

**Subject:** Response to Mobile number portability

**Response:**

I agree with Ofcom's proposal to reduce the amount of time that a number port should take place, from my own experience, it took 10 days to fully port my mobile phone number from T-Mobile to Hutchison 3G, the first 5 days were working days, by the 5th day, the port had taken place, but due to one of the networks being unorganised, calls were still being routed through T-Mobile's network and callers hearing an error message saying the number was incorrect for 5 days after the port had taken place. This outrageous and doesn't really promote the benefits of number portability. I think the mobile networks be made to port numbers within 1 working day and if the customer has to wait longer than 2 days, they should receive a goodwill payment for the delay.

Furthermore, with regards to the routing process, I am in favour of Ofcom's proposal. Calls to ported numbers should not be routed through the original network operator. When faults occur with the originating network operator, it will mean that calls may not be routed successfully to the customers new network. Therefore, calls should be routed straight through to the customers current network operator, the following should also apply:

Fixed and Mobile telecoms should have a database which shows ported mobile phone numbers and which network operator is currently using each number.

All termination rate/charge revenue should be directed to the new network operator and not the originating network operator. So if someone calls a mobile phone on the Orange network which is a ported T-Mobile number, T-Mobile should not be entitled to receive any revenue and such revenue should be directed to Orange at their set termination rate.

Mobile phone numbers should be handed back to the originating network operator no longer than 90 days after the mobile number has been disconnected or made redundant to prevent waste of numbers and to prevent future and unwanted numberchanges.