

## ABSTRACT

Mobile Number Portability is a service that allows subscribers to switch operators without “moving” their number. In Ditjen Postel’s Roadmap, the service’s regulation will be discussed in 2011.

Study design and implementation of MNP in this research consist of *benchmark* to the countries that been implemented MNP service. Analysis of customer behavior performed on pre and post paid subscriber, also contain readiness of the infrastructure between operators, dimensioning that needed for implementation then formulate a Roadmap to implementing MNP in Indonesia.

From Analysis above, can be concluded that Indonesia ready to hold MNP service in 2015, with 165 GB needed for database. Infrastructure based on IN is selectable with QoR for routing method.

Customer behavior that affected them to porting are the level of satisfaction and services price. So, the implementation MNP will encourage competition to the quality performance.

***Key words : MNP, Customer behavior, IN, QoR, Dimensioning, Roadmap***