

Arvind <arvindjudge@india.com>

Hi,

First of all, I would like to thank TRAI for this initiative and also their effort to protect the customer's interest. I am a mobile service user for the last more than 10 years. I have used various operators services and because of lack of MNP at the initial time, I have to change my mobile number everytime I changed my circle.

For this Pan India MNP, I would like to suggest following points.

1. I am a postpaid user, and I have tried 2-3 times in past for MNP. Everytime my request was rejected because of due payment. My experience with Idea was not very good in past (as they didn't return my previous balance pending at their end), so I was in favour of paying the exact due amount instead of any amount more than final value. But I didn't know the final value as the bill generation date was not near and my operator (Idea) was not able to provide me the final value before bill generation date. So my suggestion is either ask Donor (existing operator) to provide the final value in case of MNP request and along with this a cut off date can be agreed upon after which outgoing calls can be deactivated for 1-2 days and only incoming call will be allowed to mobile user until he is allowed to switch to the new operator.

OR

If that is not possible, then a provision can be done so that if a user paid amount more than final value then the remaining balance can be transferred to the new operator (Recipient) and can be adjusted in the first bill. The user can be allowed to port his number and in case of default payment, the first bill from new operator can include the previous due amount also. Failing to which the number can be deactivated.

2. 60 days notification is fine.

3. The MNP fees is set to maximum of ₹ 19, but few agents of the operators are charging the same ranging from 50 to 200. I don't know how to deal with this situation, but I think some ways can be figured out for this.

4. Please bring a white paper on the Internet neutrality. I hope the Mobile operators should act as content provider only not the content controller.

I hope my points will be cleared and it will help the customers to use the facility with much ease, and also help to protect their interest.

Regards,

Arvind