twelve Digit Number,	IMSI:113100000000,
ACTIVATION-DATE:dd-mm-yyyy,	ACTIVATION-DATE:12-07-2002,
CONNECTION-TYPE:PRE/POS/PIR <sup>II</sup>	CONNECTION-TYPE: PRE

<sup>I</sup>‘mnp’ string to be case insensitive, i.e., allowing mnp, Mnp, mNp, MNp, mnP, MnP, mNP and MNP as acceptable values

<sup>II</sup>PRE for Pre-Paid, POS for Post-Paid without International Roaming, PIR for Post Paid with International Roaming.

- c. If the information received in the return message matches the identification credentials (name and primary ID) and the MSP has been completed and the Message CLI matches the MSISDN presented by the port requesting subscriber, the Subscriber shall be asked to forward the 667 Message Reply to the desired Recipient Operator's MNP 763xx Short-Code as defined below:-
- i. 76300 for Mobilink
  - ii. 76313 for CMPak
  - iii. 76321 for Warid
  - iv. 76333 for Ufone
  - v. 76345 for Telenor
- d. The CNIC received from the Donor operator, in 667 response, shall be punched in application installed in the BVS device and subscriber shall be asked to provide thumb/finger impression. Verification request shall be sent to NADRA through Recipient Operator's CRM
- e. The Recipient Operator shall make sure that the CNIC whose BVS is being carried out is the same which is received on short-code 76xxx. In case of any mismatch, verification request shall not be sent to NADRA and sale channel/subscriber shall be informed to enter correct CNIC.
- f. In case a "Success" is received from NADRA, the Recipient Operator would generate the NPR upon validating the applicability of the MSP as well as matching the CLI with the MSISDN of the porting number.
- g. If the BVS is "Unsuccessful" or credentials do not match or the NPR does not pass the validation checks, the subscriber shall be advised by the Recipient operator via a Call or an SMS text on the way forward, where the subscriber may re-initiate NPR accordingly.
- h. The Recipient operator shall view original passport **alongwith valid visa or POC, whichever applicable**(incase of foreign nationality)for verification and obtain a copy of the relevant pages clearly stating the name,passport number and **visa/POC (whichever applicable)**.**
- i. Possession of the SIM for the number to be ported shall be verified by:
- Having the SIM holder to initiate and receive the SMS (as per section 4.1.1(a) above) from the Donor operator network at the NPR initiation point OR;
  - Callingsubscriber's mobile number (for which porting is requested) to verify its presence at the NPR initiation point;
- j. Capture the SIM#of the mobile number to be ported from the SMS message received from the Donor operator in response to SMS sent from the port requesting number to the short code "667".
- k. Inactive SIM will be handed over to the subscriber(s) during porting and the SIM shall be activated subsequently subject to successful BVS verification and other related MNP checks.
- l. PMD shall update the 668 data after MNP is executed successfully.

**Primary ID (Name, Photo-ID: CNIC/NICOP [or Passport or POC (whichever applicable)], verification shall be mandatory for individual subscribers requesting porting.** The recipient operator representative raising the NPR shall verify the photograph on the original Photo-ID: CNIC<sup>1</sup>/NICOP [or Passport] with the subscriber who must be present in-person.

#### **4.1.2 Corporate Account Porting Request Initiation Process**

- a. Corporate subscriber authorized contact shall initiate a letter requesting information on a specific format, for use in initiating NPR(s) and to avoid rejection(s) based on data mismatch. Template attached as APPENDIX-B.
- b. The letter shall be addressed to Donor Operator (in title)
- c. The letter shall also contain the Recipient operator contact and subscriber authorized contact person.
- d. The letter may be sent by the corporate subscriber authorized contact person directly to Donor operator or may be sent through the MNP Contact of the Recipient operator.
- e. If received at the Recipient operator, the electronic copy of the letter (scanned) shall be sent to the Donor Operator MNP Contact Person prior to initiation of the NPRs.
- f. The hardcopy of the letter shall reach the Donor Operator by close of business on the fourth calendar date from the date of dispatch of the electronic copy from the Recipient to the Donor Operator.
- g. Information requested in the letter, necessary for initiation of NPR(s) fulfilling the requirement of the letter shall be provided by the Donor operator latest by close of business of next working day from the date of receipt of the electronic copy of the letter at the Donor operator.

#### **4.2 Porting of SIM(s) Having Double Number**

- (i) If Primary Number is ported Secondary MSISDN (Virtual Number) will go back to quarantine;
- (ii) Secondary MSISDN (Virtual Number) cannot be used for porting, therefore, prior to porting the number shall be returned to the original operator's numbering pool.

#### **4.3 Minimum Subscription Period (MSP)<sup>II</sup>**

The Subscriber shall not be allowed to port out a number for up to sixty(60) calendar days for newly activated numbers or numbers that are ported-in. This restriction shall also be applicable to Change of Ownership/Subscription. This period shall be referred

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<sup>1</sup> CNIC in some cases may not contain the photograph but the thumb impression of the person instead (applicable for females/disabled only)

<sup>II</sup>Data change cases including the change of Old NIC# to the new CNIC#, change in the spellings of the name or the change of SIM # / IMSI would be exempt from the application of MSP.

to as Minimum Subscription Period (MSP). The start of the MSP shall be determined by the following criteria: -

- a. The date the subscriber gets its number activated through SOP on SIM Sale & Verification through Biometric Verification issued by PTA vide letter No.15-80/2013/Enf/PTA, dated 20<sup>th</sup> November, 2013 in case of a pre-paid number.
- b. The activation date as captured in the CMOs' CRM/Back-end systems in case of a post-paid number;
- c. The port-in date as reflected in the NPC/NPGws, in case of a ported number (irrespective of being pre-paid or post-paid);
- d. The Date of Change of Ownership shall be the new date of activation and MSP shall be counted accordingly.

## **5 MNP Porting Process Guidelines ----- (In- Porting Phase)**

### **5.1 Port-In Form**

The subscriber shall fill in the PTA approved port-in form at the Recipient operator and submit it to the Recipient operator. This form shall be duly checked and verified for its data content by the Recipient operator. All CMOs shall ensure that the subscriber is made aware that they must provide the same signature on the port-in form as on the CNIC / **NICOP** / Passport / POC. CMOs may use electronic version of Port-In form which should contain following fields and available with the Recipient Operator as and when required:

MSISDN, CNIC/**NICOP**/**Passport** /POC, Name, Donor, Recipient, BVS ID, Sale Channel Information (Name, Address, ID), Date of NPR, Date of MNP

### **5.2 Port Request Processing Time**

All concerned shall ensure that the porting process is completed from end-to-end, in time periods specified below:

#### **5.2.1 Porting Process Time**

Normal Porting time for both prepaid and post paid subscribers shall be four days, excluding any hold time.

##### **a. Routing Information Updating Time**

All operators will update their networks within a maximum time of five (5) hours after receipt of NPRFS Broadcast message from NPC to ensure accurate call routing to the ported number. This time shall be included in the overall four-day time for the complete porting process.

#### **5.2.2 Holding a Number Porting Request**

The Donor operator may hold the Number Porting Request as may be necessary per the reasons which are unanimously agreed between operators. The latest agreed list of reasons is provided in APPENDIX-C.

A Donor operator must check on request from the Recipient or at least 3 times within one HOLD period (e.g., every 3rd day within a 9-day HOLD) whether there are any subscribers who were put on HOLD but for whom the reason of HOLD has been settled now. If such subscribers are found, the Donor shall accept these numbers as soon as possible.

### **5.2.3 Rejecting a Number Porting Request**

The Donor operator may reject the Number Porting Request as may be necessary per the reasons which are unanimously agreed between operators. The latest agreed list of reasons is provided in APPENDIX-D

### **5.3 Contractual Obligation Settlement**

In case the subscriber has entered in to a contract with the Donor operator, the subscriber shall settle the contractual obligation with the Donor operator before the NPR is accepted for porting out by the Donor operator.

### **5.4 Financial Obligation Settlement for Post-paid Subscribers**

The number porting process by the Subscriber requires settlement of financial obligations of the Subscriber towards the Donor operator. This settlement shall be governed by the following guidelines:-

- a. On receipt of the Number Porting Request, the Donor Operator shall generate the outstanding amount till the time of receipt of NPR for the number along with security deposit requirement (if required by the Donor operator) within two-days from receipt of NPR.
- b. The outstanding amount information shall be obtained by the subscriber and on NPR Accept and the Donor operator shall do one of the following:-
  - i. Convert the subscription of the number from post-paid to pre-paid and settle the outstanding / un-billed amount up to the time the Number Porting Request was received by the Donor Operator.
    - The conversion of the post-paid to pre-paid shall not be charged to the subscriber
    - The conversion from post-paid to pre-paid shall not be declared / marked a “new sale”; hence, MSP shall not apply.
  - ii. Reduce the credit limit assigned for the number to a minimum of sixty percent of the present security deposit (or credit limit for waiver cases) and monitor the usage related to the said number against the credit limit till the time the number is disconnected in the Donor Operator network.
- c. The subscriber must settle their outstanding amount<sup>1</sup> up to the time of receipt of Number Porting Request, as well as provide a security deposit (if required / asked for by the Donor Operator in case the security deposit was waived off by the Donor Operator).
- d. The Donor Operator may block the access of the said number if the outstanding amount related to the usage of the said number exceeds the revised credit limit.

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<sup>1</sup>Cash, pay order, demand draft, credit card or personal cheque shall be accepted by the Donor operator as the payment instruments

- e. For the IR Subscriber, in addition to the above, the IR facility may be immediately withdrawn by the Donor operator upon receipt of Number Porting Request at the Donor operator.
- f. Un-used prepaid balance of the ported-out number will not be refunded / adjusted based on the principle of use or lose.

## **5.5 Number Porting Request Cancellation**

The Subscriber shall have the right to cancel the Number Porting Request.

### **5.5.1 Individual Subscriber Porting Request Cancellation Process**

The Subscriber shall have the right to cancel the Number Porting Request with the Recipient operator at any time after Number Porting Request Acknowledgement (NP Ack) message has been sent to the Recipient Operator and before the NPExecute message has been sent to the Donor Operator by the Recipient operator. However, the Recipient operator shall not be liable to refund any fees deposited by the Subscriber for the porting processing.

### **5.5.2 Corporate Subscriber Porting Request Cancellation Process**

Corporate subscribers shall have the right to send the Number Porting Cancellation request to either the Recipient or the Donor operator. In case the Port Cancellation request is sent by the Corporate Customer to the Donor operator, the Donor operator shall forward the written request or its scanned copy to the Recipient operator, before or after the NPR(s) initiation message but before the NPExecute message.

The Recipient operator shall not be liable to refund any fees deposited by the Subscriber for the porting processing.

## **5.6 Procedure to allow Porting of DIRBS Paired Handsets**

- i. The Donor Operators would provide the IMEI (s) of the DIRBS Paired Handset(s) in the “Comments 2” field of the “NPR Accept” Message (comma [,] will be used as a delimiter).
- ii. The Donor Operator will perform the following actions after completion of the Porting Cycle
  - a. Remove the pairing from their DIRBS Paired Exception List for the Port-Out Number
  - b. Insert the “Pairing Removal” record in a Separate file as per the format/protocol agreed with PTA for change of SIM.
  - c. By midnight, a consolidated file (file Name starting with MNP) will be uploaded to PTA at the same location used or regular SIM Change process (*within 24 Hours of Porting*).
- iii. The Recipient Operator would check the IMEI(s) of the Ported-IN Number received in the “NPR Accept” Message, against the DIRBS Blacklist at the time of the Activation of the SIM and perform the following actions after the Completion of the Porting Cycle:

- a) If the Ported-In Subscriber's IMEI is found in the Blacklist, Add the new Pairing Record in their DIRBS Paired Exception List.
- b) Insert the "Pairing Add" record in a file as per the format/protocol agreed with PTA for change of SIM.
- c) By midnight, a consolidated file (file Name starting with "MNP") will be uploaded to PTA at the same location used or regular SIM Change process (*within 24 Hours of Porting*).
- d) If the Ported-In Subscriber's IMEI is Not found in the Blacklist, No Action would be required at Recipient Operators' Ends.

## 6 MNP Porting Process Guidelines --- (Post Porting Phase)

### 6.1 Connectivity Issues Reporting: Mechanics & Approach

It may be the case that mobile numbers lose the ability to receive calls / SMS from some operators as a result of porting to another network. The process to be followed for reporting shall be as under:

- a. The Recipient operator shall test and resolve the reported issue if found to be in their domain.
- b. In case the issue is recognized at the Donor operator or other operators, the affected mobile number shall be reported in connectivity issue report. The template for this report is attached as APPENDIX-E.
- c. All CMTOs shall fill in the accurate and complete information while reporting Connectivity Issues.
- d. 'POI' & 'Route ID' in the Connectivity Issues report shall be optional while the remaining columns shall be filled in as mandatory.
- e. The operator to whom the connectivity issue is reported, shall respond with one of the following only:
  - i. No issue found
  - ii. Issue resolved
  - iii. Work in progress
- f. All operators should add the A-Party Number (if available) reported by subscriber, and its location in connectivity issues report in addition to the Test A-Party number for successful resolution of Issue.
- g. The timings for reporting and responding shall be as follows:
  - i. The daily connectivity issues report shall be sent by initiating operator to

- all concerned latest by 12:00 noon on business days.
- ii. The daily connectivity issues report shall be responded by addressed operators latest by 6:00 PM the same day.
  - h. The connectivity reporting and responding shall be carried out by the nominated coordinators from within each operator.

## 6.2 Porting Transaction Reversal – Conditions and Processes

### 6.2.1 Fraudulent/Un-consented Porting Complaint Handling Process

When a subscriber reports that his/her number has been ported out fraudulently, the process to establish and (if appropriate) recover the wrongly ported number shall be as follows:-

#### a. *Authentication of Porting as Fraudulent*

The Donor operator shall obtain evidence or report from the subscriber that the porting was without the consent of the subscriber. The evidences to be obtained are:

- i. Written complaint from the subscriber, either submitted in person by visiting Donor's office or franchisee, faxed, or e-mailed, describing the problem. The written complaint must contain the following:
  - Date (optional)
  - Statement indicating issue
  - MSISDN
  - Other contact number (if available)
  - Signature
- ii. View original **CNIC/NICOP/Passport alongwith valid visa or POC (whichever applicable)** (keep a copy), receive a faxed copy, or a scanned & e-mailed copy of **CNIC/NICOP/Passport alongwith valid visa or POC (whichever applicable)**
- iii. Optional Step: View original SIM and keep a copy of the SIM
- iv. Donor to provide the following information along with the above:
  - i. Date of complaint (if not included in the written complaint)
  - ii. Donor and Recipient operators involved
    - Other contact number (if available and not included in written complaint)
    - Comments based on donor's preliminary investigation

These evidences shall be e-mailed to the Recipient operator in parallel with PMD (note: [MNPHelpdesk@pmdpk.com](mailto:MNPHelpdesk@pmdpk.com) must be cc'd so that PMD can open a Fraud case). Documents related to more than one case must be sent in separate e-mails (sending bulk documents should be avoided due to e-mail quota issues). Also, the documents should be in a readable resolution.

In case the documents sent by the Donor are insufficient/incorrect, PMD will notify the donor by email and recipient will not start its action before complete and accurate documents are received.

#### b. *PMD Opens Case*

PMD shall determine if the documents sent by Donor are complete. Once complete documents are received from the Donor, PMD's MNPHelpdesk shall respond to the e-mail within 4 business hours by sending a unique case ID to both the Donor and Recipient operators. All future correspondence on this case must include this case number in the e-mail subject line.

c. *Document Retrieval from Recipient*

Except in cases where the donor confirms this to be a Fraudulent Change of Ownership, the Recipient shall investigate the fraud at their end and inform the Donor (while keeping PMD in the cc loop) within 2 business days. In case the Recipient believes that the Porting was not fraudulent, the Recipient shall share the following documents<sup>I</sup>/ NADRA Transaction ID <sup>II</sup>with the Donor operator (while keeping PMD in the cc loop) within 3 more business days (total of 5 business days from receiving the case ID from PMD):

- i. Port-in Authorization form
- ii. **CNIC/ NICOP/Passport alongwith valid visa or POC (whichever applicable)** copy of the subscriber who initiated the porting request

Documents related to more than one case must be sent in a separate e-mails (sending bulk documents should be avoided). Also, the documents should be in a readable resolution.

In case the recipient doesn't respond within the defined TAT (or doesn't provide the correct and complete documents), PMD, after seeking the consent of the donor, shall raise an alarm by requesting the recipient to submit the required documents in the next 1 business day or else will issue a determination in the favour of other party who has provided the complete information, which cannot be challenged. In this regard, all concerned shall adhere to the Subscriber Antecedents Verification Regulations, 2012 issued by PTA on the subject.

d. *Mutual Agreement – Fraudulent Porting*

If after investigation/recovery of documents from both sides, a mutual agreement is reached between the Recipient and Donor that this is a fraudulent porting case, then the following steps shall be taken to recover the number:

- i. The number shall be blocked immediately
- ii. Recipient shall send a written confirmation to the Donor (keeping PMD in the CC loop) for the generation of Port Back NPR within One (01) Business day from the date of establishment of fraudulent porting by PMD.
- iii. The recovery of the number shall be made through port-back process such that NPR (for reversal) shall be raised by the Donor after one (01) business day and no later than ten (10) business days from the date of the decision as communicated by PMD, upon which the NPR shall not be rejected.
- iv. Reactivation of the number in original Donor's network will be as a ported-in number
- v. PMD will close the case and inform both parties of the case status.
- vi. If it is established that the fraud was committed by the customer service/sales/franchise staff/retailer at the recipient end, PMD will track such cases under a different head and escalate as necessary

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<sup>I</sup> For Numbers Ported before 1<sup>st</sup> December, 2014 i.e. before MNP via Biometric Verification

<sup>II</sup> For Numbers Ported after 1<sup>st</sup> December, 2014 i.e. after MNP via Biometric Verification

e. *Donor establishes this to be Fraudulent Change of Ownership & Subsequent Porting*

If after investigation the Donor establishes that this is a fraudulent change of ownership at their end and subsequent porting, the following steps shall be taken to recover the number:

- i. The Recipient shall acknowledge this to be a fraudulent change of ownership and initiate the process of reversal of by first blocking the number
- ii. The Donor shall initiate the process of port back after receiving Recipient's acknowledgement
- iii. The recovery of the number shall be made on urgent basis through port-back process such that NPR shall not be rejected
- iv. Reactivation of the number in original Donor's network will be as a ported-in number
- v. PMD will close the case and inform both parties of the case status.

f. *Mutual Agreement – Valid Porting*

If after investigation/recovery of documents from both sides, a mutual agreement is reached between the Recipient and Donor that this is a valid porting; the Donor shall send a written confirmation to Recipient (keeping PMD in the loop) that this was a valid porting. PMD will close the case and inform both parties of the case status.

g. *Disagreement – Escalation to PMD*

If after exchanging the required documents (specified in 6.2.1(a)i, ii, and iii above), there is still a disagreement between the Donor and the Recipient, the case shall be escalated to PMD via e-mail (to [MNPHelpdesk@pmdp.com](mailto:MNPHelpdesk@pmdp.com)) with reference to the case ID. The escalation e-mail from either party must contain the result of the analysis done so far.

PMD shall investigate and will share its determination with both parties within 2 business days of the escalation e-mail. PMD shall determine the case to be one of the following:

- a. Fraudulent Porting
- b. Valid Porting (i.e., invalid complaint)
- c. Unethical Marketing

h. *Escalation to EC/BoD*

If one of the parties is not willing to accept PMD's determination, any of the two parties can escalate the case to EC/BoD, keeping PMD in the loop.

PMD shall keep all such cases open in their system and mark these as **Pending EC/BoD**, and shall report these as such in their Fraud Cases Bi-weekly summary report which shall be circulated to EC. The party escalating the case to EC/BoD

shall inform PMD as soon as any resolution is reached so that PMD can update and close the case.

## 6.2.2 Process to Handle Unethical Marketing Attempts

### 1. *Establishing Unethical Marketing Attempt*

An operator can establish an unethical marketing case with evidence in the form of letter, fax or email to the operator involved in the unethical marketing while keeping PMD in loop.

### 2. *Escalating to PMD/Complainant Operator*

The complainant operator shall e-mail the documents listed in 5.2.2.1 to the Technical Committee representative of the accused operator as well as to PMD ([MNPHelpdesk@pmdpk.com](mailto:MNPHelpdesk@pmdpk.com) should be in the **To:** list). As opposed to the earlier fraud cases, unethical marketing attempts are to be escalated to PMD from the start.

### 3. *PMD's Process*

- i. PMD shall open the case and e-mail case ID to both parties.
- ii. If the operator accused of unethical marketing doesn't resolve the case in 1 business day, PMD will escalate it in the Technical Committee with cc to EC member(s) of the operators involved.
- iii. PMD shall keep track of all unethical marketing cases separately and will escalate these to EC/BoD on an urgent basis – depending on the severity of the situation.
- iv. Irrespective of the level of escalation, once the complainant operator confirms to PMD that the case was adequately addressed and can be closed, PMD will close the case and e-mail the case status update to all parties involved.

### **6.3 Procedure for the Change of Ownership of Ported Subscribers**

The Procedure for the Change of Ownership of Ported Subscribers at the Recipient operator's end for Biometrically verified ported numbers will be as follows:

- (a) The Change of ownership request shall only be received by the Customer Service Centres;
- (b) A request for the change of ownership must include physical presence of **Current Actual User** (Transferee) and the **Current Titled Owner** (Transferor) or an authority letter authorizing such a person to initiate request of change of ownership on behalf of the Current Titled Owner along with original CNIC of authorized person, original Current Titled Owner and Current Actual User;
- (c) The request of change of ownership shall not be entertained before the 30<sup>th</sup> day of last availed Mobile Number Portability or the issuance of a duplicate SIM or Change of Ownership;
- (d) The current Recipient operator would change the ownership of the ported number in the name of the verified Current Actual User after his/her successful Biometric Verification as per 668 procedure as in vogue.

### **6.4 Procedure for the Change of Ownership of Ported Corporate Subscribers from Corporate to Individual at the Recipient Operator's End**

The objective of ownership change from the Corporate Entity to an Individual is to disassociate Corporate Entity's relationship with the Number.

Change of Ownership of a Ported Number from Corporate Entity's title to an individual (not necessarily associated with the Corporate Entity) may be carried out at the current Recipient Operator's End upon fulfilment of all the following conditions:

- a) The Individual to whom the ownership is being transferred must be the user designated by the Corporate Entity for the said number for the last 60 days, as reflected in the current Recipient Operator's record
- b) All outstanding dues of the related Corporate Account (i.e., its related connections) must be cleared.
- c) An NOC is issued by the authorized signatory of the Corporate Entity on its letter head, with company stamp, for the transfer of ownership from the Corporate Entity to the Individual's name subject to successful verification through BVS.

After the completion of the change of ownership, the current Recipient Operator shall inform the Number Range Holder accordingly within three (03) business days.

## **6.5 Procedure for the Change of Ownership of Ported Numbers from Individual to Corporate at the Recipient Operator's End**

The objective of ownership change of a Ported Number from an Individual to a Corporate Entity, is to associate a Corporate Entity's relationship with the Number, previously in the ownership of an Individual.

Change of Ownership of a Ported Number from an Individual's title to a Corporate Entity's title (where the individual must be associated with the Corporate Entity) may be carried out at the current Recipient Operator's End upon fulfilment of all the following conditions:

- a) The Individual from whom the ownership is being transferred must be the user designated by the Corporate Entity for the said number.
- b) An NOC is issued by the Individual from whom the ownership is being transferred confirming the change of ownership to the Corporate Entity and being the user designated for the said number.
- c) An application signed by the authorized signatory of the Corporate Entity on its letter head, with company stamp, for the transfer of ownership from the Individual to the Corporate Entity's name, confirming that the individual is associated with the Corporate Entity and that the same individual shall be the user designated for the said number.

After the completion of the change of ownership, the current Recipient Operator shall inform the Number Range Holder accordingly within three (03) business days.

## **6.6 Procedure for updating the New NADRA CNIC # for Ported Subscribers at the Recipient Operator's End**

As per PTA's Directive all subscribers are required to update their Mobile Number's Subscription Information (previously included the Old NIC#) with the New NADRA CNIC#.

The New NADRA CNIC# of a Ported Subscriber may be updated at the current Recipient Operator's End as per the following procedure:

- a) The Ported Subscriber shall be required to fill the Change-of-Ownership Form, where it shall specify the old NIC# and the New NADRA CNIC#, along with a copy of the New NADRA CNIC clearly displaying both the old NIC# and the New NADRA CNIC#.
- b) The Individual would be required to present the Original New NADRA CNIC at the Service Centre / Franchise of the CMO, where the CMO's Representative would physically verify (from the Original New NADRA CNIC) the Old NIC# as per the CMO's record.

After updating the New NADRA CNIC # of a Ported Subscriber, the Recipient Operator shall inform the Number Range Holder accordingly within three (03) business days along with scanned copies (clearly displaying both the old NIC# and the New NADRA CNIC#) of both sides of the New NADRA CNIC.

## **7 MNP Porting Process Guidelines --- (De-Activation Phase)**

### **7.1 *Return of De-Activated Ported Numbers to the Number Range Holder for Recycling***

All ported numbers that do not carry-out any revenue generating activity for a 90-day period should be assigned “In-Active” status. This “In-Active” ported number would stay in the “Quarantine” status for a period of 180-days (as required by Sec 2(p) of MNP Regulations 2005). If the ported number carries out any revenue generating activity during the Quarantine period it can be re-activated, otherwise it would be considered De-Activated. All De-Activated numbers shall be returned to the Number Range Holder for recycling, via the NP Deactivate Message within 30 days of the completion of the Quarantine Period. The Number Range Holder shall not be liable to pay any Porting Fees for the return of the De-Activated numbers.

## APPENDIX – A: Numbering Plan Update Template

LOCATION ID	NUMBER FROM	NUMBER TO	ACTION

Description:

Location ID : 2-digit region code in which the number block is assigned  
Number From : Start of number block  
Number to : End of number block (continuous/contiguous)

Action : only one of the following  
A : Add  
D : Delete

NOTES:

For modifications, a delete / add combination (multiple lines) will need to be specified.

## APPENDIX – B: Corporate Porting Letter Template

[Corporate Account Subscriber’s Company Name and Logo (Printed Letter-Head)]

Ref: \_\_\_\_\_  
Date: [Current Date]

To,

[MNP Coordinator],  
[Donor Operator]

Subject: Request for Provision of Data for Porting of Mobile Numbers

Dear Sir/Madam,

You are requested to provide the required data for the attached list of mobile numbers as per your current database records in order to successfully process the porting request.

Recipient Operator MNP Point of Contact responsible for porting of the corporate account mobile numbers (listed attached), is as follows:

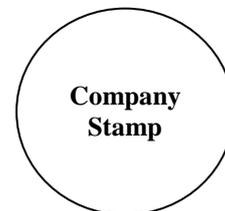
Name : [Name of MNP Contact at Recipient Operator]  
Mobile: [Mobile Number]  
Email : [email.address@Recipient.operator]

Please provide the following information as per:

1. Table – 1 for initiation of NPRs
2. Table – 2 for settlement of financial obligation for acceptance of NPRs

Best regards,

[Corporate Account Subscriber’s Point of Contact:]



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**Signature**

**Name:**  
**Mobile #:**  
**Email Address**

**Table – 1**

**Pre-NPR Information Required from the Donor Operator**

<b>Mobile Number(s) (to be filled-in by Corp. Account Point of Contact)</b>	<b>NAM E</b>	<b>Primary ID</b>	<b>SIM No. / IMS I</b>	<b>Connection Type (PRE/POS/PI R)</b>	<b>Corp. Acct. Subscriber Connection Status (Active/ Blocked)</b>	<b>Related Account(s) Mobile Number(s)</b>	<b>Related Account(s) Connection Status (Active/ Blocked)</b>
<b>03xx yyy zzz1</b>							
<b>03xx yyy zzz2</b>							
<b>03xx yyy zzz3</b>							
<b>03xx yyy zzz4</b>							
<b>03xx yyy .....</b>							

**Table – 2**

**Post-NPR Information Required from the Donor Operator**

<b>Mobile Number(s) (to be filled-in by Corp. Account Point of Contact)</b>	<b>Corp. Acct. Subscriber Connection Status (Active/ Blocked)</b>	<b>Corp. Acct. Subscriber Outstanding Amount<sup>†</sup></b>	<b>Corp. Acct. Subscriber Security Deposit Amount (if required)</b>	<b>Related Account(s) Mobile Number(s)</b>	<b>Related Account(s) Connection Status (Active/ Blocked)</b>	<b>Related Account(s) Outstanding Amount</b>
<b>03xx yyy zzz1</b>						
<b>03xx yyy zzz2</b>						
<b>03xx yyy zzz3</b>						
<b>03xx yyy zzz4</b>						
<b>03xx yyy .....</b>						

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<sup>†</sup> Outstanding amount up to the time of receipt of the porting request message at the Donor Operator must be cleared for successful processing of porting request. This letter must be sent by the Donor Operator to the Recipient Operator after the receipt of Number Porting Request by the Donor Operator within 2-days for the non-IR Subscriber and within 7-days for the IR Subscriber.

## APPENDIX – C: Hold Codes & Reasons

Code	Type	Reason	Description	Timer Value (UOM: NP business day)
H01A	General	Close of Business (including force majeure)	The back-end systems and office(s) involved in responding to the NPR is/are closed.	1 Business Day
H02A	Network	System Outage	System(s) of Donor operator is(are) down that are directly related/involved in NPR process	1 Business Day
H03A	Contractual	Settlement of contractual obligations	Even if the settlement requires clarification of terms of agreements from the customer, they are obtained as a part of the process of “settlement”.	2 Business Days
H04A	Financial	Settlement of billed & unbilled amount – Non-IR	Settlement of billed & unbilled amount up to the time of receipt of NPR for Non-IR (International Roaming) customers	9 Business Days
H04B	Financial	Settlement of billed & unbilled amount – IR	Settlement of billed & unbilled amount up to the time of receipt of NPR for the IR (International Roaming) customers	14 Business Days

## APPENDIX – D: Reject Codes & Reasons

### Controllable Rejections:

Code	Reject Reason	Description
R05A	Name Mismatch	The person requesting porting is not the owner of one or more number(s) requested for porting. The name in the request does not match with the name in the records for individuals, and in case of corporate customers, the name of the corporate / company must match as well. Spelling mistakes are not taken as the cause for rejection.
R05B	Primary Identification Number Mismatch	Primary identification number refers to one of the following: Old NIC, CNIC, <b>NICOP</b> , <b>Passport</b> , <b>POC number</b> . Primary ID sent in the request does not match with the one in the records.
R05C	MSISDN and SIM mismatch	IMSI sent in the request for one or more numbers does not match with the one in the records against the MSISDN for which porting is requested.

**Uncontrollable Rejections:**

<b>Code</b>	<b>Reject Reason</b>	<b>Description</b>
R01A	Contractual obligations	One or more requested number cannot be ported as it is/they are bound by the contract to maintain the number(s) requested for porting.
R02A	One or more requested Number(s) is / are NOT primary Number(s)	One or more number(s) requested for porting is/are not primary (voice / data / fax) number(s). Secondary number cannot be ported.
R03A	One or more requested numbers are terminated / Disconnected	One or more number(s) requested for porting is / are disconnected.
R04A	One or more requested number(s) / SIM(s) blocked	Voluntary / involuntary reasons included
R06A	Balance outstanding	The Number Porting Request may be rejected if the customer requesting porting has one or more numbers belonging to the same customer over the same Donor which is/are in default <sup>†</sup> state and/or if the Subscriber has not settled their billed/un-billed amount till the time Number Porting Request is received on the number requested for porting within due date. The rejection is also applicable to Pre-Paid Numbers having related Post-Paid Accounts with Outstanding Balance.
R07A	New Subscription	The Subscriber has acquired the subscription as a first time subscription, or by means of porting-in or through change of ownership in the time period not exceeding 60 days before the receipt of Number Porting Request by the

<sup>†</sup>The number for which the services are in suspension with a net financial receivable

		Donor operator
R08A	Pending action - Change MSISDN / Litigation ***	The subscription has a pending change MSISDN order for the MSISDN is question. If the MSISDN is changed it will not be in use when the porting request is carried out and can therefore not be ported out. OR Number requested for porting is in disputed and litigation is in progress (the matter is in a court of law in Pakistan).
R08B	Pending action - Change of ownership	The subscription has a pending change of ownership request.
R09A	667 Message Service Not Used	Number requested for porting did not use the 667 Message Service within <b>Ten (10)</b> calendar days prior to Initiating the NPR. The Rejection is not applicable to Corporate Accounts

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\*\*\* The Description / Reason for R09A Rejection has been temporarily changed from “Litigation” to “667 Message Service Not Used”; it would be reverted back upon the implementation of the New Rejection Code R10A against “667 Message Service Not Used”

### APPENDIX – E: Connectivity Issues Reporting Template\*

Mobile Number	Recipient	Problem Type (Call/SMS)	Donor	Reported Date	A number + Location	NPREFIX (Route ID) Optional	POI Optional	Announcement Heard	Message appearing on Screen	Response date	Response	Remarks	Status

\* To be created in MS Excel

## **APPENDIX – F: SOP for Handling the Pre-NPR Verification “667” Message Service related Issues**

1. With the availability of the SMS solution to confirm the MSISDN, Name, Primary ID, SIM Number, Activation Date and Connection Type of the porting number, it is understood that Recipient operator is responsible for ensuring that the accurate information is sent in the NPR message to the Donor operator.
2. In case the Port requesting Customer does not receive the response to the SMS sent to short code “667” for retrieving the MSISDN, Name, Primary ID, SIM number, Activation Date and Connection Type in the agreed format (as in Item 4.1.1(b) of these Guidelines) or if receives incomplete information in the return Short message from the Donor within 15 minutes of sending the SMS to short code 667, the following procedure shall be adopted by the Recipient operator:
  - a. Recipient operator’s MNP support team shall send an email to the Donor operators MNP support team mentioning the following information in the email:
    - i. Mobile Number from which the SMS was sent.
    - ii. Location of the mobile number.
    - iii. Time/Date of sending the SMS.
    - iv. Type of complaint (i.e. if response SMS was not received or if incomplete information was received in the response SMS).
  - b. The Donor operator will send the MSISDN, Name, Primary ID, SIM Number, Activation Date and Connection Type in the agreed format (as in Item 4.1.1(b) of these Guidelines) through an SMS to the Mobile number for which the complaint was received from the Recipient and send a reply email to the Recipient operator’s MNP support team within one working hour confirming that the SMS containing the required information has been sent to the said Mobile number. If, however, the Donor operator fails to resend the SMS, then it would send an email to the Recipient operator’s MNP support team within one working hour intimating the failure to send the SMS. Donor operator will inform the concerned CMO(s) about the estimated resolution time, when available.
  - c.

- d. If the reply/confirmation email is not received within one working hour from the Donor operator or if the required information is still not received by port requesting customer, then a reminder email shall be sent to the Donor operator with a copy to [mnphelpdesk@pmdpk.com](mailto:mnphelpdesk@pmdpk.com).
- e. Donor operator shall respond to Recipient’s reminder email. However, PMD shall log a violation against the donor and shall include these violations in their periodic MNP progress reports.
- f. The following escalation path will be followed for the resolution of all Outages of the Pre-NPR Verification “667” Message Service:

Responsibility	Escalation Path	Time-Line (Business Hours)	
		Full Outage	Partial Outage
1 <sup>st</sup> Level (Tech Teams)	Tech Teams	Immediate	Immediate
2 <sup>nd</sup> Level (TC Member)	TC Member	1-Hour	4-Hours
3 <sup>rd</sup> Level – Director Technical PMD	EC Member	4-Hours	1-Day
4 <sup>th</sup> Level – CEO PMD	Board Member	1-Day	4-Days

## APPENDIX – G: Timer values currently defined in NPC for MNP port Message.

Timer	Unit	Value
T1 (NPR Response Time)	Business Hours	9
T2 (T2 < T1 < T10)	Business Hours	9
T3 (Execute Response Time)	Hours	20
T4 (Ready Response Time)	Hours	4
T5 (Broadcast Response Time)	Hours	5
T7 (Accept Response Time)	Business Hours	9
T10 (T2 < T1 < T10)	Business Hours	10
T15 (T15 < T17 < T16)	Business Hours	1
T16 (T15 < T17 < T16)	Business Days	20
T17 (Hold Response Time)	Business Days	20

### Detailed Timer Definitions

T1 = The time interval starting with receipt of the *NPR*, during which the Donor must respond with an *NPR Accept* or *NPR Reject* or *NP Hold*. Also used for Default NP Due Date (Default NP Due Date = current date and time + T1.)

T2 = The earliest allowable time from receipt of the *NPR* for the NP Due Date.

T10 = The latest allowable time from receipt of the *NPR* for the NP Due Date.

T7 = The time interval starting with arrival of the Due Date, during which the Recipient must respond with an *NP Exec*.

T3 = The time interval starting with receipt of the *NP Exec*, during which the Donor must respond with an *NP Ready*.

T4 = The time interval starting with receipt of the *NP Ready*, during which the Recipient must respond with an *NP RFS* or *NP nonRFS*.

T5 = The time interval starting with receipt of the *NP RFS Broadcast*, during which the Other Participants must respond with an *NP Activated*.

T15 = The time added to the original NP Due Date that sets the earliest allowable time for the Donor's proposed NP Due Date sent in the *NP Hold*.

T16 = The time added to the original NP Due Date that sets the latest allowable time for the Donor's proposed NP Due Date sent in the *NP Hold*.

T17 = The time interval starting with receipt of the *NP Hold* during which the Donor must respond with an *NPR Accept* or *NPR Reject* or *NP Hold*.

## APPENDIX – H: SOP for Handling 763xx Short-Code related Issues

In case the Recipient Operator does not receive the 667 Message Reply from the Donor Operator via the 763xx Short-Code, the following procedure shall be followed by the Recipient Operator for the resolution of the issue:

- a. Recipient Operator’s MNP support team shall send an email to the Donor Operator’s MNP Support/Technical Team (at 1<sup>st</sup> Level) by mentioning the following information in the email:
  - i. MSISDN from which the SMS was sent.
  - ii. Location of the MSISDN.
  - iii. Time/Date of sending the SMS.
  - iv. Type of complaint (i.e. if forwarded SMS was not received or if incomplete information was received).
- b. Donor and Recipient Operators’ Technical Teams would work together and resolve the issue within one working hour.
- c. If the issue is not resolved within one working hour, then the issue would be escalated to the respective TC Members (2<sup>nd</sup> level) with a copy to [mnphelpdesk@pmdpk.com](mailto:mnphelpdesk@pmdpk.com).
- d. The following escalation path would be followed for the resolution of all Outages of 763xx shot-code service:

Responsibility	Escalation Path	Time-Line (Business Hours)	
		Full Outage	Partial Outage
1 <sup>st</sup> Level (Tech Teams)	Tech Teams	Immediate	Immediate
2 <sup>nd</sup> Level (TC Member)	TC Member	1-Hour	4-Hours
3 <sup>rd</sup> Level – Director Technical PMD	EC Member	4-Hours	1-Day
4 <sup>th</sup> Level – CEO PMD	Board Member	1-Day	4-Days