



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA  
भारत सरकार /Government of India



07-12-2021

DIRECTION

Subject: Direction under section 13, read with section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) to Telecom Service Providers for ensuring compliance with TRAI's Regulations/Directions in respect of outgoing SMS facility to porting out customers.

No.CC-5/(2)/2021-FEA-I. Whereas the Telecom Regulatory Authority of India (hereinafter referred to as "the Authority"), established under subsection (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as "TRAI Act, 1997"), has been entrusted with discharge of certain functions, inter-alia, to regulate telecommunication services; notify the rates at which the telecommunication services within India and outside India shall be provided; to protect the interests of the service providers and consumers of the telecom sector;

2. And whereas regulation 4 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) dated 23.09.2009 (hereinafter referred to as "MNP Regulations") provides that every Access Provider shall facilitate in its entire network, Mobile Number Portability to all subscribers, both pre-paid and post-paid and shall, upon request, provide the same on a non-discriminatory basis;

3. And whereas sub-regulation (1) of regulation 5 of MNP Regulations provides that every Access Provider shall set up, in its mobile network, a mechanism for the purpose of receiving Short Message Service (SMS) from its subscribers requesting for a unique porting code and forwarding the same to the Mobile Number Portability zone to which the mobile number belongs;

*K. Gushal*  
7.12.21.

