

Customer guide for availing the facility of Mobile Number Portability (MNP)

MNP/CG/2016/v1.0

Request for Porting

1. Eligibility Criteria to Port
 - If you are Postpaid or Corporate Customer, you have to clear all the outstanding Bills with your current mobile service provider.
 - You are allowed to port to another mobile service provider only after 90 days from the date of activation of your mobile connection or from the date of last porting of your mobile number, whichever is applicable.
 - If you are Prepaid Customer, you must clear all credit services availed from your current mobile service provider.
 - Your number should be 'Active' at the time of porting.
 - Your number should NOT be under 'voluntary suspension' / 'dunning' / 'barring' / 'suspended' / 'disabled or deactivated' at the time of porting.
2. If Customer is eligible to Port Out request by SMS for a Unique Porting Code (UPC), which will be valid for 7 days. Send keyword "PORT" to 234
3. With the UPC visit any Customer Service outlet of the mobile service provider you wish to change to and fill an MNP application form.
 - All porting customers will be charged a non-refundable porting fee of MVR 200.
4. Submit the completed MNP application form along with your ID card (for locals), passport (if expats applying for prepaid) and passport & work permit (if expats applying for postpaid) to the Customer Service outlet of the mobile service provider you wish to change to.
 - New Operator will provide you with a New SIM Card
5. If you are a Postpaid Customer, submit a paid copy of the last bill (physical or electronic or a proof of last bill payment) along with the MNP application form.
6. You can withdraw your porting application form within 24 hrs of applying. But there are possibilities that your porting request could be successful within 24 hrs. In such cases you will not be able to make a porting cancellation request. However, the porting charge may not be refunded.

Activation of Ported Number

7. Your new mobile service provider will contact you via SMS on your existing number before disconnection.
8. The service maybe disrupted for 2 hrs during the porting process from one network to the other, which will be between 0000 to 0200 hrs of the date/time of porting.
9. After your existing service has been disconnected, replace your existing SIM with the new SIM.
10. You will be receiving a welcome SMS from your new mobile service provider upon successful completion of the porting process.

Other Conditions

- a. If you are a Prepaid Customer, please note that the balance amount of talk time, SMS and data, if any at the time of porting will be cancelled and will be unusable after you have ported out.
- b. If you are unable to visit the Customer Service outlet with the application form, another person can visit on your behalf with an approval letter from you and with your original ID card.

Issue Date: 10th March 2016

