



## AMENDED ORDER

Issued by the

Communications Regulatory Authority ("CRA")

To

Ooredoo Q.S.C and Vodafone Qatar Q.S.C

For the Implementation of fixed number portability

(Amending the Order dated 25 December 2014 - Ref.: ICTRA2014/12/24)

CRA Ref: 2016/12/01

#### **A) BACKGROUND TO THE AMENDED ORDER:**

1. The Communications Regulatory Authority ("CRA") issued a Decision and Order on December 25<sup>th</sup>, 2014 (hereinafter referred to as "the Order") to both Ooredoo and Vodafone for the purpose of the launch of fixed number portability.
2. The engagement and interaction with the service providers for the implementation of fixed number portability is set out in detail in the aforementioned order.
3. In terms of the Order, the CRA required the service providers to comply with the key activities and time frames set out in Annexure "A" of the said order.
4. The activities and time frames in the order was not met by the service providers for various reasons.
5. Subsequently, service providers agreed to a new time frame that was also discussed and endorsed by the service providers through the National Numbering Committee meeting during April 2015.
6. The service providers have further concluded and agreed on a framework and design document which includes the FNP policy, which has been endorsed by the CRA.
7. Despite being given an opportunity to align their activities with the agreed new time frames, both service providers have still been unsuccessful meeting the agreed-upon time frames and processes for the implementation of fixed number portability.
8. In light of the foregoing circumstances, the CRA now has decided to issue this order thereby setting out the new time frames to be implemented by both service providers.

#### **B) LEGAL BASIS FOR THE ORDER:**

1. The CRA has the authority under Article 4(11) of the Telecommunications Law (Decree 34 of 2006) to ensure that the provisions of the Law and its Executive By-Laws, regulations and decisions issued pursuant to such provisions are complied with by the Service providers.
2. The CRA also has the power in terms of Article 5 of the Telecommunications Law to "issue regulations, decisions, orders, rules, instructions and notices related to regulating the telecommunications sector as specified in this Law and its Executive By-Law".
3. These provisions are entrenched in the Law, to provide the CRA with the mechanisms required to implement the actions and decisions required for effective regulation in the sector.
4. The CRA, as the established Regulatory Body under Emiri Decree No. (42) Of 2014 is empowered under Article 4(1) to "Set Regulatory frameworks for the communications, information technology, post sector and digital media, in line with the general policies of the sector and to enable optimal performance."

5. The CRA has a mandatory obligation under article 4 [14] to "monitor compliance of licensees with the regulatory frameworks and take the necessary measures to ensure their compliance."
6. As limited progress was made with regard to implementation of fixed number portability the CRA now issues this amended order pursuant to its powers as stipulated above and derived from the telecommunications law, the immunity decree and relevant license provisions.

#### **C) INSTRUCTION AND ORDERS:**

The CRA hereby instructs the Service Providers through this Amended Order to proceed to fulfill the following requirements upon the issuance of this amended order:

1. To conclude a contract with an identified vendor for the development and implementation of the Number Portability Administration System [NPAS];
2. To sign the contract with the vendor by no later than December 30, 2016;
3. To file a signed copy of the contract with the CRA by no later than January 5, 2017;
4. To file monthly reports with the CRA regarding the progress with the implementation as per the reporting format set out in paragraph E [2], by no later than the first week of each successive month leading up to the launch date, commencing in the second week of December 2016;
5. To produce a code of conduct governing the FNP process by no later than April 1 2017;
6. To Launch FNP July 30, 2017
7. To raise any issue impeding the process for implementation either in the report or through official correspondence directed to the president of the CRA;
8. To comply with the activities and time frames set out in the Annex chair attached to this amended order.
9. Both Service Providers are required to comply with the action items and periods as set out in Annexure ("B") to this Order.

#### **D) EFFECTIVE DATE OF THIS ORDER:**

This Order shall be implemented and effective from the date of signature of this order.

#### **E) COMPLIANCE WITH AND MONITORING OF THIS AMENDED ORDER:**

1. The CRA has a further obligation under Article 4 (14) to "Monitor compliance of Licensees with the regulatory frameworks and take the necessary measures to ensure their compliance."
2. Pursuant to aforementioned requirement the CRA shall conduct continuous monitoring on the progress of this Amended Order through:

- (b) the monthly written reports to be submitted by the service providers must include:
- (i) an internal work plan leading towards the launch date;
  - (ii) updates on the vendor contracting process; and
  - (iii) details of the progress made by the service providers against the upcoming milestones.
3. Failure to comply with this Instruction and Order shall constitute a violation of the legal framework and accordingly non-compliance of this amended order ;
4. Where there is a violation and subsequent non-compliance this shall lead the CRA to refer this matter to the Public Prosecutor to impose a fine as stipulated under Article 67 of the Telecommunications Law of (QR 1,000,000) One Million Qatari Riyals and imprisonment not exceeding one year;
5. Furthermore under the provisions of article 71 of the telecommunications law the punishment or penalty shall be imposed on the person responsible for the management of the corporate entity if it is proved that the person was aware that these violations were committed and his or her management contributed to the violation.
6. The CRA further reserves its rights to publish any Notice of Non-Compliance issued pursuant to this Amended Order, on its web site under the provisions of Article 6 of the Telecommunications Law.

**Issued by the Communications Regulatory Authority**

Dated and signed on this 14 day of December 2016.



**Mohammed Al-Mannai**  
**President**  
**Communications Regulatory Authority**

**Annexure –“B”**

**Schedule of mandatory deliverables**

Activity	Date of Completion or Duration
Concluding a contract with the identified vendor	December 30, 2016
Filing a signed copy of contract with CRA	January 5, 2017
Filing a signed copy of the Code of Conduct for FNP	April 1, 2017
Prepare an inter-operator agreement	April 1, 2017
Testing phase includes following key phases: <ul style="list-style-type: none"> <li>• System integration testing</li> <li>• User acceptance testing</li> <li>• Intra-operability testing</li> </ul>	No later than 3 months following implementations of the FNP platform
To provide reports of the tests which shall include the following: <ol style="list-style-type: none"> <li>1. Dates the tests were conducted ;</li> <li>2. Confirmation of implementation;</li> <li>3. Remedial steps to rectify faults in the testing with dates.</li> </ol>	Upon completion of the tests.
Monthly Report to be filed on the progress of FNP implementation covering following tasks: <ol style="list-style-type: none"> <li>a. Internal work plan leading towards launch date</li> <li>b. Vendor contract process</li> <li>c. Current status of milestones (On target/ delay expected)</li> </ol>	On the first week of each month starting from January leading up to the launch date
Attendance at monthly NNC meetings as scheduled by CRA.	NNC meetings Starting December 2016
Launch date	July 30, 2017