

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

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

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File No: 800-12/2017-AS.II

Dated: 25.11.2021

To,

All Unified Licensees (having access service authorization)

**Subject: Instructions for Mobile Number Portability and Roll back of the Location Routing Number - regarding**

This is in reference to the inputs received from O/o DGT, TRAI and COAI wherein it has been requested for roll back of Location Routing Number (LRN) of mobile numbers, which have been allegedly ported fraudulently by someone other than the original subscriber or returned to the 'Number Range Holder' due to Non-payment Disconnection process or due to any other reason.

2. In this regard, the following procedure be implemented with immediate effect:-

- i. The LRN may be rolled back upon direction from the LSA field unit of DoT in the following cases:-
  - Case A: Cases wherein mobile number has been allegedly ported out fraudulently.
  - Case B: Disconnection of mobile number due to Non-payment Disconnection process or due to any other reason. The mobile number shall be of 'Number Range Holder' which has closed its operations.
- ii. Case A: Cases wherein mobile number has been allegedly ported out fraudulently.
  - a) The subscriber, who wants to roll back his/her mobile connection which has been allegedly ported out fraudulently, shall register his/her complaint to the respective TSP (Donor Operator) in which the mobile number was originally working in the name of subscriber.
  - b) After examining the details provided by the subscriber in the complaint with the records available with Donor Operator, the Donor operator shall forward the complaint of the subscriber along with a copy of CAF to the respective LSA field unit of DoT.
  - c) The LSA field unit of DoT shall obtain a copy of CAF from the TSP where the mobile connection is currently active i.e. Recipient Operator. In case of inter-LSA porting, LSA field unit will obtain the CAF through the LSA field unit in whose jurisdiction the Recipient Operator pertains.

*Jyoti Kumar*

- d) After obtaining both the CAFs (from Donor and Recipient Operator), LSA field unit will examine and compare both CAFs. If it has been established that mobile connection is ported fraudulently, there exists a change in the ownership of the mobile connection and the mobile connection belongs to the subscriber who has raised the complaint, the LSA field unit of DoT shall direct the Recipient Operator (under intimation to concerned LSA in case of inter-LSA porting) to disconnect the mobile connection immediately. LSA will also instruct the MNPSP to roll back the LRN to the TSP in which the mobile number was originally working in the name of subscriber i.e. Donor Operator.
  - e) Subsequently, LSA will direct the Donor Operator to activate the mobile connection.
- iii. **Case B: Disconnection of mobile number due to Non-payment Disconnection process or due to any other reason.** The mobile number shall be of 'Number Range Holder' which has closed its operations.
- a) The subscriber, who wants to roll back his/her mobile connection due to Non-payment Disconnection process or due to any other reason, shall submit his/her request to the respective TSP in which the mobile number was working in the name of subscriber before disconnection.
  - b) After examining the details provided by the subscriber in the request with records available with TSP, the TSP shall forward the request of the subscriber along with a copy of CAF to the respective LSA field unit of DoT for seeking directions to roll back the LRN.
  - c) If, after examining it has been established that the mobile number belongs to the "Number Range Holder" which has closed its operations, the LSA field unit of DoT shall direct the MNPSP to roll back the LRN to the TSP in which the mobile number was working in the name of subscriber before disconnection.
  - d) Subsequently, the mobile connection is activated by the TSP.
- iv. In case the profile of subscriber is present in the HLR of the Licensee and SIM card is in the possession of the subscriber who has made the complaint/request, the mobile connection will be activated by the TSP on the same SIM card which is in custody of original subscriber.
- v. However, if the profile of subscriber is not present in the HLR of the Licensee or the SIM card is not in the possession of the subscriber who has made the complaint/request, then due KYC verification shall be done by the TSP before activation of services on the new SIM card. The TSP shall ensure that customer is the original subscriber of mobile connection by comparing the two CAFs (old and new) available with the TSP.

*for info / copy*

- vi. The Licensees shall not delete the profile of the subscriber from its HLR and shall keep the same in suspended or inactive mode for a minimum period of 30 days after porting-out or disconnection of a mobile number, or till the final resolution of the complaint/request, whichever is later.
- vii. A subscriber can make a request/complaint for roll back of LRN within 90 days of such change of LRNs.
- viii. The Licensee shall generate a unique transaction ID after registering the complaint/request of the subscriber and shall communicate the same to the subscriber for tracking of his/her complaint/request.
- ix. The LSA field unit of DoT shall ensure that the disconnection of mobile connection by Recipient Operator, roll-back of LRN by the MNPSP and activation by the Donor Operator (original TSP) shall be synchronized in such a way so that the mobile connection shall not be simultaneously active in the network of two TSPs.

3. The existing MNP process shall be supplemented with the following sample declaration from the customer along with the UPC code:-

*"I am the original subscriber of the mobile number ..... and in case it is found contrary, the mobile connection shall be disconnected and I will not have any claim on the said mobile number"*

**[To be implemented by the Recipient Operator for each porting-in of mobile connection in its network]**

4. The existing instructions in general and particularly those issued vide letter No. 800-09/2010-VAS dated 09.08.2012 and all other instructions issued from time to time shall remain the same for issuing of mobile connections.



(Suresh Kumar)

ADG (AS-II)

25.11.2021

**Copy to:**

1. DG-T - for necessary action
2. Secretary, TRAI- for kind information
3. MITS, MNPSP- for necessary action
4. Syniverse, MNPSP- for necessary action
5. COAI- for necessary action