



THE HASHEMITE KINGDOM OF JORDAN
TELECOMMUNICATIONS REGULATORY COMMISSION

**Public Consultation Document on
INSTRUCTIONS FOR IMPLEMENTING MOBILE NUMBER
PORTABILITY IN JORDAN**



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**TELECOMMUNICATIONS REGULATORY COMMISSION
(TRC)**

**INSTRUCTIONS FOR IMPLEMENTING MOBILE NUMBER
PORTABILITY IN JORDAN**

Issued Pursuant to Articles 6(b) and 12 (a)(2) of the Telecommunications Law No. 13 of 1995 its subsequent amendments, and article 31 of the General Policy for the Information & Communications Technology and Postal Sectors, 2018 and article (2.6) of SCHEDULE G of the individual license agreement.

These Instructions are concerning the implementation of Mobile Number Portability (MNP) in Jordan, replace the MNP Instructions issued on 05 January 2005.

Article (1) Definitions

The expressions, phrases and acronyms used in these instructions shall have the following meanings:

- a) **Mobile Number Portability (MNP)**: the ability of mobile customers to retain their mobile numbers when changing the mobile network operator.
- b) **All Call Query (ACQ)** – means direct traffic routing where the originating network, prior to establishing any call or SMS, determines the network to which the called number is currently located. All Call Query direct routing shall be used for all traffic originated and terminated in Jordan.
- c) **Mobile Number Portability Clearinghouse (MNPC)** – the entity engaged by the Operators which is authorized by the TRC to operate and manage the mobile number portability administration service, and centralized database that manage the delivery of number portability services in Jordan.
- d) **Donor Operator** - is the operator to whom the mobile number belongs at the time the subscriber makes a request for porting.
- e) **Additional Conveyance Costs** - are the specific extra costs incurred by an operator to convey traffic to ported numbers compared to conveying traffic to non-ported numbers, including but not limited to transit (signaling) and the database look up costs.
- f) **Mobile Number Portability Administration Rules (MNP Business Rules)** – the document that defines the rules and conditions that apply in terms of ranking and provision of the number portability process for mobile postpaid and prepaid subscribers in Jordan.
- g) **Mobile Number Portability Working Group/ Steering Group (MNPWG/SG)**- means the groups of managements and experts in relevant fields that represent the operators, subject to mobile number portability, to collaborate to progress the timely development, implementation and launch of the Jordan Mobile Number Portability Service. This group is led and supervised by the TRC.
- h) **License** means License Agreement and all Schedules attached thereto, as amended or modified in accordance with the terms thereof.

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- i) **Licensee** means a person who has acquired a License in accordance with the provisions of the Law.
- j) **Operator** - An operator is a licensee who runs a telecommunications system under a license granted in accordance with the Telecommunications Law No.13 for the year 1995 and its amendments, and provides mobile services in Jordan.
- k) **Recipient Operator** - is the operator who will be communications service to the subscriber after porting.
- l) **Customer** - means any Person who has entered into a contract with the Licensee for the provision of mobile telecom services.

Article (2) Requirements of the Mobile Number Portability service

- a) Mobile Number Portability shall be Recipient Led requiring the recipient operator to manage the porting transaction on behalf of the mobile customer.
- b) Customer porting request will be completed within 24 hours after the request is initiated by the recipient operator.
- c) Customer requesting to use the Mobile Number Portability Service will be required to either visit the retail store or meet the designated sales agent of the recipient operator or any other available channel approved by the TRC to initiate their porting request.
- d) The Mobile Number Portability Service in Jordan will require the customer to validate the ownership of the number (s) to be ported and confirmation to progress with the porting transaction by sending a free of charge SMS to the MNPC.

Article (3) Role and Involvement of the TRC

- a) The TRC will work with the related operators through working and steering groups (MNPWG\SG) to determine appropriate technological and operational solutions to implement Mobile Number Portability.
- b) The TRC will oversee the deployment of mobile portability by establishing reasonable deadlines for implementation.
- c) The TRC will continue to maintain oversight over any procedural or technical issues and disputes that may arise.
- d) Each mobile operator shall ensure its own network readiness for implementing Mobile Number Portability.

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Article (4) Mobile Number Portability Working Group/ Steering Group MNPWG/SG:

The TRC will oversee the establishment of the MNPWG/SG. The MNPWG will define and recommend technological and operational solutions to the TRC and as well as being responsible for the timely and successful implementation and introduction of the Mobile Number Portability service. The MNPSG will oversee and provide executive stakeholder support for the Mobile Number Portability implementation programme as well as providing mediation support and executive sign-off of key programme milestones.

Article (5) Cost:

- a) Mobile number portability service shall be free of charge to customers. Mobile operators will not be permitted to levy charges on customers requesting to port their mobile numbers.
- b) All mobile operators shall share in the costs of the MNPC set-up and operation and additional traffic conveyance.
- c) Each mobile operator shall bear its own cost for internal network set-up.

Article (6) Tariff Transparency

The operators shall consider an approach to reduce the Tariff Transparency problem for mobile customers.

Article (7) Mobile Number Portability Clearinghouse (MNPC)

The Mobile Portability Service will be centrally managed by a third party that shall have authorization from the TRC. The MNPWG shall progress the establishment of the number portability clearinghouse in order to facilitate the implementation and operation of Mobile Number Portability and make it more administratively efficient. The Central Number Portability Clearinghouse shall be procured and equally paid for by the mobile operators.

Article (8) Technical/Architectural Solutions

- a) All operators are required to implement and operate All Call Query Direct routing for all traffic originated and terminated in Jordan destined for ported and non-ported numbers. All operators shall reach an agreement on the technical and architectural solution for Mobile Number Portability implementation.
- b) Mobile operators are required to implement and operate automated porting processes interworking the operator's business systems with the MNPC to automatically process the defined validation, deactivation and activation

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activities once the initial porting request is submitted to the central number portability clearinghouse by the recipient operator.

Article (9) Procedural Matters

- a) The MNPWG shall serve an active role in determining the technical solution to be implemented. The MNPWG shall make recommendations to the TRC regarding key functions and activities related to the mobile number portability service and the corresponding implementation and launch of the service. The TRC will consider and approve recommendations received from the MNPWG but only the TRC will be the final decision-making authority.
- b) Any mobile operator that commits a fraudulent port shall bear all the costs for reversing the port and shall be subject to penalties in accordance with the license agreement and TRC Regulations.
- c) The mobile operators shall institute "barrier free" porting procedures and shall not refuse a valid porting request except under specified circumstances as agreed and established by the MNPWG and approved by the TRC.
- d) The Mobile Number Portability service will be governed by the provisions defined the Mobile Number Portability Business Rules framework document which will be developed by the MNPWG and approved by the TRC. The Mobile Number Portability Business Rules will define the mobile porting process, activities and functions, as well as the responsibilities for all related operators to ensure an efficient and consumer centric porting experience.
- e) Mobile operators shall issue customer education guidelines that outline porting procedures in order to better inform customers and to ensure a smooth porting transition.

Article (10) Implementation Plan

- a) The technical, operational approaches and the business rules for the implementation of Mobile Number Portability shall be addressed and studied by the MNPWG and shall be approved by the TRC.
- b) The solution shall be fully implemented within (12) months from issuing these Instructions. At least within 2 months from the issuing of these Instructions, the MNPWG is required to file a realistic implementation plan to the TRC for approval, including clearly defined activity milestones which all mobile operators will be required to meet. Any mobile operator that fails to comply with the implementation plan or meet one or more agreed activity milestone(s) shall be subject to penalties in accordance with the Telecommunications Law and TRC Regulation.

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