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GENERAL NOTICE

NOTICE 2787 OF 2004



**INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA
NOTICE OF INTENTION TO MAKE REGULATIONS WITH REGARD TO
THE FUNCTIONAL SPECIFICATION FOR MOBILE NUMBER
PORTABILITY**

The Independent Communications Authority of South Africa ("the Authority") hereby gives notice that it intends to make regulations with regards to the functional specification for mobile number portability.

Interested persons are hereby invited to submit written comments or written representations with regard to the revised draft regulations, to be received **by no later than 16h00 on 14 January 2005** by post, hand delivery or facsimile transmission for the attention of Ms Nomvuyiso Batyi, Independent Communications Authority of South Africa, Private Bag X10002, Sandton, Block A, Pin Mill Farm, 164 Katherine Street, Sandton 2146; Facsimile (011) 321 8536, telephone (011) 321 8415 or e-mail: nbati@icasa.org.za

**MANDLA LANGA
CHAIRPERSON
ICASA**

Draft Functional Specification for Mobile Number Portability under the Number Portability Regulations

1. General

- 1.1 This specification does not repeat requirements that are in the Number Portability Regulations.
- 1.2 A separate or supplementary functional specification will be produced when necessary for geographic Number Portability.

2. Scope

The Functional Specification applies to the portability of Subscriber numbers in the following mobile number ranges:

- Cell C: 084
- MTN: 083, 073
- Vodacom: 082, 072, 076

and to any new ranges allocated to mobile operators to provide additional numbering capacity.

Numbers within these ranges that are used for:

- On-net short service codes
- Community service telephones
- Mobile Station Roaming Numbers
- Internal network management processes

or that are not reachable from outside the network that serves the numbers are excluded. For an exclusion of any other range/s not listed above prior approval has to be sought with the Authority.

For the avoidance of doubt, numbers used for information and other such services and short numbers are included if these numbers can be reached from outside the network that serves the numbers.

The Functional Specification applies to:

- Mobile network operators in accordance with the Number Portability regulations
- Other network operators who route calls to portable mobile numbers in accordance with the Number Portability regulations

- Service Providers who are placed under obligations via contracts with mobile network operators in accordance with the Number Portability Regulations.

3. Definitions

- 3.1 Definitions formulated in the Number Portability Regulations apply.
- 3.2 **'Donor Side'** means the Donor Operator or the Donor Service Provider.
- 3.3 **'Recipient Side'** means the Recipient Operator or the Recipient Service Provider.
- 3.4 **'Disconnection'** means when a subscriber is not allowed to receive or make calls. It does not mean soft lock.
- 3.5 **'Soft lock'** means when a subscriber decides that when a certain call limit is reached then calls cannot be made from that number but can only receive. Soft locked numbers are subject to porting.

4. Requirements on the porting procedure

- 4.1 The procedure for Number Portability shall provide for requests for Number Portability from the Subscriber to be handled by the Recipient Service Provider.
- 4.2 Network operators and Service Providers shall support the Number Portability procedures during all hours that they themselves offer to activate new numbers.
- 4.3 When a Recipient side takes a request for Number Portability, it shall advise the Subscriber to collect any messages or any other information stored by the Donor side that might be lost when the account is closed. It shall also advise Subscribers that credit and unused usage allowances are not portable from one account to another and that third party services used by the Subscriber that work only on the donor network will not work on the recipient network.
- 4.4 Requests for the porting of a mobile number passing between the Recipient Side and the donor side shall not include the name or address of the Subscriber except where independent confirmation is permitted under sub clause 4. 5.
- 4.5 Any checks needed to validate a porting request shall be performed by the Recipient side or their agent. The Donor Side shall not seek independent confirmation from the Subscriber except in the following cases:

- Post-pay mobile subscriptions held by corporate entities

In the case of pre-pay mobile numbers, the only validation of the Subscriber's right to the number shall be a CLI check of possession of the number. Other checks may apply for the opening of the new account.

4.6 The Donor Side may reject a request to port only on the following grounds:

- the MSISDN number is not a valid number on the Donor Operator's network
- the MSISDN number is excluded from Number Portability
- the MSISDN number and the account number do not match (post-pay only)
- the classification of the account does not match, eg a request is made under the pre-pay procedure for a post-pay account
- the Subscriber is already subject to disconnection
- the number is already subject to a porting process
- the number has already been ported in the last two months
- any other reason has to be agreed to by the Authority.

The donor side shall report the reason for rejection to the recipient side.

4.7 The Donor Side may not reject a request to port a mobile number under a post pay account on the grounds that the Subscriber still owes money, nor may they delay the porting until the debt is collected, unless the Subscriber is already subject to disconnection.

4.8 The Donor Side may not reject a request to port a mobile number on a pre-pay or post-pay account because the Subscriber's terminal is locked to the operator's network. The arrangements for removing such locks shall be independent of the implementation of Number Portability.

4.9 The procedure for Number Portability shall result in the ported number being activated on the network of the Recipient Operator before the number is de-activated on the network of the Donor Operator.

4.10 The Recipient Side may make temporary use of E.164 numbers for Subscribers who are awaiting Number Portability.

4.11 The Donor Side shall respond to requests from the Recipient Side, and effect any actions requested, within one hour where the responses or actions are required as soon as possible. Where the Recipient Side requests the Donor Side to deactivate an account and apply rerouting as a specific time, the Donor Side shall effect these actions as close as possible to the time requested and no earlier than the time requested and no later than [one hour] after the time requested.

4.12 Where network operators synchronise changes to their networks, the changes shall be made at a time of low network traffic to be agreed

between the operators and specified in the Ordering System Specification and shall be completed within [one hour].

- 4.13 Where the Donor Side is entitled to make independent confirmation with the Subscriber under sub clause 4.5 above, such confirmation shall add no more than one working day to the duration of the porting procedure.

5. Requirements on quality

- 5.1 The arrangements for Number Portability shall not result in an increase in the call set up time for a call to a ported number of more than 2 seconds compared to the call set up time for a call to the same Subscriber on the same network if they were using a non-porting number.
- 5.2 The arrangements for Number Portability shall not result in an increase in the one-way transmission time for a call to a ported number of more than 20 milliseconds compared to the one-way transmission time for a call to the same Subscriber on the same network if they were using a non-porting number.
- 5.3 Each mobile network operator or their nominated agent shall report to the Authority at six month intervals for the first two years of operation and thereafter annually the following statistics:
- The number of requests received as recipient for the porting of individual numbers, with the figures shown separately for prepay and post-pay (Recipient Operator reports)
 - The number of requests made by the Recipient Side that have been rejected by the Donor Side for the porting of individual numbers, with the figures shown separately for prepay and post-pay (Recipient Operator reports, separate figures for each Donor Operator)
 - Two most common reasons for the Donor Side to reject requests for portings (Donor Operator reports)
 - The number of portings where responses were not received or actions were not effected within the time limits specified in this Functional Specification. (Recipient Operator reports separate figures for each Donor Operator)

6. Other requirements

- 6.1 Where E.164 numbers that are subject to Number Portability are used for services other than telephony, eg for SMS, portability of the number shall apply to all the services for which the number is used and are provided by the same party that provides telephony on the number.

- 6.2 Neither the Donor Service Provider nor the Donor Operator is required to disclose the Subscriber's service profile to the Recipient Service Provider or the Recipient Operator.
- 6.3 When an operator who is handling a call determines that the called number is ported and determines the identity of the operator currently serving that called ported number, the operator shall add a prefix to the called number that identifies the current Recipient Operator.
- 6.4 Each Recipient Operator shall provide test numbers that enable users who have ported their numbers:
- to check that their CLI is being sent correctly
 - to request an incoming test call to be made within the next five minutes and routed via the Telkom network to check that incoming calls are being routed correctly
- These test services shall be free of charge to the users who have ported their numbers but the operators concerned may levy interconnection charges on a cost basis for them. The provision of the test numbers shall be dimensioned to a 2% grade of service.
- 6.5 Where service is ceased on a ported number without the number being ported again, the operator who was serving that number shall inform the Block Operator concerned and return the number to them. The Block Operator shall quarantine the number for at least three months.

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