Mobile Number Portability: Mechanism

1. Apply for MNP
2. Receive MNP reservation number after receiving an explanation on how MNP works
3. Apply for a new contract under MNP using the MNP reservation number
4. After collating the MNP reservation number, the contract with current carrier will be cancelled
5. Process the new contract

Customer

Customer only need to visit 1 shop to switch to a new contract under MNP

Cautions relating to use of MNP:
- If customers switch carriers using the MNP system, the existing contract with the current carrier will be canceled. Customers are required to be aware of the following conditions resulting from the cancellation of the existing contract:
  1. Mail address/handset hardware cannot be transferred.
  2. Current billing plans/discount services, etc., will be terminated upon the cancellation of contract.
  3. Content/electronic money, etc., provided by third-party content providers may not be transferred.
  4. Extra charges may be incurred in relation to the cancellation of contract, if user has entered into certain discount contract with existing carrier, e.g., annual discounts, etc.