

## 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, the Office of the Communications Authority (“OFC”) (formerly the Office of the Telecommunications Authority) has published the statistics on its website 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) <i>Note 1-3</i>	Success rate B (C5) (C3/C2) <i>Note 1-3</i>
Dec-2020	8,564	7,324	6,546	76%	89%
Nov-2020	8,503	6,833	6,011	71%	88%
Oct-2020	8,227	7,036	6,794	83%	97%
Sep-2020	9,896	8,654	6,844	69%	79%
Aug-2020	8,918	7,219	6,643	74%	92%
Jul-2020	9,583	8,151	6,696	70%	82%
Jun-2020	8,490	6,863	5,992	71%	87%
May-2020	9,126	7,499	6,275	69%	84%
Apr-2020	8,054	6,568	4,907	61%	75%
Mar-2020	7,876	6,174	4,658	59%	75%
Feb-2020	5,302	4,368	4,164	79%	95%
Jan-2020	6,926	5,334	4,825	70%	90%
Dec-2019	7,233	5,705	5,158	71%	90%
Nov-2019	7,009	5,572	4,681	67%	84%
Oct-2019	6,937	5,549	4,488	65%	81%
Sep-2019	6,088	4,712	4,666	77%	99%
Aug-2019	6,324	5,132	4,645	73%	91%
Jul-2019	7,147	5,860	5,021	70%	86%
Jun-2019	6,264	4,813	4,429	71%	92%
May-2019	7,091	5,859	5,188	73%	89%
Apr-2019	6,663	5,407	5,166	78%	96%
Mar-2019	7,367	5,708	5,551	75%	97%
Feb-2019	6,026	5,039	4,869	81%	97%
Jan-2019	8,321	6,700	5,993	72%	89%
Dec-2018	7,285	5,981	6,441	88%	108%
Nov-2018	8,955	7,314	6,526	73%	89%
Oct-2018	11,406	8,511	6,623	58%	78%
Sep-2018	7,534	5,920	7,398	98%	125%
Aug-2018	9,639	8,418	7,560	78%	90%
Jul-2018	10,723	8,555	7,873	73%	92%
Jun-2018	9,886	8,113	7,770	79%	96%
May-2018	11,222	9,328	8,091	72%	87%
Apr-2018	10,167	8,302	8,111	80%	98%
Mar-2018	11,028	9,231	7,199	65%	78%
Feb-2018	8,069	6,245	5,940	74%	95%
Jan-2018	9,692	8,510	7,254	75%	85%
Dec-2017	8,759	6,931	7,086	81%	102%
Nov-2017	10,589	8,858	7,622	72%	86%
Oct-2017	10,066	8,190	7,494	74%	92%
Sep-2017	9,648	8,002	7,989	83%	100%
Aug-2017	11,054	9,303	9,255	84%	99%
Jul-2017	12,387	9,730	8,117	66%	83%
Jun-2017	10,843	9,280	8,088	75%	87%
May-2017	10,436	8,592	8,285	79%	96%
Apr-2017	9,797	8,409	7,657	78%	91%
Mar-2017	12,736	10,268	7,917	62%	77%
Feb-2017	9,280	7,795	7,535	81%	97%
Jan-2017	9,893	8,564	8,004	81%	93%
Dec-2016	11,349	9,305	8,005	71%	86%
Nov-2016	11,123	8,915	6,758	61%	76%
Oct-2016	9,215	7,377	7,509	81%	102%
Sep-2016	10,426	8,852	11,046	106%	125%
Aug-2016	13,744	11,531	10,124	74%	88%
Jul-2016	12,350	10,323	8,485	69%	82%
Jun-2016	10,891	9,401	8,879	82%	94%
May-2016	11,152	9,677	8,484	76%	88%
Apr-2016	10,844	8,831	8,022	74%	91%
Mar-2016	10,489	8,864	6,417	61%	72%
Feb-2016	7,639	6,495	7,030	92%	108%
Jan-2016	9,564	7,939	7,352	77%	93%
Dec-2015	10,279	8,744	8,515	83%	97%
Nov-2015	10,272	8,330	7,598	74%	91%
Oct-2015	10,608	8,904	7,988	75%	90%
Sep-2015	9,670	8,310	8,729	90%	105%
Aug-2015	11,254	9,275	9,277	82%	100%
Jul-2015	13,042	10,453	8,896	68%	85%
Jun-2015	11,471	9,417	7,920	69%	84%

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May-2015	10,169	8,386	7,845	77%	94%
Apr-2015	10,050	8,281	7,541	75%	91%
Mar-2015	10,429	8,367	7,869	75%	94%
Feb-2015	8,235	7,132	6,703	81%	94%
Jan-2015	10,680	8,700	8,018	75%	92%
Dec-2014	9,999	8,407	8,572	86%	102%
Nov-2014	10,404	8,453	7,406	71%	88%
Oct-2014	10,835	9,035	7,971	74%	88%
Sep-2014	10,272	8,375	8,735	85%	104%
Aug-2014	10,469	8,707	8,400	80%	96%
Jul-2014	11,928	10,113	9,100	76%	90%
Jun-2014	11,027	8,955	8,831	80%	99%
May-2014	11,110	9,710	9,510	86%	98%
Apr-2014	11,940	9,795	9,619	81%	98%
Mar-2014	13,009	11,189	9,647	74%	86%
Feb-2014	10,523	8,380	8,683	83%	104%
Jan-2014	12,653	10,932	9,623	76%	88%
Dec-2013	11,744	9,880	10,392	88%	105%
Nov-2013	12,519	10,558	9,201	73%	87%
Oct-2013	12,811	11,231	9,663	75%	86%
Sep-2013	11,761	9,276	9,658	82%	104%
Aug-2013	12,806	10,863	10,764	84%	99%
Jul-2013	14,746	12,404	11,128	75%	90%
Jun-2013	12,940	10,853	9,746	75%	90%
May-2013	13,981	11,991	10,589	76%	88%
Apr-2013	14,239	11,751	12,226	86%	104%
Mar-2013	14,255	12,187	10,289	72%	84%
Feb-2013	12,155	10,005	9,482	78%	95%
Jan-2013	15,184	12,866	10,762	71%	84%
Dec-2012	12,611	10,870	10,788	86%	99%
Nov-2012	13,640	11,561	10,129	74%	88%
Oct-2012	13,544	11,063	10,767	79%	97%
Sep-2012	12,887	10,805	9,807	76%	91%
Aug-2012	14,560	12,071	10,009	69%	83%
Jul-2012	13,412	10,825	10,525	78%	97%
Jun-2012	13,256	10,778	9,422	71%	87%
May-2012	13,852	11,329	9,661	70%	85%
Apr-2012	11,181	9,123	9,783	87%	107%
Mar-2012	15,095	12,186	10,773	71%	88%
Feb-2012	12,878	10,305	8,661	67%	84%
Jan-2012	11,730	9,554	9,145	78%	96%
Dec-2011	12,797	10,248	9,917	77%	97%
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	15,016	12,474	10,522	70%	84%
Jun-2010	15,016	12,474	10,522	70%	84%
May-2010	16,601	12,921	11,375	69%	88%
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	19,602	15,745	13,893	71%	88%
Oct-2009	20,780	16,302	12,827	62%	79%
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%

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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)\*.

## **Statistics on Fixed Number Portings**

\* These are terms adopted by the specification HKCA 2102 – “Procedures for Handling Number Porting by Database Solution” issued by the Communications Authority (formerly 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 OFCA's Consumer Alert –Think Twice Before Switching Telecommunications Service Providers at OFCA's website ([www.ofca.gov.hk](http://www.ofca.gov.hk)) via this hyperlink:

[http://www.ofca.gov.hk/en/consumer\\_focus/education\\_corner/alerts/AllServices/think\\_twice\\_before\\_switching/index.html](http://www.ofca.gov.hk/en/consumer_focus/education_corner/alerts/AllServices/think_twice_before_switching/index.html)