

Procedures for Mobile Number Portability Provision

Office of the Telecommunications Authority

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Revision History

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1	January 1999	Issued by the Telecommunications Authority (TA) for the initial launch of Mobile Number Portability (MNP).
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3	August 2000	Issued by the TA after refinements.
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1. INTRODUCTION

Mobile Number Portability (MNP) is the ability for a customer to retain their assigned telephone numbers when changing the subscription from one mobile operator to another mobile operator. The Telecommunications Authority (TA) has directed that MNP needs to be implemented in Hong Kong starting from 1 March 1999. Through the discussions and works of the Implementation Task Force of MNP, operators of Public Mobile Radiotelephone Services (PMRS) and Personal Communications Services (PCS) have worked out and agreed to comply with the procedures as set out in this document for handling customers' MNP requests. In future, the Office of the Telecommunications Authority (OFTA) will, in consultation with operators, review and make appropriate changes of the contents of this document in order to suit the needs of operators and customers in the course of MNP implementation and provision.

2. NAMES AND DEFINITIONS

2.1 Definition of Terms

Administration Database:	The off-line database that mainly performs the backup and auditing role for all ported-out and ported-in numbers, and is required to store all Mobile operators' working and history records of ported-out and ported-in numbers and its corresponding information.
AD Maintenance Agent (MA):	The AD Maintenance Agent is the Network Operator designated to be responsible for the agreed operation, administration and maintenance work of the physical AD server.
Directory Number (DN):	The telephone number that is dialled by a calling party to reach the called party. If the called party is a mobile customer which has been ported from the Donor Network to the Recipient Network, this is the same as the Ported Number.
Donor Network Operator (DNO):	Operator of the Mobile Network from which the number is being or has been ported.
Donor Network:	The Network of the DNO.
DNO MA:	The MA of the DNO.

GN Database:	The database that provides translation of the ported number into the gateway number (GN).
MNP Provider:	The Network Operator which provides number portability translation service to the Originating Network for the purpose of routing of calls to the Recipient Network. A MNP Provider may also play the role of a transit network if requested by the originating network.
Network Operator:	A Mobile Licensee (providing Public Mobile Radiotelephone Services and/or Personal Communications Services) or a Fixed Telecommunication Network Services (FTNS) Licensee.
Original DNO:	Operator of the Mobile Network from which the number was first ported.
Originating Network:	The Mobile or Fixed Network from which a call is originated.
Other MA:	The MA who is neither representing RNO nor DNO for the porting request.
Ported Number:	Mobile number of a customer which has been ported from the Donor Network to the Recipient Network.
Receiving Network Operator:	The network operator that retrieves information exchange files from the sending network operators.
Recipient Network Operator (RNO):	Operator of the Mobile Network which has gained the ported number.
Recipient Network:	Network of the RNO.
RNO MA:	The MA of the RNO.
Sending Network Operator:	The network operator that sends information exchange files to other network operators.
Terminating Network:	The mobile network to which the called number is connected. By inference, this is the same as the Recipient Network.

Transit Network:

The network which is involved in carrying a call between the Originating Network and the Terminating Network but which is neither the Originating nor the Terminating Network.

2.2 Names of Information Exchange Documents

(for details, please refer to document at Reference B)

- i) NPR (Number Portability Request)
- ii) NTNPR (Negotiation of NPR)
- iii) AKNPR (Acknowledgment to NPR)
- iv) CLNPR (Cancellation of NPR)
- v) ACNPR (Acknowledgment to CLNPR)
- vi) APN (Advice of Porting Number)
- vii) AKAPN (Acknowledgment to APN)
- viii) CLAPN (Cancellation of APN)
- ix) ACAPN (Acknowledgment to CLAPN)
- x) SCAPN (Successful Completion of APN)
- xi) ARPN (Advice of Relinquished Porting Number)

3. REFERENCES

- A. HKTA 2103 - Requirements for Mobile Number Portability by Database Solution.
- B. HKTA 2104 - Functional Specification of Administration Database for Mobile Number Portability.
- C. Code of Practice Related to the Implementation of MNP
- D. Exceptional Cases for MNP Provision

4. HANDLING OF PORTING REQUESTS**4.1 MNP APPLICATION FORM**

The RNO is required to use the standard MNP Application Form in Appendix 1 as an official document to record porting requests initiated by customers.

4.3 Procedures and Timings

All Network Operators should comply with the procedures for handling porting requests as laid down in documents at References A, B and D in section 3. In particular the following summary of key timings/actions should be adhered to for normal cases:

- (a) For NPRs sent during the morning session (starting from 09:00 hours up to 12:00 hours) of day 1:
 - (i) AKNPR should be sent by DNO before 16:00 hours on Day 1.
 - (ii) APN should be sent by RNO before 17:30 hours on Day 1.
 - (iii) AKAPN should be sent by all MAs before 19:00 hours on Day 1
 - (iv) The cutover window should be 12:00 - 14:00 hours on Day 2.
- (b) For NPRs sent during the afternoon session (starting from 12:00 hours up to 18:00 hours) of Day 1:
 - (i) AKNPR should be sent by DNO before 16:00 hours on Day 2.
 - (ii) APN should be sent by RNO before 17:30 hours on Day 2.
 - (iii) AKAPN should be sent by all MAs before 19:00 hours on Day 2.
 - (iv) The cutover window should be 01:00 - 04:00 hours on Day 3.
- (c) The timings listed above are the latest timings for sending the relevant documents, which in general practice should be sent as early as possible.
- (d) All timings apply to working days where every day is a working day, Monday to Sunday including public holidays except the first three days of the Chinese New Year.

4.4 NPR

In preparing the NPR electronic document, the RNO or RNO's MA should not input the DNO code based on the information in the MNP Application Form. The DNO field in the NPR should be automatically generated by checking the working record of AD system and the ODNO Table issued by OFTA against the DN.

4.5 Procedures for Porting Request in Typhoon and Disaster Period

During severe weather condition/natural disasters, e.g. Typhoon signal No. 8, Black Rainstorm Warning etc, the procedures in the Exceptional Cases for MNP Provision should be followed.

4.6 Lack of Response to AD Documents

In the case where the appropriate documents within the AD system relating to a porting request are not received in accordance with the procedures laid down in the documents at Reference A and B, Network Operators should follow the procedures laid down in the document at Reference D in order to expedite the delivery of the necessary document.

4.7 Information/Actions Required on Receipt of a Porting Request

4.7.1 Information Required

The RNO should ask the customer to fill in the MNP Application Form and should check the details therein. The following table set outs the information to be verified by the RNO and DNO :

	<u>INFORMATION TO BE VERIFIED BY THE RNO</u>	<u>INFORMATION TO BE VERIFIED BY DNO in NPR (ALLOWS REJECTION BY DNO)</u>
PERSONAL USERS	<ul style="list-style-type: none"> • MNP Application Form signed by Customer with: <ul style="list-style-type: none"> • Customer's Full Name (English and Chinese if applicable as indicated in HKID /Passport)) • Customer's HKID No (or Passport No if appropriate) • Customer's Mobile No • Copy of customer's HKID (or passport if appropriate) 	<ul style="list-style-type: none"> • Customer's Full Name Customer's HK Identity Card No (or Passport No if appropriate) • Customer's Mobile No
CORPORATE USERS	<ul style="list-style-type: none"> • MNP Application Form with the name, title, authorized signature, and company chop complete with the following additional information : <ul style="list-style-type: none"> • Company's name (English and Chinese if applicable as indicated on the BR) • Company's BR Number • Mobile Number(s) authorized for porting • Valid copy of Company's BR (ie valid on day of porting request) 	<ul style="list-style-type: none"> • Company's name • Company's BR Number • Mobile Number(s)
INSTITUTION USERS	<ul style="list-style-type: none"> • MNP Application Form with the name, title, and authorized signature complete with the following additional information : <ul style="list-style-type: none"> • Institution's name (English and Chinese if applicable as indicated on the institution's registration) • institution's registration number • Mobile Number(s) authorized for porting • Valid copy of institution's registration (ie valid on day of porting request, e.g. Certificate for Incorporation (CI), Association Certificate (AC) etc.) 	<ul style="list-style-type: none"> • Mobile Number(s) • Institution's name • Institution's registration number
PRE-PAID SIM USERS	<ul style="list-style-type: none"> • MNP Application Form signed by Customer with: <ul style="list-style-type: none"> • Customer's Mobile No • copy of card holder certificate if applicable • Declaration for loss of card holder certificate, if applicable 	<ul style="list-style-type: none"> • The validity of the pre-paid SIM mobile DN such as the expiry date and the residual amount in the pre-paid SIM account

4.7.2 Actions by the RNO

The RNO should take the following actions on receiving a customer who wishes to port their number:

- (a) Identify the following types of customers:
 - (i) For a Personal User: by checking the customer against their ID Card or Passport if appropriate.
 - (ii) For a Corporate User: by checking the information supplied on the MNP Application Form against the BR copy.
 - (iii) For Institution User : by checking the information supplied on the MNP Application Form against the institution's registration copy.
 - (iv) For Pre-paid SIM Service User : by checking the validity of the number assigned to the pre-paid SIM service and the cardholder certificate, if applicable .
- (b) Identify the DNO.
- (c) Confirm whether the customer's number is still active.
- (d) Collect the information listed in section 4.7.1.
- (e) Highlight to the porting-in customer in detail on the MNP Application Form that the RNO would not be held responsible for any remaining liability that the porting-in customer still has with the DNO after porting in.
- (f) Explain carefully to customer the procedure/charges involved for canceling the porting request.
- (g) Collect a ticket for the cutover window allocation in accordance with section 8 and inform the customer of the proposed cutover time.
- (h) Request the customer to switch on the mobile phone all the time during the porting process in case it is required to inform the customer for any changes in cutover timings, or request for additional information or details etc.

4.4.3 Actions By the DNO

The DNO on receipt of the NPR should check the accuracy of the DN and customer's name and ID/BR against their own records. If the information is successfully verified, the DNO should authorize the porting by issuing the AKNPR in accordance with the documents at Reference A and B and terminate the service associated with the number during the cutover window.

4.4.4 Actions For Handling Abnormal Cases

The abnormal cases shall be handled by both the DNO and RNO in accordance with the Exceptional Case for MNP Provision.

5. CRITERIA FOR REJECTING/CANCELLING A PORTING REQUEST

5.1 By the DNO

5.1.1 The DNO may reject a porting request only under the following circumstances :

- Incorrect/incomplete name of the customer in English
- Incorrect/incomplete HK Identity Card / Passport /Business Registration /institution's registration/card holder certificate number
- Mobile number(s) ceased to be assigned by the DNO
- Mobile number(s) owned by different customer
- Report of stolen/lost handset/SIM card by original customer together with a valid police case report identifying the case
- Incomplete/incorrect information on the NPR sent by the RNO
- Double porting

5.1.2 Specifically the DNO may not reject a porting request due to any financial, contractual or other concerns or issues it may have with the customer.

5.2 By the RNO/Customer

The RNO and customer may cancel a porting request in accordance with section 6.2 if they so wish.

5.3 By other Network Operators

5.3.1 DNO's MA

The DNO's MA may cancel a porting request (specifically an APN) if on checking it finds that the APN has no associated AKNPR or that the DN or cut-over window are different in the APN to the associated AKNPR. See document at Reference D for full details.

5.3.2 Other MA

All MAs must check the DNO field in APN documents against their own AD working record and OFTA's ODNO table. If the DNO is wrong, other MA should reject the porting with the rejection code "R7".

5.3.3 Other Network Operators

All other Network Operators may not cancel a porting request under any circumstances except as laid down in document at Reference D.

6. PROCEDURES FOR REJECTING/CANCELLING A PORTING REQUEST

6.1 By the DNO

6.1.1 Under section 5.1, if the DNO has due reason to reject the porting request then the DNO should respond to the NPR with an NTNPR sent to the RNO within the time frame for a normal response by AKNPR listed in section 4.3. The DNO should explain in the "comments" field of the NTNPR the reasons for the rejection by including one or more, as appropriate, of the following rejection codes:

- **A-** reserved
- **B-** Incorrect/incomplete name of the customer in English
- **C-** Incorrect/incomplete HK Identity Card / Passport /BR /institution's registration/card holder certificate number
- **D-** Mobile number(s) ceased to be assigned by the DNO
- **E-** reserved
- **F-** reserved
- **G -** reserved
- **H-** Mobile number(s) owned by different customer
- **I** Report of stolen/lost handset/SIM card by original customer together with a valid police case report identifying the case. The reports from customer and police should be faxed to the RNO for information.
- **J-** Prepaid SIM not specified
- **K -**Incomplete/incorrect information on the NPR sent by the RNO
- **L-** Reserved
- **M-** Double porting

6.1.2 Re-sending of NPR

After receiving a NTNPR, the RNO should confirm the details of the porting request, amending them where necessary.

If the RNO wishes to continue with the porting request, it should, resend the NPR (suitably amended with a revised issue number of "B" or "C/D/E.." in the RNO/DNO Serial Number) or cancel (by sending CLNPR) and send a new NPR (for details, please refer to document at Reference D).

6.2 By the RNO/Customer

6.2.1 A customer who wishes to cancel a porting request must approach the RNO before 17:00 hours on the day before the cutover window.

6.2.2 The RNO which wishes to cancel a porting request on its own behalf, or that of a customer, must issue the CLAPN to all MAs and a CLNPR to the DNO before 21:00 hours on the day before the cut-over window.

- 6.2.3 If the cancellation request is not received by the RNO before 17:00 hours, the porting will proceed. If the customers wish to cancel the porting, they may arrange another porting request to their previous network.

6.3 By Other Network Operators

The procedures for other network operators to reject or cancel a porting request are detailed in document at Reference D.

7. PORTING RESOURCES ALLOCATION

- 7.1 The Centralized Ticketing Service (CTS) is a resource booking service designed to allocate tickets to RNO on a first-come-first-served basis.
- 7.2 The CTS is a centralized registry which contains information of porting request from various mobile network operators for the next 14 days with 5,000 porting request per day. Before a ticket is registered for a particular cutover window, the information of DN, cutover date and time must be submitted to the CTS by the RNO and such information cannot be altered once it is registered in the CTS. The ticket becomes valid after the registration.
- 7.3 The CTS may serve as a resolution for any subsequent dispute among the operators.
- 7.4 There are two cutover windows on each day.
- (a) In the morning cut-over session (1:00 am to 4:00 am):
- 3000 tickets
- (b) In the afternoon cut-over session (12:00 noon to 14:00 p.m.) :
- 2000 tickets
- 7.5 The RNO should not register a mobile number for more than one valid ticket for one single porting.
- 7.6 The RNO must have a valid porting request before it initiates a ticket registration in the CTS.
- 7.7 Cancellation of NPR will not automatically affect the validity of the ticket issued. If a revised or new NPR (for the same porting request) can be issued within the same session (refer to section 4.1 for details) as the canceled NPR, the same ticket number can be used.
- 7.8 RNO should cancel the registered ticket from the CTS as soon as possible for any canceled porting event. Each network operator has to keep record for six months and has to provide a summary report to OFTA on request indicating the ticket number

allocated against the porting requests. In case of doubt by OFTA, the RNO should explain to the satisfaction of OFTA.

- 7.9 For "Change of Gateway Number" request (see documents at References A and B for details), a valid ticket for a particular cutover window must be obtained in advance. However, each mobile network operator should only be registered at most 100 tickets per cutover window for "Change of Gateway Number" request.
- 7.10 For the sending of Advice of Relinquished Ported Number (ARPN) in the termination of ported number procedure (see documents at References A and B for details), no ticket is required. Same cutover window as mentioned in section 8.4 should be employed. However, the updating of this relinquished number information into the Gateway Number database should be treated as low priority. It is because there is no active customer for the relinquished number and there is no service impact even if the database update is not synchronized among all Gateway Number database. However, in order to minimize the number of discrepancy during the auditing process, the database updating process for relinquished number should be completed within 6 hours before the next audit cycle after the corresponding cutover window.

8. DISPUTE RESOLUTION / ARBITRATION

- 8.1 Each mobile network operator shall establish some hot lines for enquiries relating to the provision of mobile number portability in its network. Each operator should set up at least 2 levels of contacts for handling disputes. These contacts are detailed in Appendix 2, and should be updated from time to time or as required.
- 8.2 It is the responsibility of each operator to ensure that their staff have the required training and skill for processing service orders in relation to mobile numbers porting and that they adhere to the agreed principles and procedures laid down in relevant documents. In case of disputes, respective operators are encouraged to resolve them bilaterally through the established level of contacts. It is essential that the implementation obstacle be cleared in the shortest time to minimize impacts on customers. If it still cannot be resolved after several attempts, the respective operator can escalate the case with sufficient details to OFTA for assistance.

8.3 Escalation Procedures

8.3.1 Incorrect Handling of Data

- (a) All operators must observe the Personal Data Protection Ordinance in handling customers' personal data. The data provided by the porting customers are solely for the purpose of porting, and must not be used by any operators for any other purposes.

8.3.2 Handling of Delayed Porting Requests

- (a) In case of delayed porting requests, the RNO can ask the DNO to give valid explanations for the delay.

- (b) Both operators are encouraged to resolve the disputes bilaterally. If it cannot be resolved or the RNO is not satisfied with the explanations, it can escalate the case to OFTA for assistance.

8.3.3 Escalation Levels for Network Operators:

Escalation Level	Examples:
First	Front line Supervisor
Second	Manager in charge of mobile number porting
Third	OFTA

9. FAULT HANDLING

9.1 Fault Handling Principles

- 9.1.1 Each Network Operator is responsible to handle their own faults within their own operations. If a joint effort is required, the concerned Network Operator should approach the related parties for assistance.
- 9.1.2 Each Network Operator is responsible for their own customer base and as such will have the control of its service fault reports. If co-ordination from other Network Operator is required, the responsible Network Operator should contact the related parties for assistance.

9.2 Fault Handling Procedures

9.2.1 Failure of any MA(s)' AD Server(s)

The following table summarizes the workaround procedures to be employed under different failure situations: (Please refer to section 3.1 of document at Reference D for details.)

Type of System Failure	Failure Duration	
	Short Duration	Long Duration
1. DNO MA's AD failure <ul style="list-style-type: none"> negotiation phase provisioning phase (starting from APN sent) 	Normal/Abnormal Procedure	Workaround Procedure
2. RNO MA's AD failure <ul style="list-style-type: none"> negotiation phase provisioning phase (starting from APN sent) provisioning phase (starting from APN sent) 	Normal/Abnormal Procedure	STOP porting Request
3. Other MA's AD failure		Workaround Procedure

<ul style="list-style-type: none"> provisioning phase (starting from APN sent) 	Normal/Abnormal Procedure	Workaround Procedure
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In general, the workaround procedures employ communication by fax and phone between the RNO and the affected Network Operators (associated with the failure AD system). The communication between RNO and other normal Network Operators should follow that of Normal/Abnormal MNP Porting procedure.

9.2.2 Data Corruption in Information Exchange File (AD Communications)

If the receiving Network Operator suspects that an Information Exchange File is corrupted and cannot identify the root cause of the problem, it should contact the sending Network Operator for joint investigation and problem fixing.

9.2.3 Frame Relay Failure

- a) For any faults discovered, the MA shall inform the Frame Relay service provider for the system failure.
- b) In the extreme case where the 2 Frame Relay links or 2 routers failed at the same time, the porting procedure should be followed according to the AD System Failure procedure (Please refer to section 3.1 of document at Reference D for details.). The affected MA should notify the other MA of this situation. The affected MA and the Frame Relay service provider should try its best to recover at least 1 link as soon as possible.

9.2.4 GN Database Failure

The porting request can continue, but the owner of the failure GN database shall inform other Network Operators/MAs as soon as possible.

9.2.5 Centralized Ticketing Service (CTS) Failure

When the system is expected to be totally out of service for more than 15 minutes, the following emergency procedure is to be used to support limited continuous services:

- a) The CTS operator will provide next cutover window free ticket number and ticket range to each mobile network operator by phone.
- b) The CTS operator will fax written notice and booking sheet containing the free quota to each mobile network operator.
- c) Each mobile network operator will arrange bookings and write the booking records on the booking sheet.
- d) When the system is resumed, the CTS operator will ask the mobile operators to send back the booking sheets.
- e) The booking sheets will be used to update the database. Manual ticket assignment will be applied throughout the affected cutover window. The CTS operator will bar the access to that particular window even after the system is resumed before that cutover window.

To avoid congestion, only limited services are supported during the emergency period. Only bookings for the next session is allowed. All other services are suspended, including ticket inquiry and ticket cancellation.

10. TREATMENT OF MOBILE NUMBERS

- 10.1 All mobile number levels as specified under "The Numbering Plan for Telecommunications Services in Hong Kong" shall be within the scope of mobile number portability.
- 10.2 Any mobile number individually assigned to a customer shall be allowed to port out except when the assignment of that number to the customer is ceased.
- 10.3 The service of a number is considered terminated when customer is unable to use the service based on that assigned number and the associated billing of that service has been stopped. When the service of a mobile number is terminated, the assignment of that mobile number to a customer is ceased.
- 10.4 The assignment of service to ported number shall be subject to mutual agreement between the RNO and the porting-in customer.
- 10.5 A ported number shall be regarded as "relinquished" when the customer's service with the RNO has been terminated with the RNO for more than 3 months.
- 10.6 RNO should return the "relinquished" ported number immediately to the Original DNO (i.e. original mobile network operator).
- 10.7 Before the Original DNO assigns a relinquished number to a customer, it should ensure that at least one regular AD cross-auditing cycle has been completed successfully.

11. PORTING OF MOBILE NUMBERS ASSIGNED TO PRE-PAID SIM CARD USERS

- 11.1 Mobile number assigned to pre-paid SIM services can be ported from the card issuer's network to other mobile networks.
- 11.2 In completing the MNP Application Form, the customer should inform the RNO that the mobile number is from pre-paid SIM services.
- 11.3 The RNO should indicate "pre-paid" in the name field of NPR.
- 11.4 The RNO has to inform the customer that when a mobile number of a pre-paid SIM service is ported out, the residual stored value in the SIM service shall be subject to the terms and conditions of the service with the DNO. It is currently an industry practice that all remaining values on pre-paid SIM service are not refundable nor transferable.

- 11.5 The RNO should verify the mobile number of the pre-paid SIM service by using Calling Number Display Service or any other suitable means. The DNO should facilitate the porting request by checking whether the service is terminated or not. For clarification, the mobile number of the pre-paid SIM service is considered terminated by the DNO if the prepaid SIM service expires on the date of porting, or no stored values remained, or the porting mobile number is ceased to be assigned to the customer. The DNO will reject a porting request if the pre-paid SIM service is terminated.
- 11.6 The customer should produce the corresponding pre-paid SIM card for verification. In addition, the RNO may request the customer to produce the card holder certificate, if applicable. For record purpose, the RNO shall make a copy of the card holder certificate with the serial number on the card shown. If the card holder certificate is lost, the RNO must request the customer to declare the lost in MNP Application Form.

Mobile Number Portability Application Form

流動電話號碼可攜服務申請表格

Customer Information 客戶資料	
Name in English 英文姓名	
Name in Chinese 中文姓名	
Mobile Number 流動電話號碼	Prepaid SIM Service 儲值智能卡服務 Y / N 是 / 否
ID No./Passport No./BR No. 身份證號碼/護照號碼/商業登記證號碼	
Donor Network Operator ("DNO") 現時使用之網絡營辦商(供號網絡營辦商)	
Current Network Subscribed (Optional) 現時使用之網絡(選項)	<input type="checkbox"/> GSM <input type="checkbox"/> CDMA <input type="checkbox"/> PCS <input type="checkbox"/> DAMPS <input type="checkbox"/> Dual-Band <input type="checkbox"/> 3G <input type="checkbox"/> Others 其他 _____
Recipient Network Operator ("RNO") 擬轉往之網絡營辦商(受號網絡營辦商)	
Requested Cut-over Time 生效時間	
_____ / _____ / _____ (D/M/Y)	<input type="checkbox"/> 0100 – 0400 Hrs <input type="checkbox"/> 1200 – 1400 Hrs
Declaration by Customer of Prepaid SIM Service : (tick as appropriate) 儲值智能卡服務客戶聲明: (加上剔號如適用)	
<input type="checkbox"/> We are/I am the holder of the Cardholder Certificate for the Mobile Number, a copy of which is attached. 我們/我是載有上述流動電話的卡主註明書持有人，現附上證明書副本。	
<input type="checkbox"/> We/I have lost our/my Cardholder Certificate for the Prepaid SIM Service associated with the Mobile Number allocated to us/me by the DNO. 我們/我已遺失由供號網絡營辦商編配給我們/我作儲值智能卡服務而載有上述流動電話號碼的卡主註明書。	
Copy of ID. Document 身份證明文件副本	
We/I accept the Terms & Conditions printed attached / overleaf Customer Signature (with Company Chop if appropriate) 我們/我接受附頁/本頁背面列印的服務條款與細則 客戶簽署(公司印鑒如適用)	_____ Date (D/M/Y) 日期(日/月/年)
For Internal Use Only 只供本公司職員使用	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Ticket No. : 票號 </div>	

Terms & Conditions

1. Subject to the successful porting of the Mobile Number to the RNO, we/I request the DNO to terminate the voice / data / fax services on the Mobile Number with effect from the Requested Cut-over Time. The continuation of other services provided by the DNO, if any, shall be subject to the applicable terms and conditions for such services of the DNO.
2. We/I request the DNO and the RNO to effect the porting of the Mobile Number to the RNO's network with effect from the Requested Cut-over Time.
3. We/I understand that the porting of the Mobile Number does not affect our/my obligations owing to the DNO incurred prior to the successful porting of the Mobile Number under the applicable service terms and conditions of the DNO.
4. The Requested Cut-over Time is subject to the DNO's confirmation of the details herein and the technical arrangements between the DNO and the RNO in accordance with the Code of Practice related to the Implementation of Mobile Number Portability issued by the Telecommunications Authority. For the purposes of effecting the arrangements as detailed in paragraphs 1 and 2 herein, the RNO is hereby expressly authorized to change the Requested Cut-over Time as the RNO may reasonably consider appropriate.
5. In the event that the Mobile Number cannot be ported to the RNO's network due to the incomplete, wrong or false information provided by us/me or any grounds beyond the reasonable control of the RNO, the RNO has the right to cancel this porting application.
6. Except for any liability which cannot be excluded by law, we/I agree that the DNO and the RNO will not be liable to us/me or any other party in contract, tort or otherwise for any loss or damage suffered by us/me or any other party howsoever arising from or in relation to this application and the related number porting arrangements.
7. We/I agree and authorize that our/my personal data disclosed herein may be transferred to all relevant parties who may require access to our/my personal data in connection with this application and we/I understand that we/I may request access to and corrections of our/my personal data.
8. We/I confirm and declare that all information provided herein by us/me are accurate and correct and we/I shall be wholly liable for and shall fully indemnify each of the RNO and the DNO against any costs, claims, demands, liabilities and expenses resulting from our/my breach of this clause.
9. We/I agree that no request for cancellation of this porting application will be entertained after 17:00 on the day immediately before the Requested Cut-over Time.

服務條款與細則

1. 倘若有關流動號碼成功轉攜至受號網絡營辦商，我們/我要求供號網絡營辦商於生效時間終止有關流動號碼的話音/數據/傳真服務。供號網絡營辦商如繼續提供其他服務，將受限於適用於該等服務的相關條款與細則。
2. 我們/我要求供號網絡營辦商及受號網絡營辦商於生效時間將有關流動號碼轉攜至受號網絡營辦商的網絡。
3. 我們/我明白有關流動號碼的轉攜並不影響有關流動號碼成功轉攜前我們/我在供號網絡營辦商適用的服務條款與細則下對供號網絡營辦商的責任。
4. 生效時間受供號網絡營辦商確認上述資料及供號網絡營辦商與受號網絡營辦商之間按電訊管理局局長所發出的與實施流動電話號碼可攜性有關的實務守則技術安排的限制。為上文第1及2段提及的生效安排的目的，受號網絡營辦商獲明示授權更改受號網絡營辦商合理地認為合適的生效時間。
5. 有關流動號碼若由於我們/我未有提供完整的資料，或提供錯誤或失實的資料或因非受號網絡營辦商所能合理控制的任何理由，而導致流動電話號碼無法攜帶至受號網絡營辦商的網絡，受號網絡營辦商有權取消本轉攜申請。
6. 除任何無法卸除的法律責任外，我們/我同意因本申請和相關號碼轉攜安排引致或造成我們/我或其他任何人士蒙受損失或損害，供號網絡營辦商及受號網絡營辦商均無需對我們/我或任何其他人士負上法律責任（不論是在合約、侵權或其他方面）。
7. 我們/我同意及授權我們/我在本表格披露的個人資料可能移轉予所有需要查閱我們/我在本申請所提供的個人資料的有關人士。我們/我亦明白我們/我可要求查閱及改正我們/我的個人資料。
8. 我們/我確認及聲明我們/我在本表格提供的所有資料均屬真確。如因我們/我違反本條款而導致任何訟費、申索、要求、責任及開支，我們/我須負上全部責任及向受號網絡營辦商和供號網絡營辦商作出十足賠償。
9. 我們/我同意在生效時間前一天下午五時後提出的轉攜申請取消要求將不獲受理。