

**Network Operations-CM Cell,
BSNL Corporate office**
115, Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

URGENT

No. MOB-45/MNP-2012/16

Dated April 2, 2012

To

Chief General Manager,
All Telecom Circles / Metro Districts
BSNL

Subject :- TRAI Direction on cancellation/withdrawal of MNP request by Donor Operator.

Reference: 1. TRAI Regulation dated 23.09.2009
2. BSNL C.O. Letter No MOB-45/ MNP -2011/ 26 dated 15.11.2011
3. TRAI Directions dated 21-02-2012

TRAI Directions dated 21-02-2012 (copy available on intranet and emailed to all on 20.03.2012) directs All CMTS and UAS Providers acting as Donor Operator, not to entertain any request from the subscriber for cancellation or withdrawal of porting request and not to reject a porting request except on the grounds mentioned under regulation 12 of the regulations.

2. In this regard it is hereby clarified that

- a) **As a Donor Operator**, We have not to entertain any request from the subscriber for cancellation or withdrawal of porting request.
- b) **As a Recipient Operator**, the Clause (13) of TRAI Regulation dated 23.09.2009 Stands valid, which states

13. Withdrawal of porting request—

(1) 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.

(2) Where the Recipient Operator has not forwarded the porting request to the Mobile Number Portability Service provider till receipt of the information regarding withdrawal of the request, it shall not take any further action on such porting request.

(3) In case the Recipient Operator has already forwarded the porting request to the Mobile Number Portability Service provider, before receipt of the information regarding withdrawal of the request, it shall forthwith inform the Mobile Number Portability Service provider about the withdrawal of the porting request and the Mobile Number Portability Service provider shall forthwith inform the Donor Operator about the withdrawal of the porting request.

(4) In cases covered under sub regulation (3), the Recipient Operator shall be liable to pay the applicable Per Port Transaction charge to the Mobile Number Portability Service provider.

3. Further, We have not to reject a porting request except on the grounds mentioned under regulation 12 of the regulations. In this regard reference may kindly be given to BSNL C.O. letter no MOB-45/MNP-2011/26 dated 15.11.2011.

4. Compliance report for the above may be sent to this office at the earliest and latest within 07 days of issue of this letter on email id mnpsnl@gmail.com or FAX at 011-23738924.

5. This has approval of GM (NWO-CM), BSNL C.O.


(A. K. Misra)
AGM (CME)

Annexure: As above.