
Regulatory Policy

Number Portability

Version 2.0

Issue Date: 24 Oct. 2022

Revision Control:

Version:	Issue Date:	Reason for Revision:
2.0	24 Oct. 2022	Amendments based on implementation of Number Portability on several types of number resources (mainly articles 2.1 and 7.2), along with other corrective edits.
1.1	05th August 2009	Amendments in association with other regulatory instruments and based on the progress in the Industry Group for Number Portability (IGNP)
1.0	11th April 2006	

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1. Definition

1.1 All words, terms and phrases used in this Regulatory Policy shall have the meanings ascribed to them, if any, in the *Federal Law by Decree no 3 of 2003 as amended regarding the Organization of the Telecommunications Sector* or the TDRA's *Policy for National Numbering Plan* (as amended) or any replacement for either of them, unless otherwise provided for in this Regulatory Policy.

1.2 The following words and phrases shall have the meaning ascribed to them below:

All Call Query (ACQ)	The functionality permitting Licensees to query a database copy of the Centralized Data Base in order to identify Ported Numbers.
Centralized Data Base (CDB)	A centrally held data base of Ported Numbers which is the reference for Licensees for ACQ.
Donor Licensee	The Licensee that provides a Telecommunications Service to a Subscriber using a particular Number, prior to Porting the Number.
Fixed Number	A Number associated with a Subscriber for the use of a Telecommunication Service, where that Number is, in accordance with the National Numbering Plan, of the Format (0Y XXXXXXXX, where Y is 2, 3, 4, 6, 7 or 9).
Licensee(s)	An entity licensed at the date of the coming into force of this Policy by TDRA pursuant to the provisions of the Federal Law by Decree No. 3 of 2003 as amended and its Executive Order.
Mobile Number	A Number associated with a Subscriber for the use of a Telecommunications Service, where that Number is in accordance with the National Numbering Plan, of the format (05X XXXXXXXX).
Mobile Number Portability	Number Portability involving a Mobile Number.
Number Portability	Regulatory Framework issued by the TDRA in connection with the implementation of

Regulations	Number Portability.
Number Porting System	A centralized system used by Licensees for the Porting of Numbers that comprises a CDB and an Order Handling Platform.
Number	A number associated with a Subscriber for the use of Telecommunication Service, which number is allocated to a party in accordance with the National Numbering Plan.
Order Handling Platform	A centralized platform that supports Number Portability processes among Licensees for responding to and initiating Port requests from Subscribers, including without limitation the exchange of messages among participating Licensees, validation of these messages, and the notification of executed Ports to all Licensees.
New Licensees	Entities obtaining a Licence after the coming into force of this Policy.
Number Portability	The capability or service whereby a Subscriber who is being provided with a Telecommunications Service in association or connection with a particular Number, can terminate the contract with the Licensee providing that Telecommunications Service, but continue to use that Number in association or connection with the provision of a Telecommunications Service by another Licensee.
Outage Limits	Shall mean the acceptable periods of time during which Telecommunication Services may be unavailable (in full or in part) to Subscribers during the Porting process, which periods shall be determined by the TDRA.
Number - Reserve-Period	A period of time during which a Number shall not be re-used after the provision of a Telecommunications Service utilising that Number has ceased, as specified in the Regulatory Framework in effect at the time and in particular the National Numbering Plan Policy.
Port	With respect to a specific Number, the retention by the relevant Subscriber of the use of that Number

while following a change in the identity of the Licensee providing the relevant Telecommunications Service, and the terms “**Porting**”, “**Ported**” and “**Porting Process**” shall all have corresponding meanings.

Prepaid Services

A Telecommunications Service where the relevant Licensee allows the relevant Subscriber to pay for the Telecommunications Service in advance of the actual use of the Telecommunications Service.

Postpaid Services

A Telecommunications Service where the relevant Licensee allows the relevant Subscriber to pay for a significant portion of services the Telecommunications Service subsequent to the actual use of the Telecommunications Service.

Range Holder

The Licensee that has been allocated the Number range/block containing the relevant Ported Number.

Recipient Led Porting

A process for Number Portability under which the Subscriber wishing to Port a Number must contact the Recipient Licensee which will then arrange the process with the Donor Licensee. From the Subscriber’s point of view this will be a seamless process requiring that Subscriber only make contact with the Recipient Licensee.

Recipient Licensee

The Licensee that provides a Telecommunications Service to a Subscriber in association with a particular Number following the Porting of that Number.

Regulatory Framework

The regulatory policies, regulations, instructions, orders, resolutions, procedures, guidelines and other such determinations as may be made or amended by the TDRA.

Subscriber(s)

An entity that orders and is responsible for paying for a Telecommunication Service from a Licensee where the Subscriber does not:

- resell that Telecommunication Service to another; and
- include that Telecommunication Service in or as part of another

Telecommunication Service (whether as an essential input of commercial; technical or other nature) which it then sells to another.

Telecommunication Services As defined in the Federal Law by Decree No. 3 of 2003 as amended or any subsequent revisions or new Telecommunications Laws or related laws as may be issued.

TDRA The Telecommunication and Digital Government Regulatory Authority.

2. Scope of Policy

2.1 All Subscribers are entitled to Port Number(s) allocated to them regardless of which Licensee is providing those Subscribers with the relevant Telecommunication Services. Number Portability is available in the following instances:

2.1.1 in the case of geographic Numbers (or Fixed Numbers) at a specific location; and

2.1.2 in the case of Mobile Numbers at any location.

2.1.3 in the case of other Numbers if TDRA decides to include such Numbers in Number Portability.

For the avoidance of doubt, unless instructed otherwise by TDRA in writing, this will mean that Licensees must make available Number Portability to Subscribers of Telecommunications Services whether the relevant Numbers are geographic, non-geographic or Mobile Numbers, and regardless of whether or not the relevant Telecommunications Services are Prepaid Services or Postpaid Services.

2.2 Licensees shall make Number Portability available under reasonable prices, terms and conditions to any of their Subscribers who so request, provided that the provisions of this Regulatory Policy, the Number Portability Regulations and any other relevant regulatory requirements are met.

2.3 For the avoidance of doubt, unless the TDRA decides otherwise, this Regulatory Policy will not apply to New Licensees.

3. Implementation

- 3.1** Licensees shall participate in an industry forum with the objective of developing and maintaining detailed technical and administrative specifications for Number Portability. This industry forum shall commence and re- commence at dates notified by the TDRA to the Licensees.
- 3.2** Licensees shall implement Number Portability at a date to be determined by the TDRA and notified to the Licensees.

4. Charges

Any direct or indirect charges levied by the Licensees in relation to Number Portability shall not be such as act as a disincentive to the Porting of Numbers by Subscribers. Where required, the TDRA shall specify charges, terms and conditions applicable relating to the provision of Number Portability or associated Telecommunication Services.

5. Costs

Costs and expenses for the implementation and carrying out of Number Portability incurred by the Licensees and other entities shall be recovered by, and apportioned amongst those Licensees and other entities, in accordance with the Regulatory Framework in effect at the time.

6. Provisioning

- 6.1** Unless the TDRA decides otherwise the appropriate process for Number Portability shall be Recipient Led Porting.
- 6.2** Accordingly, it is the responsibility of the Recipient Licensee to take all reasonable steps to ensure that the person requesting the Porting of a Number is either the relevant Subscriber, or in fact authorized on behalf of the relevant Subscriber to do so.
- 6.3** The Licensees shall comply with any Outage Limits which the TDRA may set from time to time.
- 6.4** In any event, unless approved otherwise by TDRA, the Licensees shall provide Telecommunication Services to all Subscribers (regardless of whether or not such Telecommunications Services are provided to a Ported or a non-Ported Number) on a non-discriminatory basis, and at the same published tariffs and on the same terms and conditions as are applied to the provision of the same type of Telecommunication Services to all other Subscribers.

7. Fees for the Ported Numbers

- 7.1** The original Range Holder, which has been assigned Numbers by the TDRA, shall remain the Range Holder regardless of the Subscriber Porting unless the entire range/block has been Ported to the other Licensee.
- 7.2** The annual fee, which is payable in advance on the first day of January of each year and due to the TDRA by a Licensee for a Number allocated to that Licensee by the TDRA pursuant to the *National Numbering Plan*, and the *Fees for the Allocation and Use of Number Resources Policies*, shall, where that Number has been Ported, be payable by the Licensee from whom the Subscriber is receiving the relevant Telecommunication service at the relevant time calculated and adjusted as deemed appropriate by TDRA (Such adjustment may be applied at the beginning of the year only, and ported in numbers could be considered as if those numbers were selected by the new serving licensee for fee adjustment purposes) .
- 7.3** The annual fee for a Number during its Number-Reserve-Period will be paid by the Licensee from whom the Subscriber was receiving the relevant telecommunication service before the Number was put into Number- Reserve-Period.
- 7.4** Ported Numbers shall remain in Number-Reserve-Period before being returned to the Range Holder for re-allocation in accordance to the Regulatory Framework in effect at the time.

8. Fraud and Credit Worthiness

The Licensees shall work cooperatively with regard to TDRA approved matters of fraud and credit worthiness,

9. Use of Information

The Licensees shall not use any information about subscribers, gathered or gained as a result of the implementation or provision of Number Portability, for any reasons other than the provisioning of Number Portability, and in particular, such information shall not be sold or given away or used for marketing purposes.

10. Periodic Reporting

Licensees and other entities supporting Number Portability shall provide any information requested, including periodic reports, to the TDRA in the format, manner and at the time frames determined by the TDRA.

11. Effective Date

This Regulatory Policy will be effective from the date of its issue.

12. Publication

The TDRA reserves the right to modify, amend or supplement this Regulatory Policy at any time.