

Transfer from Another Company (MNP Transfer) Manual



What is MNP Reservation Number?

MNP is an abbreviation for Mobile Number Portability, which means switching to another company's mobile phone company without changing the phone number you are currently using. For the transfer processing, a notification must be done to the new mobile operator from your current mobile operator.

The notified number will be the **MNP reservation number (10-digit number)**.



MNP (Transfer) Procedure

① Obtain the [MNP reservation number] from your current mobile carrier

⚠ The MNP reservation number is valid within 15 days, including the date of issuance.



② After obtainment, register to [LIFE FORCE MOBILE] online within the validity period (within 8 days or more remaining)

- Registration Page -

URL : <https://onodera-lifesupport.com/service/service03/>



※Even if the validity of the MNP reservation number has expired, you can obtain the number again.

The detailed process on how to obtain the MNP reservation number is described on the next page.

Inquiry

LIFE FORCE MOBILE (日本語、ENGLISH、Tiếng Việt、မြန်မာ)

TEL: 080-3499-2584

Email: mobile@onodera-lifesupport.com

URL : <https://onodera-lifesupport.com/service/service03/>

FB Inquiry Desk : <https://www.facebook.com/LIFEFORCEMobile>

Click here for Facebook
Inquiry Desk!



How to Obtain au MNP Reservation Number

au

Method 1 : Obtain via Members Only Website

- (1) Login to [My au].
URL : <https://www.au.com/my-au/>
- (2) Select [Smartphone / Mobile Phone] from the menu.
- (3) Check if the phone number you wish to cancel is displayed and press [Contract Details/Procedures].
- (4) Select [MNP Reservation] from [Inquiries / Procedures].
- (5) Enter the phone number you want to cancel and click [Next].
- (6) Check the precautions and click [Confirm and Proceed].
- (7) Enter your PIN and click [Next].
- (8) Please enter your e-mail address, check the precautions , and select [Issue Reservation Number].
- (9) The MNP reservation number and its validity period will be displayed on the screen.

Method 2 : Obtain via au Shop

Please go to the nearest au shop and obtain the MNP reservation number.

Identity verification documents (residence card, driver's license, health insurance card, etc.) are required.

Method 3 : Obtain via Phone (Customer Center)

- (1) Please call the au MNP Mobile Number Portability Reception Desk.

【 au MNP Mobile Number Portability Reception Desk】

TEL: 0077-75470 (FREE) Reception Hours : 9:00~20:00

- (2) Please follow the voice guidance and proceed (Press **1** twice to connect to the Operator).
- (3) Once connected to the Operator, state [I want to switch to another company, so please give me the MNP reservation number].
- (4) Please provide your identity verification information such as contractor's name, date of birth, and telephone number.
- (5) The Operator will explain the [Checklist] for the MNP transfer.
- (6) Finally, the operator will give you the MNP reservation number. Please record it correctly.

※About au Cancellation Fees

Contract Plan	Cancellation Timing	Cancellation Fee
2-Year Contract N	Except for Renewal Month	1,000 yen (1,100 yen including tax)
	Renewal Month	0 yen
2- Year Contract	Except for Renewal Month	9,500 yen (10,450 yen including tax)
	Renewal Month	0 yen
1-Year Contract	-	3,000 yen (3,300 yen including tax)

※ The above table does not include the balance when the smartphone price is paid in installments.

Method 1 : Obtain via Members Only Website

- (1) Login to [My docomo].
URL : <https://www.nttdocomo.co.jp/mydocomo/contract/>
- (2) Select [Click here for other procedures] from [My docomo service list].
- (3) Select [Mobile Number Portability Reservation (MNP)] from [Confirm / Change Contract Details].
- (4) Please check the precautions and explanation of fees, then tap [Cancellation Procedure].
- (5) Click [Check Confirmed] and then click [Next].
- (6) Check [Check to make a reservation for mobile number portability] and [Select the destination of the reception confirmation email] , and click [Next].
- (7) Check the contents and press [Complete Procedure].
- (8) The MNP reservation number and its validity period will be displayed on the screen.

Method 2 : Obtain via docomo Shop

Please go to the nearest docomo shop and obtain the MNP reservation number.

Identity verification documents (residence card, driver's license, health insurance card, etc.) are required.

Method 3 : Obtain via Phone (Information Center)

- (1) Please call the docomo Information Center.

【docomo Information Center】

TEL: 0120-800-000 Reception Hours : 9:00~20:00

- (2) Please follow the voice guidance and proceed (Press 4→2 to connect to the Operator).
- (3) Once connected to the Operator, state [I want to switch to another company, so please give me the MNP reservation number].
- (4) Please provide your identity verification information such as contractor's name, date of birth, and telephone number.
- (5) The Operator will explain the [Checklist] for the MNP transfer
- (6) Finally, the operator will give you the MNP reservation number. Please record it correctly.

※docomo Cancellation Fees

Contract Plan	Cancellation Timing	Cancellation Fee
Share Pack, Simple	Except for Renewal Month	10,450 yen (11,495 yen including tax)
	Renewal Month	0 yen
Gigaho and Gigalite (When contract was made before September 30, 2019)	Except for Renewal Month	10,450 yen (11,495 yen including tax)
	Except for Renewal Month	0 yen
Gigaho and Gigalite (When contract was made after October 1, 2019)	Anytime	1000 yen (1,100yen including tax)

※ The above table does not include the balance when the smartphone price is paid in installments.

Method 1 : Obtain via Members Only Website

- (1) Login to [My SoftBank].
URL : <https://www.softbank.jp/mysoftbank/>
- (2) Select [Settings / Application].
- (3) Select [Change Contractor Information].
- (4) Please press [Number Portability (MNP) Reservation Related Procedures].
- (5) Please press [Number Portability (MNP) Reservation (Issue Reservation Number)].
- (6)) The MNP reservation number and its validity period will be displayed on the screen.

Method 2 : Obtain via SoftBank Shop

Please go to the nearest SoftBank shop and obtain the MNP reservation number.
Identity verification documents (residence card, driver's license, health insurance card, etc.) are required.

Method 3 : Obtain via Phone (Mobile Phone Portability (MNP) Inquiry Desk)

- (1) Please call SoftBank's Mobile Number Portability (MNP) Inquiry Desk.

【SoftBank Mobile Number Portability (MNP) Inquiry Desk】

TEL: From SoftBank mobile * 5533 /From dial up phone 0800-100-5533

(Call charges are free)

Reception Hours : 9 : 00 ~ 20 : 00 (Open all year round)

- (2) Please follow the voice guidance and proceed (Please press ①).
- (3) Once connected to the Operator, state [I want to switch to another company, so please give me the MNP reservation number].
- (4) Please provide your identity verification information such as contractor's name, date of birth, and telephone number.
- (5) The Operator will explain the [Checklist] for the MNP transfer
- (6) Finally, the operator will give you the MNP reservation number. Please record it correctly.

※SoftBank Cancellation Fees

Contract Plan	Cancellation Timing	Cancellation Fee
When contract was made before September 13, 2019	Except for Renewal Month	9,500 yen (10,450 yen including tax)
	Renewal Month	0 yen
When contract was made after September 13, 2019	Anytime	0 yen

※ The above table does not include the balance when the smartphone price is paid in installments.