Mobile Number Portability

Contact Center Training

CS Standardization Team (QAST)
Customer Services
Agenda

- What is MNP
- Basic Architecture
- Commonly Used Terms
- MNP Process Flow
- Activity Flow
What is MNP?

**MNP** – Mobile Number Portability is defined as:

Ability of a cellular mobile service user to change his/her subscription to another cellular network operator while retaining his/her original directory number (including the Network Dialing Code/Operator prefix).
Commonly Used Terms

- **Donor**: Existing Service provider who is providing service to the customer.
- **Recipient**: Service Provider where the customer wants to move for services.
- **Port In**: Process of activating a subscriber on the recipient’s network
- **Port Out**: Process of deactivating a subscriber from the donor's network

cont’d…
cont’d… **Commonly Used Terms**

- **Snapback**: Process of returning a mobile number to the original service provider (owner network) after deactivation on Recipient network.
- **Porting St**: A field in CRM (ePOINT) defining the status of Porting Activity at each phase.
Basic Architecture

- Ufone
- Telenor
- Warid
- Mobilink
- Paktel
- InstaPhone

NPC: Number Portability Clearing House
NPG: Number Portability Gateway
PMD: Pakistan MNP Database
Mobile Number Portability: Basic Process Flow

1. Customer walks into SC,
2. Requests Port In
- Security Deposit
- CSAF
- Port In Request Form
- CNIC
- Letterhead Request for Company Accounts
- Enter sale in Efics and GTI
- Number active in ILR/ Geneva/ePoint
- CSAF
- Port In Request Form

Recipient CRM

Prepaid Case

Postpaid Case

Suspended
PORTING IN NPR
PORTED

Planned
PORTING IN Acce...
Questions?
Thank You