

**Ministry of Communications  
Department of Telecommunications  
(Access Services Wing)**

**12<sup>th</sup> Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001**

**File No: 800-05/2019-AS.II**

**Dated: 21.05.2021**

**To,**

**All Unified Licensees (having Access Service Authorization)/ Unified Licensees (AS)/ Unified Access Service Licensees /Cellular Mobile telephone Service Licensees**

**Subject: Proof of Concept (PoC) for Conversion of mobile connection from Prepaid to Postpaid and vice-versa using OTP based process.**

COAI vide its letter dated 09.04.2020 has requested for permission for migration of mobile customers from pre-paid to post-paid and vice-versa without undertaking fresh KYC procedure and by using OTP based authentication.


2. Guidelines dated August 9, 2012 issued by this office have inter-alia stated that in case of change of existing mobile connection from pre-paid to post-paid and vice-versa, the customer will have to undergo the KYC process again.

3. In case of conversion of mobile connection from pre-paid to post-paid and vice-versa, there is no change in the ownership of the mobile connection. The SIM remains in the possession of the customer. Only change is in the billing type viz., pre-paid or post-paid.

4. OTP based authentication has become an acceptable norm in all sectors in recent past and most of the citizen centric services are being offered with OTP authentication. Contactless services in the present era is to be promoted for subscriber convenience and also for ease of doing business.

5. The Proof of Concept (PoC) for conversion from pre-paid to post-paid and vice-versa may be carried out by the Telecom Service Providers as per the procedure given in the Annexure. The decision regarding implementation of the procedure shall be taken after the assessment of the outcome of the PoC.

This is issued with the approval of competent authority.

  
(Suresh Kumar)  
ADG (AS-II)

**Copy to: The DG(T), Sanchar Bhawan, New Delhi**

**Proposed OTP based process for conversion of mobile connection  
from pre-paid to post-paid and vice-versa**

1.
  - i. Any subscriber desirous of conversion of his/her existing mobile connection from Prepaid to Postpaid or vice-versa shall send a request to the Licensee for the same. The request may be sent via SMS, IVRS, website or authorised app of the Licensee.
  - ii. Upon receiving the request, a message will be sent to the subscriber's mobile number that he/she has requested for conversion of his/her number from Prepaid to Postpaid or vice-versa (as the case may be). The message shall include a unique transaction-Id and a One-Time Password (OTP). The generated OTP shall have an expiry time of 10 minutes.
  - iii. The successful validation of the OTP, through SMS, IVRS, website or authorised app of the Licensee as the case may be, shall be treated as the consent of the subscriber for the conversion from Prepaid to Postpaid or vice-versa.
  - iv. The subscriber shall be intimated about the date and time of conversion in advance by sending text message or through IVRS.
  - v. After this, the requested conversion shall be executed at the date and time intimated to the subscriber.
  - vi. After the completion of conversion, a text message containing the confirmation of the conversion requested by the subscriber shall be sent to the subscriber's mobile number.
  - vii. The disruption of services, if any, during the said conversion shall not exceed 30 minutes.
  - viii. The details (request of the subscriber, date and time of request, unique transaction-id, OTP consent, date and time of conversion etc.) of all conversions in respect of a mobile connection shall be maintained by the Licensee in its system.

*Jyoti Kulkarni*  
21.05.2021

- ix. The current details of conversion (date and time of request of the subscriber, unique transaction-id, date and time of conversion, current Prepaid/Postpaid status after conversion) shall be inserted at the end of Subscriber database by the Licensee.
- x. A subscriber shall be allowed to re-convert only after 90 days of previous conversion. This shall also be intimated by the Licensee to the subscriber before the start of conversion process.
2. This conversion process shall not be applicable for mobile connections of J&K LSA. The process shall also not be applicable for Bulk mobile connection category.
  3. The mobile connections converted from Prepaid to Postpaid using this process shall not be allowed roaming facility in J&K LSA.
  4. The above-mentioned process shall be applicable for mobile connections issued by Paper-based process, e-KYC process and D-KYC process. This will be an alternate process to the existing process of conversion in place.
  5. The Licensee shall ensure that only bonafide subscribers are migrated through this process and there shall be no change in ownership and/or demographic details of the subscriber.
  6. The SIM card shall remain in the possession of the subscriber and no change of SIM is involved in the process.
  7. The Licensee shall ensure that all the roaming restrictions imposed by DoT from time to time between J&K LSA and rest of country shall be scrupulously followed. Any lapse in this respect shall be the responsibility of the Licensee.
  8. Implementation of the process for conversion from Prepaid to Postpaid and Postpaid to Prepaid shall be simultaneous.

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*Jureth Kumar*  
21.05.2021