

FREQUENTLY ASKED QUESTIONS - MOBILE NUMBER PORTABILITY

GENERAL

1. What is Mobile Number Portability ?

Mobile Number Portability (MNP) is the ability for users to switch to a new mobile service provider, while retaining their existing mobile number.

2. How can you benefit from MNP?

The main benefit of MNP is freedom of choice and the competition that it generates. Now you are free to choose a new mobile service provider without having to change to a new number. This means you can avoid the inconvenience of having to notify friends and associates that you have changed your number.

PORTING

3. What is porting?

- 'Porting' is the act of switching to a new mobile service provider without having to change your mobile number.
- However, only active mobile numbers can port. Thus, do not terminate your current line before porting.

4. Who can port?

- Both prepaid and postpaid users can port. Business/Corporate accounts holders can also port, subject to the guidelines below.

5. What do you need to consider carefully before you port?

- If you have any overdue bills or have existing contracts with your current mobile service provider, the current mobile service provider will reject your port request which is made by the new mobile service provider. In such a case, you will not get a refund of the administrative porting fees. Kindly ensure that you do not have any bills overdue or contracts still in place with the new mobile service provider (on contracts, cross refer to Item 24 below).

- For prepaid users, you need to know that all existing credit will expire upon successful porting and not be carried to the new mobile service provider. Therefore, you are encouraged to plan accordingly.
- You need to understand that the call charges and packages offered by the new mobile service provider may differ from your current mobile service provider. Choose wisely.
- The timing of the change. Are you planning to travel during the porting process? There may be an impact on international roaming if you travel during the porting process and if a prior understanding is not reached with the current mobile service provider.
- You need to know that value added services differ from one mobile service provider to another. The services that is on offer will not be exactly the same as what you previously had.
- All supplementary accounts must be ported with the principal account.

6. How can I port to a new service provider?

- You will have to go to the new mobile service provider's Service Centre or Authorised Dealer to request for number porting. *
- Fill in a Service Registration Form and pay the porting fees for processing. You will be issued with a new SIM card.
- Upon approval, the new mobile service provider will inform you that you have successfully ported when the new SIM card is activated.

**Please note that your request to port will act as a notice to your current service provider to terminate your subscription.*

7. How long does it take to port to the new provider?

The porting process will not take more than 5 business days for individual porting whereas for business porting, it will not take more than 10 business days.

8. When can I request to port?

You can request to port during the opening hours of all authorised MNP porting centres (the dealer or service centres of your new mobile service provider.)

9. Can I port my number more than once?

Yes, but you cannot make more than one MNP request within the same period to different mobile service providers.

10. What do I need to provide when I am porting?

For individual or consumer ports, you have to provide:

- MyKAD / Police or Army ID (if in the armed forces)/ Passport/ Old IC.
- A copy of your current bill from your existing mobile service provider if you are a Postpaid user (depending on your new mobile service provider.)

For business ports, you have to provide:

- Letter of authorisation from the company containing customer name, business registration number, account number from current mobile service provider.

11. If I port to a new mobile service provider and make a call, which number will actually appear on the receiver's mobile phone?

Your existing mobile number will appear on the receiver's mobile phone screen.

12. What if I have supplementary lines under my account?

All supplementary lines have to be ported together with the principal line.

Note: If a customer fails to inform the new mobile service provider of this during the porting request, the porting request will be rejected.

13. What if one of my supplementary line holders does not want to port?

The principal line holder must visit the existing service provider to terminate the relevant supplementary line. The supplementary line holder will then need to re-register as a principal account holder.

Once this process is completed, then the primary principal holder (you) can port the line.

14. Can I get someone else to submit my port request?

- Yes, you can appoint a representative or an agent to do your number portability request.
- However, the following documents are required by the new service provider for processing.
 - A proxy authorisation letter signed by the registered customer or authorised signatories (for business porting).
 - A copy of the registered user's MyKAD/ other ID.
 - A copy of your representative or agent's MyKAD/ other ID.

15. Can my number be ported without my permission?

No, it cannot. The new mobile service provider must verify the customer's request and validate the supporting documents.

16. Can I decide the date and time at which my number is ported?

- No, you cannot dictate when your number should be ported.
- Upon receiving the porting request from you, the new mobile service provider will automatically send it for processing.
- You will be informed once the porting validation process is completed, and when your new SIM card is activated.

17. Before porting, I have to settle all necessary payments with the current provider. However, there will be a period between the final payment day and the porting day. To which provider do I have to pay for the transactions made during the time gap?

You will have to pay your previous mobile service provider, and ensure you do not have any past and overdue payment.

PORTING FEES

18. How much would it cost me to port to a new service provider?

The maximum that a mobile service provider can charge for a port is RM25 but the fees might vary downwards from one service provider to another.

This fees will cover the administrative charges, issuance of your new SIM card and all other costs in relation to your port.

19. May I cancel my port request before it is approved? Will I get a refund?

Yes, you may cancel your port request with your new mobile service provider before it is approved. However, porting fees are not refundable as the administrative charges and costs for SIM issuance would have already been incurred.

SIM CARD

20. Do I get a new SIM card when I change my mobile service provider?

Yes, you will be given a new SIM card by the new mobile service provider.

SERVICES

21. Do I need to cancel my existing services before I port to a new mobile service provider?

No, you do not have to cancel your existing services. Your existing services with the current mobile service provider will automatically be terminated once you have successfully ported to the new mobile service provider.

22. Will I still enjoy the same services during the porting process?

Yes, you will still enjoy the same services, except for International Roaming Services, which your current mobile service provider may suspend upon your porting request.

23. After porting, will I enjoy the same services from the new mobile service provider?

- No, you can only port your number and not value-added services.
- You must re-register for all the value-added services that you want to subscribe to with the new service provider. You need to know that the

new service provider is not obligated to provide identical value-added services.

24. What should I do if I have an existing mobile service contract with my current provider?

You have 2 options:

Option 1

To continue with your existing mobile service provider until your contract expires, then only request to port.

Option 2

To cancel your existing contract. However you need to settle all premature contractual obligations with your existing mobile service provider for the cancellation. Find out from your existing mobile service provider exactly what is required in your case.

- When does my existing mobile service contract expire?
- Will I have to pay an early termination fee if I transfer my number to a new provider? If so, how much do I need to pay?

25. Will I be imposed with a contract by the new mobile service provider?

- Mobile service providers are allowed to impose a maximum contract period of up to 12 months only if they offer incentives to the consumers.
- However, mobile service providers must also provide plans or packages with no contract attached.

26. Can I port my number if I am on a prepaid service?

Yes, both prepaid and postpaid customers can request for a port to either a prepaid or postpaid plan with the new mobile service provider.

Rejection of Port Request

27. Can my request be rejected by my current mobile service provider?

To ensure that your porting request is approved, please ensure:

- No overdue payments with your current mobile service provider.
- No contract with your current mobile service provider.
- Correct identification details.
- Your account is active.

28. Where do I go for more information?

You can surf SKMM's website at www.skmm.gov.my

Thank you

The contact details for all the mobile service providers are as follows :

Celcom (Malaysia) Berhad
Website : www.celcom.com.my
Hotline: 1300 111 000

DiGi Telecommunications Sdn Bhd
Website : www.digi.com.my
Hotline: 016 221 1800

Maxis Communications Berhad
Website : www.maxis.com.my
Hotline : 1800 821 123

U Mobile Sdn Bhd
Website : www.u.com.my
Hotline : 018 388 1318