

## **Mobile Number Portability FAQs**

### **1. What is Mobile Number Portability?**

Mobile Number Portability allows consumers to switch from one service provider to another while keeping their original mobile number. Consumers will be able to directly approach the service provider they wish to switch to and apply to switch their number.

### **2. How does this benefit me as a consumer?**

Mobile Number Portability gives you the option to freely choose the service provider that better serves your needs, while still keeping your existing number.

### **3. Why is it important for Qatar?**

Mobile Number Portability is an important component of a competitive telecommunications market. A liberalized, competitive market leads to greater innovation and enhanced services for consumers.

### **4. When will it be introduced in Qatar?**

Consumers will be able to benefit from Mobile Number Portability as of January 31, 2013.

### **5. How much will it cost me to switch my number?**

To learn more about the cost of switching, please visit the service provider website you wish to switch to. Qtel : [www.qtel.qa/mnp](http://www.qtel.qa/mnp) and Vodafone Qatar : [www.vodafone.qa](http://www.vodafone.qa)

### **6. How long does switching between service providers take?**

In principle, switching takes up to one working day from the time of your successful submission of your application with all the required documents, with the actual switching occurring between 11 a.m. – 12 p.m., noon.

### **7. How do I switch my number to another service provider?**

Consumers should visit a retail shop of the service provider they want to switch to. Currently MNP is available in both operators' retail outlets only in the City Center and Landmark malls, although availability of retail locations able to handle MNP requests will be expanded in the coming weeks. At the retail outlets consumers will be asked to submit the necessary documents, and fill out the Mobile Number Portability application form.

## **8. What documents do I need when applying?**

In addition to the filled and signed Mobile Number Portability application form, consumers should submit the following documents:

### **For Individual customers:**

The customer's primary contact number; and as the case may be:

- Original and copy of Qatari National ID of the customer;
- Original and copy of the passport; or
- Original and copy of the GCC ID

Business customers should contact the service provider they wish to switch to in order to provide them with all the necessary requirements for their mobile accounts.

**9. Can I switch my number to a new service provider if I have not yet paid all my bills?** Before switching, individuals must pay all issued outstanding bills for the number being switched. After switching, any final bill from your previous service provider must be paid within 30 days of issue to avoid barring their service on their current provider.

## **10. Do I need a new SIM card?**

Yes, your new service provider will give you a new SIM card with the same number.

## **11. Can I switch my landline number as well?**

Currently, you can only switch mobile numbers. In the future, you will be able to switch your landline numbers as well.

## **12. What will happen to the services attached to the number to be switched?**

### **• Prepaid credit and bonuses/minutes/SMSs/data**

All unused credit and allowances will be lost once you switch to a new service provider. It is recommended that consumers use their remaining balance before switching when possible.

### **• Voice mail messages**

Saved messages and those not yet retrieved will be deleted.

Consumers should listen to all voicemail messages before switching their numbers.

### **• Mobile Money and Money Transfer accounts**

After switching, consumers will not be able to use their mobile money or money transfer accounts that were offered by the previous service provider (Vodafone Money Transfer or Qtel Mobile Money). Yet, consumers can withdraw their money from their previous provider. To find how, contact your previous service provider.

### **• Loyalty points**

For Qtel customers with a balance of Nojoom points, Qtel will reserve them for 3 months, and then the balance will be lost.

### **13. How often can I switch my number?**

Consumers can switch as many times as they wish, as long as they do not owe any outstanding amounts to their service provider.

### **14. How and when can I cancel my switching request?**

Once a switching request has been received and validated, it cannot be cancelled. Consumers should be certain they want to switch their mobile number to a different service provider before applying for the number to be ported.

### **15. How can I check if a number is connected to Qtel or a Vodafone network?**

To check whether a number is on Qtel or Vodafone network, send an SMS to 167. In the SMS write the mobile number you want to inquire about without the country code (for example: 12345678). You will receive an SMS saying, "12345678 is activated on <name of mobile operator> network".

This service is offered for free and is only available for users with a Qatari mobile number sending the SMS from within Qatar.

### **16. Where can I get more information about Mobile Number Portability?**

For more information, visit the website of the service provider you would like to switch your number to:

[www.qtel.qa/mnp](http://www.qtel.qa/mnp)  
[www.vodafone.qa/mnp](http://www.vodafone.qa/mnp)

Alternatively, you can dial 111 from your mobile phone, or call the following numbers:

Vodafone: +974 7700 7111

Qtel: + 974 4420 0700

### **17. Who do I contact if I have a problem with switching?**

First, contact the service provider you are switching to, to resolve your issue. If your complaint remains unresolved after 30 calendar days, contact ictQATAR's Consumer Affairs Department by calling 103 or emailing us at [consumervoice@ict.gov.qa](mailto:consumervoice@ict.gov.qa). However, if your problem deals specifically with a disconnected services, and it remains unresolved for more than 2 days after you have already contacted your new operator, you should contact ictQATAR right away without waiting for the standard 30 days.