

Mobile Number Portability Guidelines

Mobile Number Portability is a newly-developed telecom service that enables the mobile subscriber to change his operator without changing his own number. The MNP gives the subscriber all freedom to port his number to another operator without forcing him to lose his number. This leads to the removal of all barriers that hinder free competition between mobile operators, for the benefit of the user as it helps in reducing rates, improving the quality of service and satisfying customers.

With the three mobile operators working in Egypt, the National Telecom Regulatory Authority (NTRA) was keen to provide all mobile users with MNP option for all subscription systems (postpaid-prepaid-corporate accounts). The NTRA set easy procedures for users to port their numbers from one operator to another.

1- MNP Terms and Conditions:

- 1.1 The applicant requesting the number portability service should be a registered subscriber at a mobile operator, which means that the operator should have all the data about the subscriber, including his name and his mobile numbers. The pre-paid cards subscribers should make sure that their full information is registered at the operator.
- 1.2 The subscription should have been in effect for at least one calendar year.
- 1.3 After shifting to a new operator, the subscriber should use the ported number for at least one calendar year, before shifting his/her number again.
- 1.4 The subscription year will start from the date of the number activation. During this year, the subscriber is free to change from one subscription system to another. However if the subscriber shifted into corporate system, the year will start with the activation of the new corporate subscription system.
- 1.5 A subscriber should make sure that all bills are paid before using the number portability service.
- 1.6 The subscriber should make sure that his subscription is still effective and is not suspended due to any financial reasons or to personal request on the part of the subscriber.
- 1.7 The subscriber should not submit a number portability request to two different operators at the same time. In this case the first request will be accepted first.
- 1.8 The number portability fees is 75 L.E. including all taxes, paid to the operator that the subscriber shifts his number from.
- 1.9 The post-paid subscribers shall pay security deposit to the Recipient Operator, this deposit amounts to the average of the last three bills (the sum of the last three bills divided by 3 as set forth in detail on the Donor Operator's website) in order to consider the fees of the calls that took place after paying the last bill and during the porting process.

1.10 The post-paid subscribers can port their numbers without paying the security deposit mentioned in the previous article in case unbilled payments are settled and having their subscription converted from post-paid to pre-paid subscription to the Donor Operator, hence; they will have their numbers ported without paying a deposit.

1.11 The pre-paid subscribers will lose their un-used prepaid balance of the ported number on porting it to another operator.

1.12 It is not stipulated that the subscriber should be Egyptian as long as the two operators he is dealing with are Egyptian.

1.13 The subscriber should present his ID on submitting the number portability request to the Recipient Operator.

1.14 The subscriber whose number is ported should receive the same treatment as the original subscribers , he has the right to enjoy all services available with the same quality.

1.15 When porting a number from one operator to another, the applicant will enjoy all the services and options offered by the new operator to which he/she ported his number without any discrimination between the original subscribers and those who ported their numbers. However the applicant will not anymore enjoy any service provided by the operator from which he shifted his number.

1.16 The subscriber can cancel the NP request any day at any time prior to 10:00 pm so long as the NP process has not been activated (i.e. the new SIM card has not been activated yet).

1.17 In case the subscriber cancels his NP request, he has to sign the cancellation form provided by the operator carrying out the portability process.

1.18 If the portability request is rejected, the applicant has the right to get back all the fees from the Recipient Operator.

1.19 Having the porting process completed, the applicant has to remove all data from the old SIM card to the new one so as not to lose the data.

2- The Procedures of Mobile Number Portability of Post-paid Subscribers:

The post-paid subscribers should follow the following procedures to port their mobile numbers:

- 2-1 The subscriber visits one of the Recipient Operator outlets to submit his ID and account number as written in the bill (it is preferable to present one of his payment notices) in addition to his mobile set with its SIM card.

- 2-2 The subscriber fills the NP application and pays 75 L.E. as porting fees in addition to a security deposit equal to the average amount of the last three bills as set forth by the outlet.
- 2-3 The subscriber will get a new (non-activated) SIM card from the Recipient Operator as well as a receipt. The subscriber will also be informed of the activation date of the porting process.
- 2-4 The subscriber can cancel his NP request any day at any time prior to 10:00 pm so long as the NP process has not been activated (i.e. the new SIM card has not been activated yet), by visiting one of the Recipient Operator outlets with his ID, account number and porting fees receipt to cancel the process and refund the security deposit yet NOT the porting fees (75 L.E.).
- 2-5 The subscriber can cancel his NP request any day at any time prior to 10:00 pm so long as the NP process has not been activated (i.e. the new SIM card has not been activated yet), by visiting one of the Donor Operator outlets. The applicant can refund the security deposit only by visiting one of the Recipient Operator outlets. However he can not refund the porting fees (i.e. 75 Egyptian Pounds).
- 2-6 The subscriber shall continue to use his/her old SIM card until he gets an SMS from the Recipient Operator to replace his old SIM card by the new one (the activation process will take place during the period from 3:00 to 6:00 am) within 5 working days starting from the date of NP request receipt.
- 2-7 On receiving the SMS, the subscriber shall replace his old SIM card with the new one. Then the SIM card is activated and the porting process is complete.
- 2-8 Within a 60-day period, the Donor Operator shall notify the subscriber with the final settlement bill, that is, the last bill from which the paid deposit is cut (i.e. the average of the last three bills).
- 2-9 In case there are due payments that the subscriber should pay, the Donor Operator shall give the subscriber a grace not less than one month to pay this payment. In the event that the subscriber fails to pay it after that one-month's grace, the Donor Operator has the right to request the Recipient Operator to block the ported number.
- 2-10 In case there are due payments that the donor operator should pay to the subscriber, the Donor Operator shall transfer that amount of money to the subscriber's new account at the Recipient Operator. The subscriber shall be informed by the Recipient Operator of that remaining amount of money and how to refund it.

2-11 If the NP request is rejected for failure to settle financial payments, the porting fees are refunded (i.e. 75 Egyptian Pounds). The subscriber can send an NP request again when he meets the eligibility criteria for MNP.

Reasons for Rejecting the Post-paid Subscribers' NP Requests:

The request is rejected if:

- There is a mistake in the name of the subscriber requesting porting (i.e. it does not match the name in the records of the Donor Operator).
- The number that will be ported is not available at the Donor Operator (i.e. the number is within a numbering band that is not allocated for that Operator).
- The number that will be ported is disconnected at the Donor Operator (i.e. the number is not allocated or has been sold).
- The number is secondary (fax or data) and not primary.
- The number is blocked by the Donor Operator.
- The subscriber consumed more than 50% of the security deposit inclusive of taxes, which means that the subscriber consumed an amount that is equal to more than one and a half of the security deposit amount.
- The subscriber's account number does not match the number in the records of the Donor Operator.
- The subscription at the Donor Operator was less than a year.
- The subscriber has not paid one or more bill(s).
- The security deposit amount is less than the average of the last three bills by 10 or more L.E.

The Post-paid Subscribers may port their numbers without paying the security deposit (i.e. the average of the last three bills) by taking the following steps:

- 1- Settling all due payments payable to the Donor Operator and converting his subscription from post-paid to pre-paid system.
- 2- After having the subscription system converted from post-paid to pre-paid, the subscriber shall follow the procedures of the porting process of MNP of prepaid subscribers as follows:

3- The Procedures of Mobile Number Portability of Pre-paid Subscribers:

- 3-1 The subscriber visits one of the of the Recipient Operator outlets, with his/her ID, mobile set and the SIM card.
- 3-2 The Subscriber shall fill the NP application and pay 75 L.E. as porting fees.
- 3-3 The subscriber will get a new non-activated SIM card from the Recipient Operator as well as the porting fees receipt.
- 3-4 The Subscriber has the right to cancel the NP request any day any time before 10:00 pm so long as the NP process has not been activated (i.e. the new SIM card has not been activated yet). The subscriber fills a cancellation application at the Recipient operator and submits his ID, account number and porting fees receipt. The subscriber then has the right to refund the security deposit only but NOT the porting fees (i.e. 75 L.E.).
- 3-5 The subscriber can cancel the NP request through the donor operator. In such a case, the subscriber shall not refund the porting fees (i.e. 75 Egyptian Pounds).
- 3-6 The subscriber shall continue to use his old SIM card until the recipient operator sends him an SMS to him to activate the new account by replacing the old SIM card with the new one (the activation process will take place during the period from 3:00 to 6:00 am) within 5 working days starting from the date of NP request receipt.
- 3-7 After receiving the SMS, the subscriber shall replace his old SIM card with the new one. The new SIM card is then activated and the porting process is complete.
- 3-8 If the NP request is rejected for failure to meet NP terms and conditions, the porting fees (75 L.E.) are refunded by the subscriber. The subscriber can send an NP request again when he meets the eligibility criteria for MNP.

Reasons for Rejecting the Pre-paid Subscribers' NP Requests are as follows:

3-8-1 Reasons for Rejecting the Pre-paid Subscribers' Porting Requests

- There is a mistake in the name of the subscriber requesting porting (i.e. it does not match the name in the records of the donor operator).
- The number that will be ported is not available at the donor operator (i.e. the number is within a numbering band that is not allocated for that Operator).
- The number that will be ported is disconnected at the donor operator (i.e. the number is not allocated or has been sold).
- The number is secondary (fax or data) and not primary.

- The number is blocked by the donor operator.
- The subscription at the donor operator is less than one calendar year.

4- The Procedures of Mobile Number Portability for Corporate Subscribers:

The corporate subscribers should follow the following procedures to port their mobile numbers:

- a- Changing the subscription from corporate to personal subscription (i.e. either pre-paid or post-paid subscription).
- b- Porting their numbers after converting them from corporate to personal subscription.

4-1 Converting the subscription of the number from corporate to personal subscription (i.e. either pre-paid or post-paid subscription).

The corporate subscribers may convert the subscription of their numbers from corporate to personal subscription (i.e. either pre-paid or post-paid subscription), as long as they meet the following eligibility criteria:

- 4-1-1 The corporate subscription has been in effect for one calendar year before submitting the conversion request from corporate to personal.
- 4-1-2 Obtaining a written approval from the authorized person (the authorized signatory). The approval should be duly sealed with the logo of that corporate to change the number ownership from corporate account to individual account. This approval should stipulate that the corporate is liable for paying the unbilled (unpaid) sum of money of the ported line.
- 4-1-3 Submitting the subscriber's ID.
- 4-1-4 In case the subscriber converts to the post-paid subscription, the applicant should submit his address.
- 4-1-5 The subscriber should sign a new contract with the Donor Operator stipulating that his number will be converted from corporate to personal subscription (i.e. either pre-paid or post-paid subscription),

4-2 The Procedures of Mobile Number Portability of Corporate Subscribers after having their numbers converted from corporate to individual subscription:

In order to have a number ported from one mobile operator to another, the subscription system should be converted from corporate to individual subscription (i.e. either pre-paid or post-paid subscription).

- 4-2-1 In case the subscriber converts his subscription from corporate to pre-paid subscription, he may submit a NP request to a mobile operator and follow the procedures mentioned before in detail (with regard to pre-paid subscribers). In this case, the subscriber can port his number from his donor Operator to a Recipient Operator immediately, taking into consideration the said terms and conditions of the NP of per-paid subscribers.

- 4-2-2 In case the subscriber converts his subscription from corporate to post-paid subscription, he has to continue his subscription with the Donor Operator for 3 months before having his number ported to another operator (so that he meets the term related to the average of the last 3 bills). After three months, he can submit an NP request to any mobile operator and follow the procedures previously mentioned in details (with regard to post-paid subscribers).

5- Resolving MNP Complaints:

- 5-1 In case the porting process is not completed at the appointed time, the subscriber may file a complaint to the Recipient operator.
- 5-2 In case the porting process is not completed for any reason related to the Donor Operator, the Recipient Operator shall resolve that complaint.
- 5-3 The Recipient Operator is responsible to solve the complaint filed by the operator within nine working days.