

1. What is Mobile Number Portability?
Mobile Number Portability means the facility which allows a subscriber of a mobile telephone service to retain his mobile telephone number when he moves from one mobile telephone service provider to another, irrespective of the mobile technology. That means subscriber can change
 - **Operator - say - Airtel GSM to BSNL GSM, or**
 - **Technology - say - BSNL CDMA to BSNL GSM or**
 - **Both say Reliance CDMA to BSNL GSM**
2. What is UPC ?
UPC: Unique Porting Code will be of 8 characters – ABCDEFGH where A will be service provider code i.e. B for BSNL, B will be service area code i.e. R for Rajasthan and C to H will be assigned by the donor operator and will consist of 1to 9,A-N & P-Z only, and small letters and alphabet “O” shall not be allowed. Subscriber will fill the UPC in the CAF (Customer Application Form) for porting.
3. How to get UPC?
Subscriber send a SMS from Number to be ported (PORT xxxxxxxxxxxx) (xxxxxxxxxxx is ten digit number to be ported) to 1900 for getting allocation of UPC (Unique Porting Code). UPC allocated to a subscriber shall be valid for a period of fifteen days from the date of request or such time till the number is ported out, whichever is earlier, for all service areas.
4. What is donor operator?
Donor operator means a operator from whose network the subscriber is porting out.
5. What is Recipient Operator?
Recipient Operator means an Operator who will be providing mobile service to the subscriber after porting.
6. What is Port IN or Imported Number?
Port In Number ported into BSNL from another network.
7. How to apply MNP?
Subscriber makes a request to the concerned retailers or CSC of BSNL i.e. Recipient Operator by filling MNP CAF and mentioning UPC thus received and new SIM card shall be provided to customer at the time of filling CAF.
8. What are eligibility criteria for making Porting request?
Eligibility Criteria for making a port request – Every subscriber shall be eligible to make a request for porting his mobile number. provided that
 - (a) a period of 90 days has expired from the date of activation of his new mobile connection / 90 days from last portin
 - (b) there are no outstanding payments due to the Donor Operator by way of pending bills issued as per the normal billing cycle but before the date of application for porting;
 - (c) there is no pending request for change of ownership of the mobile number ;
 - (d) the mobile number sought to be ported is not sub-judice ;
 - (e) porting of the concerned mobile number has not been prohibited by a Court of Law.**Note :- In case of Pre – paid :- the balance amount of talk time, if any, at the time of porting shall lapse**
9. Shall customer withdraw Porting request?
A subscriber may, withdraw porting request by informing the Recipient Operator in writing within twenty four hours of making a request for porting.