Statistics on Fixed Number Portings

Fixed Number Portability (also known as Operator Number Portability or "ONP") refers to an arrangement for the porting of numbers from one local fixed network operator ("operator") to another, usually upon consumers' requests. With a view to enhancing the transparency in the operation of ONP, OFTA has published the statistics on the OFTA web site from July 2004 on a monthly basis.

Month	**Number of submitted applications (C1)**	**Number of confirmed number portings (C2)**	**Number of successful portings (C3)**	**Success rate A (C4) (C3/C1)** (Notes 1-3)	**Success rate B (C5) (C3/C2)** (Notes 1-3)
Nov 2011	12,998	10,488	9,422	72%	90%
Oct 2011	13,103	10,240	10,998	84%	107%
Sep 2011	14,140	11,731	10,937	77%	93%
Aug 2011	17,053	13,372	12,506	73%	94%
Jul 2011	15,682	13,119	11,485	73%	88%
Jun 2011	15,737	12,565	10,132	64%	81%
May 2011	15,102	11,444	10,356	69%	90%
Apr 2011	22,541	19,517	26,287	117%	135%
Mar 2011	31,261	27,994	19,278	62%	69%
Feb 2011	13,623	10,319	9,522	70%	92%
Jan 2011	15,930	12,429	11,113	70%	89%
Dec 2010	13,616	10,995	10,603	78%	96%
Nov 2010	14,544	11,685	9,956	68%	85%
Oct 2010	13,327	10,720	10,079	76%	94%

Sep 2010	14,527	12,028	11,049	76%	92%
Aug 2010	15,034	11,525	10,191	68%	88%
Jul 2010	14,523	12,296	11,105	76%	90%
Jun 2010	15,016	12,474	10,522	70%	84%
May 2010	14,591	11,449	11,250	77%	98%
Apr 2010	14,989	12,166	11,114	74%	91%
Mar 2010	16,601	12,921	11,375	69%	88%
Feb 2010	12,378	10,229	9,364	76%	92%
Jan 2010	15,246	11,561	11,304	74%	98%
Dec 2009	16,028	13,352	11,867	74%	89%
Nov 2009	16,130	12,357	11,415	71%	92%
Oct 2009	16,293	13,443	12,934	79%	96%
Sep 2009	18,519	14,868	13,371	72%	90%
Aug 2009	18,591	14,551	13,407	72%	92%
Jul 2009	19,602	15,745	13,893	71%	88%
Jun 2009	20,780	16,302	12,827	62%	79%
May 2009	18,199	13,797	12,690	70%	92%
Apr 2009	18,756	15,274	13,202	70%	86%
Mar 2009	22,560	17,310	14,144	63%	82%
Feb 2009	18,156	13,873	12,061	66%	87%
Jan 2009	17,795	13,810	12,083	68%	87%
Dec 2008	21,050	15,993	14,310	68%	89%

Nov 2008	19,889	15,272	13,791	69%	90%
Oct 2008	24,282	19,432	18,008	74%	93%
Sep 2008	24,737	19,660	20,436	83%	104%
Aug 2008	30,454	25,212	22,718	75%	90%
Jul 2008	29,467	23,639	16,782	57%	71%
Jun 2008	20,580	14, 899	12,217	59%	82%
May 2008	20,450	15, 777	13,688	67%	87%
Apr 2008	20,682	16, 201	12,607	61%	78%
Mar 2008	17,891	13,732	11,551	65%	84%
Feb 2008	14,913	11,714	11,427	77%	98%
Jan 2008	20,844	16,597	14,029	67%	85%
Dec 2007	18,484	14,094	15,369	83%	109%
Nov 2007	23,577	19,448	17,032	72%	88%
Oct 2007	22,982	18,172	16,941	74%	93%
Sep 2007	21,090	16,413	14,688	70%	89%
Aug 2007	26,011	20,003	16,410	63%	82%
Jul 2007	24,016	18,452	15,978	67%	87%
Jun 2007	22,896	17,967	14,157	62%	79%
May 2007	23,237	18,302	14,665	63%	80%
Apr 2007	20,110	15,400	13,098	65%	85%
Mar 2007	22,893	17,459	14,721	64%	84%
Feb 2007	17,844	14,028	12,741	71%	91%

Jan 2007	24,225	18,196	16,223	67%	89%
Dec 2006	20,631	16,288	14,670	71%	90%
Nov 2006	24,179	19,174	16,217	67%	85%
Oct 2006	24,298	18,216	17,258	71%	95%
Sep 2006	25,628	19,441	17,736	69%	91%
Aug 2006	28,292	22,464	18,801	66%	84%
Jul 2006	27,890	21,423	18,455	66%	86%
Jun 2006	29,773	23,012	18,629	63%	81%
May 2006	28,059	21,224	17,226	61%	81%
Apr 2006	24,856	18,274	15,781	63%	86%
Mar 2006	28,509	21,689	19,477	68%	90%
Feb 2006	25,983	19,232	15,227	59%	79%
Jan 2006	28,249	21,586	20,405	72%	95%
Dec 2005	32,393	24,094	22,895	71%	95%
Nov 2005	36,407	27,892	23,146	64%	83%
Oct 2005	37,873	26,915	22,357	59%	83%
Sep 2005	39,172	29,412	26,050	67%	89%
Aug 2005	44,615	33,016	26,684	60%	81%
Jul 2005	43,002	31,255	26,012	60%	83%
Jun 2005	42,699	33,536	24,633	58%	73%
May 2005	42,087	30,830	25,780	61%	84%
Apr 2005	43,930	33,245	25,109	57%	76%

Mar 2005	42,731	31,125	19,117	45%	61%
Feb 2005	25,449	19,286	18,922	74%	98%
Jan 2005	38,340	27,609	24,224	63%	88%
Dec 2004	44,503	31,625	27,267	61%	86%
Nov 2004	42,024	29,996	23,899	57%	80%
Oct 2004	36,378	26,058	24,610	68%	94%
Sep 2004	41,024	30,294	24,300	59%	80%
Aug 2004	46,588	32,855	27,548	59%	84%
Jul 2004	46,099	34,643	27,516	60%	79%
Jun 2004	45,161	32,768	26,102	58%	80%
May 2004	42,291	30,235	25,882	61%	86%

Remarks:

C1 is the number of Number Portability Request (NPR)* in the off-line electronic number porting platform.

C2 is the number of Advice of Porting Number (APN)* in the off-line electronic number porting platform.

C3 is the number of Successful Completion of APN (SCAPN)* in the off-line electronic number porting platform.

C4 is C3/C1 and it represents the success rate against all number porting requests.

C5 is C3/C2 and it represents the success rate against all number porting requests accepted by the Donor Network Operator (DNO)*.

* These are terms adopted by the specification HKTA 2102 – “Procedures for Handling Number Porting by Database Solution” issued by the Telecommunications Authority. If a telephone number is to be ported from operator A to operator B, A is called the Donor Network Operator (DNO) and B the Recipient Network Operator (RNO). The RNO will submit the NPR to the DNO based on the consumer’s requirement. Upon receipt of the NPR, the DNO will check the details and acknowledge the NPR. The RNO will then issue the APN if it has successfully

negotiated the porting details with the DNO. The RNO will issue the SCAPN when the number porting is completed. The number of APN issued by a RNO may be less than that of NPR because there are requests which may not have been accepted by DNO or not proceeded by the RNO due to various reasons such as mismatch of information, cancellation initiated by the customer, unavailability of circuit or the service transfer date cannot be arranged in the manner as requested by the consumer. In such cases APN will not be issued by the RNO.

Notes:

1) The success rates A and B indicate the situation of porting among operators at different stages. Unsuccessful portings are mainly due to rejected or cancelled applications which can be re-submitted after rectification of information or confirmation of the revised service transfer date. Nearly all relevant customers can eventually port out the numbers for their fixed services successfully.

2) Effective from 1 September 2004, the maximum lead time from the request of number portability to the completion of actual cutover extended from one calendar month to a range of two to three calendar months. It should be noted that applications submitted and recorded as NPR in a month might be completed and recorded as SCAPN in subsequent months. As a result, the successful portings (C3) completed in a reporting month might be more than the number of submitted applications (C1) and confirmed number portings (C2) within the same month, i.e. the success rate A (C4) and success rate B (C5) might be greater than 100%.

3) To enhance the success rate and facilitate the smooth processing of ONP, customers are advised to keep a copy of their current service contract and the most recent bill for easy reference to ensure that the information given to the RNO matches with the the information of their existing operator (i.e. DNO). If a customer is not sure of the accuracy of the registered information, he/she should approach the existing operator to check or update the information before switching to another operator. For more information, consumers are referred to OFTA's Consumer Alert – Ask More before Subscribing for Fixed-line Services at OFTA's website (www.ofta.gov.hk) via this hyperlink: http://www.ofta.gov.hk/en/c_alert/fixed_line_service.pdf