

## FAQs: MNP

### 1. What is Mobile Number Portability?

- Mobile Number Portability (MNP) is the ability for mobile users to switch to a new mobile service provider or mobile service area, while retaining existing mobile number.

### 2. How can I benefit from MNP?

- The main benefit of MNP is freedom to choose any new service provider/service area without changing your existing number. This means you can avoid the inconvenience of having to notify friends and associates that you have changed your number.

### 3. Can I port/change/migrate to another operator with Prepaid to Postpaid?

- Both prepaid and postpaid users can change operator with any of the option postpaid and prepaid.

### 4. How can I port /change/ migrate to AIRCEL?

- The process is in simple steps. All you need to do is:
  - a. Fill the CEF, submit PoI, PoA along with one passport size photograph.
  - b. Send an SMS 'PORT <mobile number>' to 1900. The customer immediately receives an 8-digit UPC (Unique Porting Code) which has validity of 15 days for all circle except JK, NE, AS which have a validity of 30 days as SMS. The SMS will be charged as per the customer's plan.
  - c. In case of national MNP, the UPC code can be generated in home location or in roaming / visited circle
  - d. Communicate the UPC code to the Aircel Retail CCE (of the operator and at the circle where porting is desired), so that the MNP process can be initiated.
  - e. The MNP process takes 7 working days (14 to 15 working days for controlled states).
  - f. In the process, there would be a time slot of two hours (between 10 pm to 5 am) when the existing SIM would get deactivated and the new (Aircel) SIM would be activated with the same number.
  - g. The exact date and time would be communicated through an SMS in advance.
  - h. The customer porting in to Aircel receives a blank Aircel SIM, which gets activated once the porting is completed.

### 5. I am shifting to Mumbai from Delhi, can I port my number as a local number in Delhi?

- Effective 3<sup>rd</sup> July 2015, customers can now port in their numbers across different telecom circles as well.

### 6. What is UPC?

- Unique Porting Code is a randomly generated alpha-numeric 8 characters code which will be allocated to the customer for the purpose of unique identification for porting process.
- Once UPC is generated; it is valid for 15 days from the date of generation & for controlled States (NESA & JK) it is valid for 30 days

### 7. Can I generate UPC after reaching Delhi or I need to generate the same while in Mumbai?

- UPC can be generated from any location

**8. Can I get the UPC from call centre of my existing operator and give it the Aircel executive?**

- You have to generate the UPC in front of the executive only. Pre-informed or pre-generated UPC will not be accepted.

**9. Can Aircel provide me UPC if I want to place request for port-in with Aircel?**

- Aircel cannot provide the UPC of other operator's number.

**10. How long does it take to port-in to Aircel?**

- Within 7 working days from the day of placing the request, your number will be migrated to Aircel.

**11. Do I need to make any request to my existing operator?**

- You do not have to place any request to your existing operator. But you have to make sure that there is no billed outstanding of your postpaid connection.

**12. Do I get a new SIM card when I switch to Aircel?**

- Yes, you will be given new SIM card by Aircel.

**13. I am using premium number with my existing operator; do I need to pay any premium charges for this number to Aircel also for port-in?**

- You do not have to pay any premium charges for your existing number.

**14. Do I need to clear my unbilled outstanding also before port-in?**

- You do not have to clear you unbilled outstanding before making request or during porting of your number. You shall make the payment of your unbilled outstanding after porting also as and when intimated by your existing operator.

**15. What If I do not make the payment to my previous operator after porting to Aircel?**

- Your number may get disconnected by Aircel if we receive information of billed outstanding from your previous operator.  
You will be intimated by Aircel during such instance.

**16. Will I get the same services and freebies with Aircel after porting?**

You will get services and freebies as per Aircel's plan and schemes. Please be assured that you will get best schemes from Aircel.

**17. What will happen to the balance and Services?**

- All remaining balance will be forfeited and service will be deactivated by your previous Operator, since your number will be treated as new account with Aircel.

**18. Can I port my number more than once?**

- You can port your number more than once. But you can place new request of port-in only after 90 days from the date of previous porting.

**19. Can I place the port-in request to other operators also at the same time?**

NO

**20. Can I go back to my previous operator after porting?**

- You can go back to your previous operator but you need to wait for 90 days once ported out from one service provider to another.

**21. What are the charges for Porting?**

- Aircel is not charging any fee for porting currently.

**22. Can my number be ported/migrated without my permission?**

- No, it cannot. You need to personally visit the Aircel Outlet and place the request for porting and remember not to share the generated UPC with anyone.

**23. My number with existing operator is under corporate connection, can I migrate my number to Aircel?**

- Yes you can port your corporate connection to Aircel unless there is a special exit clause on your number under corporate connection scheme.

**24. I have 10 mobile connections with one operator under my company name, can I migrate few or all connection to Aircel?**

- You can migrate as many numbers as you want into Aircel.

**25. Will my number be disconnected during porting process?**

- Yes, the number would remain inactive for 2 hrs. You will be informed in advance about this time band.

**26. When (on which day) my number would remain inactive during 7 days?**

- Your number can remain inactive during any time band between 10:00 PM to 5:00 AM on 4th day to 7th day from the date of placing the port-in request.

**27. When will I get the information of this time band when my number would be inactive?**

- You will receive this information between 1<sup>st</sup> to 4<sup>th</sup> day from the date of placing the port-in request through SMS.

**28. Can I decide the date and time at which my number is ported?**

- No, you cannot decide when your number should be ported.

**29. Before porting, I have to settle all necessary payments with the current provider. However, there will be a period between the final payment day and the porting day. To which provider do I have to pay for the transactions made during the time gap?**

- You will have to pay to your previous mobile service provider till the time the porting process completes and the numbers gets activated on Aircel SIM

**30. Can I switch to CDMA to Aircel GSM?**

- You can switch your number from any CDMA service provider to Aircel. You need to change your handset if handset is compatible to CDMA only.

**31. Can my current operator put objection in porting of my number?**

- Your port-in request goes to your existing operator for approval. Your current operator can reject the request due to any of the below mentioned reasons:
  - a. Any overdue bill
  - b. UPC given in port-in request to Aircel does not match with UPC generated for your number by existing operator.
  - c. Your number is in deactivated state.
  - d. Your number is less than 90 days old with your existing operator.
  - e. If there is any ownership change request pending with your existing operator.
  - f. In case your number has special exit clause and the exit clause is not met by you. For example: Special bundle offer, COCP connections...
  - g. If porting is prohibited for your number by the court of law.

**32. Will I get any information on the approval or rejection of my porting request?**

- You will get the information through SMS from Aircel about the approval or rejection of your port-in request

**33. What if my existing operator neither approves nor rejects my request?**

- After 4 days from placing the port-in request if your existing operator does not respond then it will be treated as auto-approved and your request will be processed further.

**34. If my services does not work after porting whom shall I contact; my previous operator or to Aircel?**

- You have to contact Aircel for any disruption. Rest be assured that your services will work after successful porting.

**35. What are the charges of sending the SMS to 1900 in Aircel**

- The charges for sending the SMS in Aircel are .50paise

**36. Is Corporate MNP possible from Pre to Post and vice versa?**

- Yes, provided the documents submitted by you are in accordance with government guidelines for corporate connection. Corporate connections can port-in Aircel only in Post-paid platform.

**37. I had registered for DND service with my previous Operator, do I need to register again after Port-In?**

- Yes, you would require to register again for DND on this number after the number has been activated