



Mobile Number Portability Subscriber's Guidelines

THE NEW REGULATIONS 2020 - SUMMARY

Introduction

Mobile Number Portability (MNP) is a service that enables the mobile telephone user to retain his/her own number while switching from one mobile network operator to another. The MNP gives the subscriber the right to retain his/her number regardless of the mobile service provider and gives him/her the freedom to port his/her number to the eligible operator without forcing him/her to lose his/her number. All this leads to the removal of all barriers that hinder free competition between the mobile operators and benefits users by reducing rates, improving the quality of service to achieve the subscriber satisfaction.

1. Before Porting the Number

1. The number to be ported should be owned by the applicant and registered with his/her valid national ID.
2. He/she should remain using the number with the service provided by the Donor Operator for at least 4 months.
3. All invoices issued by the Donor Operator should be paid in full (in case of post-paid subscribers).
4. [If you face any problems on porting your number, please contact the NTRA's Call Center: #155]

2. The Porting Process

- The subscriber should go to one of the Recipient Operator's sales outlets, and should fill in the porting request, after presenting his/her valid ID. He/she will be given a new SIM card.
- The subscriber shall receive an SMS informing him/her that the porting request has been accepted. The new SIM card will be activated within one working day starting from the date of submission of the porting request.

3. Before porting your number, don't forget to

- There number is not registered with the applicant's national ID.
- The subscriber has been subscribing to the Donor Operator for a period less than 4 months.
- There are unsettled financial obligations owed by the subscriber to the Donor Operator or owed by his/her mobile wallet.

4. Main Reasons for Rejecting the Porting Request

- There number is not registered with the applicant's national ID.
- The subscriber has been subscribing to the Donor Operator for a period less than 4 months.
- There are unsettled financial obligations owed by the subscriber to the Donor Operator or owed by his/her mobile wallet.

Procedures to be carried out before Initiating the porting process

- The applicant should be the owner of the number to be ported and should present his/her ID or passport number (in case of a foreigner)
- It should be ensured that the subscriber has been owning the number with the Donor Recipient in his/her name for at least 4 months.
- It should be ensured that all financial obligations owed by the subscriber's wallet (if any) to the Donor Operator is settled and the last invoice issued is paid.
- Any financial obligation related to credit borrowing feature and owed by the subscriber to the Donor Operator (if any) should be settled.

The Porting Process Procedures

- The subscriber (the owner of the number to be ported) should go to one of the sales outlets of the Recipient Operator and should take with him/her his/her ID/ passport (in case the subscriber is a foreigner).
- After signing the porting request (as the MNP terms and conditions approved by the NTRA are attached thereto), the subscriber shall receive a new (inactivated) SIM card.
- In case the porting request is accepted, the subscriber shall receive an SMS from the Recipient Operator informing him/her that it will be activated within 24 working hours. The activation process of the new SIM card will take place during the period from 3:00 to 6:00 am)
- Within 60 days from the porting process completion, the Donor Operator shall issue the final financial settlement. In case the subscriber is indebted to the Donor Operator, the subscriber will be notified of the due amount. In the event that the subscriber fails to pay the due amount within 30 days from the payment notification, the Recipient Operator will stop the service of the new SIM card permanently.