

Number Portability Policy for Qatar

Implementation Time Scales

The service providers will implement and launch the Mobile Number Portability (MNP) service to customers by the end of the 17th November 2012. Fixed Number Portability will be subject to a separate policy statement.

Cost recovery principles

Service providers will bear their own costs of upgrading their networks and systems in preparation for NP implementation. This cost will include establishing and maintaining relevant interfaces and links with any centralised service (administration or call routing) where appropriate.

Allocation of Administrative Costs (per Port Setup cost)

That the recipient operator pays the agreed charges for each successful port dependent on the commercial agreements made with the donor operator and/or administrator of any automated order process system.

That the donor operator is allowed to recover only its reasonable incremental administrative costs of NP from the recipient operator.

Subscriber Prices

Recipient operator will be allowed to charge the 'imported' subscriber the cost of NP.

That the recipient operator should treat as a commercial judgement the decision on whether it charges the porting subscriber the cost of the port as a direct charge or as an indirect charge or to make no charge at all.

ictQATAR (whilst allowing the recipient operator to make their own commercial decision on the subscriber price that they charge for NP) will introduce a reasonable price 'cap' where appropriate and necessary.

For the avoidance of doubt, the donor operator is not allowed to charge the 'exporting' subscriber the cost, or part of the cost, of NP.

Allocation of Additional Conveyance Costs

That each donor operator bears their own additional cost of conveying calls for ported numbers to the recipient operator.

NP Technical Routing Solutions

It is the responsibility of the originating operator to route calls to ported numbers directly to the recipient operator without reference to the donor operator.

Order Handling Process Options

That the operators implement a port order process that can meet all the requirements associated with the port orders flows and timelines; including (but not limited to) the projected porting volumes (as these become available). That the operators implement a port order process that will allow the introduction of subsequent operators in an efficient and cost effective manner.

For the avoidance of doubt, the port order process cannot be used to exclude any subsequent operator on any basis whatsoever.

That the service providers implement a port order process that is cost effective.

Debt Management

A bill issued before the port order is placed must be settled by the post-paid subscriber before the number is ported. In these circumstances, it must be possible to audit the sequence of events.

Once a post-paid subscriber has ported their number:

- the donor operator shall issue a final bill to the subscriber;
- where the subscriber does not settle this final bill in full within 30 days of the date of issue of the final bill, the recipient operator shall suspend the subscriber's service to that number in a manner that can be audited;
- service to a suspended number may not be restored until the final bill is paid in full;
- if the final bill is not settled within a further 30 days the recipient operator shall cease service to the ported number;
- a ceased ported number shall be placed in 'quarantine' in accordance with the National Numbering Plan and returned to the donor operator. The 'quarantined' number may not be issued to or used by any subscriber during the quarantine period. Quarantine periods for these numbers shall be auditable by the competing operator.

Tariff Transparency

The service providers will introduce a mechanism designed to alert subscribers to the fact that the call they are making is to a ported number and that the billing will be based on an off-net call tariff not an on-net call tariff, as they reasonable would have expected.

One Stop Shop Process

The operators will design a porting process around the 'one-stop-shop' concept whereby the proposed recipient operator manages the process (with the donor operator) on behalf of the subscriber.

For the avoidance of doubt, this means that the donor operator will not contact the subscriber during the porting process, other than relating to unpaid bills and the issue of a final bill once the subscriber has ported, and will allow the recipient operator to handle all the necessary interactions on behalf of the subscriber. Communications from the donor operator to the subscriber is confined to unpaid bills and the issue of the final bill and are limited to the value and composition of the bill

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(including resolving any queries relating to the amount); and may include methods of payment and any payment reminders and sanctions that may apply if the bill remains unpaid.

Retention Activity

Donor Operators shall not be allowed to engage in 'retention' activity during the porting process.

For the avoidance of doubt, this means that the donor operator shall not contact the subscriber during the porting process to make any attempt to retain the subscriber's business or by offering a change of product or service offering to the subscriber in an attempt to retain their business.

Unwarranted and/or misleading communication with a porting subscriber causes dissatisfaction and may in certain circumstances represent anti-competitive behaviour.

Misuse of Subscriber Information

Operators will not use porting data or records relating to 'ported' subscribers for targeted marketing purposes during or after the porting process.

For the avoidance of doubt, this means that the donor operator will not contact a subscriber directly based on the knowledge that this subscriber has 'exported' their number to another operator.

Unwarranted and/or misleading communication with a porting subscriber causes dissatisfaction and may in certain circumstances represent anti-competitive behaviour.

Porting Frequency

That subscribers who have ported from one service provider to another, should not be subject to a time-lag preventing them from porting on to a third service provider, or returning to their original donor operator.

Mis-Selling and Slamming

The service providers will adopt a code of practice regarding selling practices and ictQATAR will ensure that compliance is mandatory.

Porting Times

The service providers will establish a Porting Time for MNP that ensures that a number is ported during the SSB defined 'porting window' immediately following the donor operator confirming that there is no outstanding bill issued before the recipient operator received the subscriber's request to port their number or that any outstanding bill has been settled. The donor operator shall provide the confirmation within 2 working hours of receiving the port request from the recipient operator or, where there is an outstanding bill, the full payment of the outstanding amount from the Subscriber.

Refusing to Provide Service

The introduction of NP should not change the operators' current practice of offering or ceasing service to subscribers.

National Numbering Committee Clarifications

Debt Management

Service suspension means that both outgoing and incoming calls and texts are barred, but that the post-paid subscriber continues to have a contract with the recipient operator and the number remains assigned to that subscriber. When the recipient operator's debt management procedures for a non-ported customer include a period in the 'dunning cycle' where outgoing calls and texts are barred but incoming calls and texts are permitted then the recipient operator may implement this limited suspension for a maximum of 14 days during the suspension period. No extension to the overall suspension period will be permitted to allow for the limited suspension.

Cease service means that the post-paid contract between the recipient operator and the subscriber is cancelled and that the customer must enter into a new pre-paid or post-paid contract with the recipient operator, donor operator or any other operator in order to obtain service and that a new number must be assigned to the customer for the service unless the quarantine period of the ceased number has been completed.

Porting Times

Where a subscriber is identified as a business subscriber, the recipient operator can agree to the subscriber's request that the port occurs at some date after the next SSB defined 'porting window' has occurred. The operators shall agree during porting process design the maximum number of days in the future that is permitted and inform ictQATAR before the facility is implemented. Should the operators fail to agree on the maximum number of days, ictQATAR will set the period through the National Numbering Committee.

Subject to ictQATAR's agreement, a similar facility (for requesting a port date in the future) can be introduced to personal subscribers after Mobile Number Portability has been introduced in Qatar. ictQATAR's agreement will not be unreasonably withheld once number portability has been available for a least 6 months, and it will be dependent on evidence that personal subscribers require such a facility.

For a pre-paid subscriber, the operators shall port the number during the SSB defined 'porting window' immediately following that the donor operator accepting the port request. The donor operator shall provide the confirmation within 2 working hours of receiving the port request from the recipient operator.

The References to working periods (hours or days) in this policy and the porting technical and procedural documentation shall refer to the working times of the operators except where there is a procedural dependency of the SSB when it shall refer to the working times of the SSB.