Version MNP3v5F – March 31st 2014

Mobile Number Portability Task Force:

PT3: Database and operational aspects

Contents

1 Document History

Document Name	*Date*	*Comment*
MNP3V1D.doc	02/04/2001	First draft
MNP3V1D May 2001.doc	15/05/2001	First draft in BIPT format
MNP3V1D 23 May 2001.doc	23/05/2001	Second draft
MNP3V1D 11 June 2001.doc	11/06/2001	Third draft
MNP3V1D 13 June 2001.doc	13/06/2001	Fourth draft
MNP3V1D 18 June 2001.doc	18/06/2001	Fifth draft
MNP3V1D 21 June 2001.doc	21/06/2001	Sixth draft
MNP3V1D 25 June 2001.doc	25/06/2001	Seventh draft
MNP3V1D 27 June 2001.doc	27/06/2001	Eighth draft
MNP3V1D 29 June 2001.doc	29/06/2001	Ninth draft
MNP3V1D 13 July 2001.doc	13/07/2001	10th draft – final
MNP3V1D 17 July 2001.doc	13/07/2001	11th draft – Partial accepted PT1 definitions removed Accepted Timers included + timer table removed Scope adapted Example PRF to Annex
MNP3V1D 19 July 2001.doc	19/07/01	12th draft – Partial accepted Accepted all modifications Small adaptations included
MNP3V1D 24 July 2001.doc	24/07/01	13th draft – Partial accepted Belgacom Mobile small adaptations
MNP3V1F 06 August 2001.doc	06/08/01	Final Version
MNP3V1F 07 September 2001	07/09/2001	Updated version including PT7 input
MNP3V1F 17 January 2002	17/01/2002	Updated version including T5 and NP Done message
MNP3V2F 24 January 2002	24/01/2002	Updated version including additional error messages on NP request
MNP3V3F 30 January 2002	30/01/2002	Updated version including additional error messages on NP Exec and NP Broadcast
MNP3V4F 26 April 2002	26/04/2002	Updated version: additional reject reasons, clarification of T2, most RFQ related info removed
MNP3V4F 02 May 2002	02/05/2002	Updated based on MNO comments (Bad Debt remark, reject reason sequence modified, NP Disconnect added)
MNP3V5F 31 Mar 2014	31/03/2014	Update based on the Royal Decree of July 2nd 2013

2 Scope

The purpose of the document is to define the operational aspects of Mobile Number Portability in Belgium. It describes how the participants communicate to establish a consistent environment, i.e. the method and contents of information exchanges.

In line with the scope of output from other project teams this document is focused on workflow elements and interactions with and between the parties involved in supporting Mobile Number Portability. The interactions described here are not influenced by potential bilateral communication schemes, which are to be transparent for the functions highlighted in this document.

The scope of Mobile Number Portability described in this document covers all MSISDNs, as described in the MNPTF-PT1 document (reference document 1).

This document starts with a list of documents in the 'References' with additional information related to the concepts of Mobile Number Portability. These references are followed by a section on definitions and abbreviations of terms defined in this and other MNPTF-PT documents. Also an overview of the processes is provided as they are specified in this document.

Billing and accounting related topics were not considered for this deliverable.

3 References

[1] MNPTF-PT1 Mobile Number Portability Task Force - PT1: Service Description Number Portability for Mobile Numbers
[2] MNPTF-PT2 Mobile Number Portability Task Force - PT2: Network Aspects
[3] MNPTF-PT4 Mobile Number Portability Task Force: - PT4: Economic aspects
[4] MNPTF-PT5 Mobile Number Portability Task Force – PT5: Regulatory Issues

4 Definitions, Abbreviations and Overview

4.1 Definitions

The following definitions and terms will be used by the different project teams involved in the implementation of Mobile Number Portability in Belgium. The definitions given here are specific to PT3 and will become part of the PT1 document.

Portable MSISDN

Portable MSISDN is a MSISDN that is within the scope of Mobile Number Portability. This does not take the validation into account: all active MSISDN as defined hereunder and that are in scope with PT1.

Non active MSISDN

Are non active, all MSISDN in ageing period or in pool of available MSISDN's.

For prepaid, MSISDN are also considered as non active in case a first call has not yet been made.

For postpaid, MSISDN are also considered as non active in case a contract is not signed with a customer.

Active MSISDN

Active: all MSISDN that are not "non active" as defined above.

Suspension

Soft Suspension:	Due to operator barring the customer cannot make outgoing calls except for last call redirect.
Hard Suspension:	Due to operator barring the customer cannot make outgoing calls or receive incoming calls.

4.2 Abbreviations

BP	Block Portability
CCBS	Call Completion to Busy Subscriber
CLI	Calling Line Identity
CLIP	CLI Presentation
CLIR	CLI Presentation Restriction
COLP	Connected Line Presentation
COLR	Connected Line Presentation Restriction
CTF	Call Trap Function
DDI	Direct Dialling In
DN	Directory Number
DOE	Donor Exchange
DON	Donor Network

DQF	Database Query Function
ETSI	European Telecommunications Standards Inst.
FAC	ISUP Facility Message
F-PLMN	Foreign PLMN
GMSC	Gateway Mobile Switching Centre
GPRS	General Packet Radio Service
GSM	Global System for Mobile Communications
HLR	Home Location Register
IAM	Initial Address Message
IMSI	International Mobile Subscriber Identity
IN	Intelligent Networks
ISDN	Integrated Services Digital Network
ISUP	ISDN User Part
ITSI	International Tetra Subscriber Identification
ITU	International Telecommunications Union
LOA	Letter Of Authorisation
MAP	Mobile Application Part
MN	Mobile Number
MNO	Mobile Network Operator
MPIN	Mobile Ported-in Number
MPN	Mobile Ported-out Number
MSC	Mobile Switching Centre
MSISDN	Mobile Station ISDN Number
MSRN	Mobile Station Roaming Number
MVNO	Mobile Virtual Network Operator
MWI	Message Waiting Indicator
NANO	Number Allocated Network Operator
NAMNO	Number Allocated Mobile Network Operator
NDC	National Destination Code

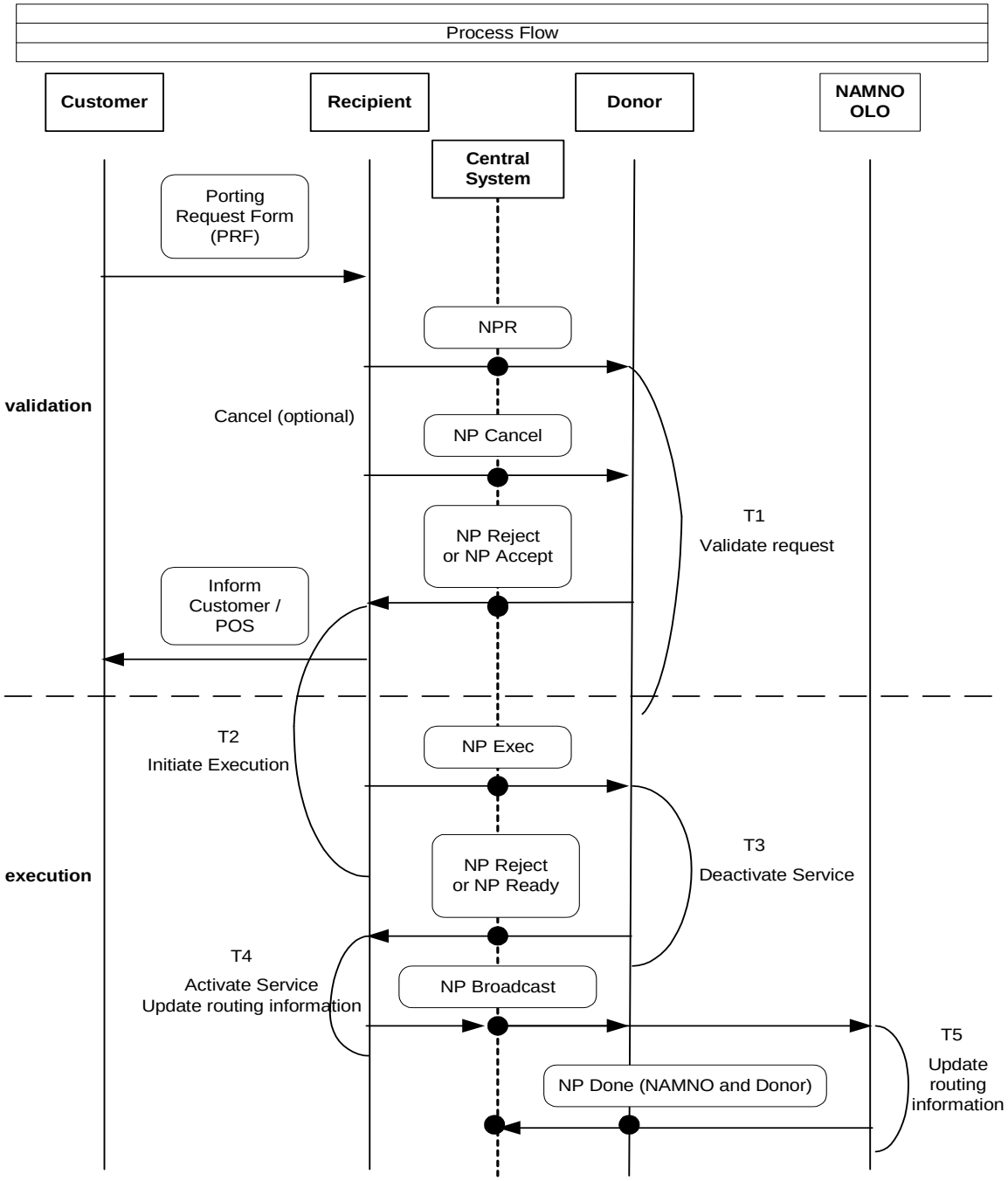
NM	Number Mobility
NO	Network Operator
NOC	Network Office Code
NP_DB	Number Portability Database
NPR	Number Port Request
NSN	National Significant Number
OP	Network Operator Portability
OqoD	Originating call Query on Digit Analysis
ORE	Originating Exchange
ORN	Originating Network
PLMN	Public Land Mobile Network
POI	Point of Interconnect
PON	Ported-out Number
PRF	Porting Request Form
PSTN	Public Switched Telephone Network
QoHR	Query on HLR Release
RAF	Range Analysis Function
REE	Recipient Exchange
REL	ISUP Release Message
REN	Recipient Network
RFDB	Reference Database
RI	Routing Information
RIAF	Routing Information Addition Function
RN	Routing Number
RP	Routing Prefix
RTBD	Real-time Database
SCCP	Signalling Connection Control Part
SEN	Serving Network
SIM	Subscriber Identity Module

SMS	Short Message Service
SN	Second Number
SNF	Serving Network Functionality
SP	Service Portability
SRF	Signalling Relay Function
SRI	Send Routing Information (MAP)
SS7	Signalling System N°7
TC	Transaction Capability
TETRA	Terrestrial Trunked Radio
TqoD	Terminating call Query on Digit Analysis
TRE	Transit Exchange
TRN	Transit Network
UMTS	Universal Mobile Telecommunication System
VLR	Visitors Location Register
VMSC	Visitor MSC

4.3 Overview

4.3.1 Porting process

Please note that the drawing does not contain any acknowledgements or error messages. The assumption is made that acknowledgements are not needed on the application level, because they are handled at communications level and over a central system.



4.3.1.1 Validation Phase

The objective of the validation phase is to prepare the porting of one or more MSISDNs from the Donor to the Recipient. The conclusion of this phase is the agreement for the actual porting of the mobile number or a rejection of the MNP request within a predefined time window.

The process used for the validation of an MNP request is divided in two complexity classes: “Simple or complex”. Only the case where a natural person ports 1 number is considered simple, even if the given customer has multiple MSISDNs active on the Donor’s network. All other cases are considered complex (e.g. multiple MSISDNs, legal person, …).

The “complex” process differs from the “simple” process in the values for timers (see 6.3), and the content of information exchanged between the key parties involved in the process (see 5.1). In case of a complex porting Request with more than 1 MSISDN, the MSISDN numbers should all belong to the same customer account.

The Recipient can decide to split up a complex case into multiple simple cases (if applicable, i.e. natural person).

4.3.1.2 Execution Phase

The Recipient can request the execution of MNP on the Donor’s network within the agreed time window.

All key parties supporting MNP - Recipient, Donor, and the other participants - will be ready to provide the service to the subscriber by the end of this phase.

Alternatively, it is possible that the Donor rejects the Exec request in case the MSISDN has been deactivated between MNP Accept and MNP Exec.

The execution of MNP is based on the principle that an MSISDN can only be active on one mobile network at a time.

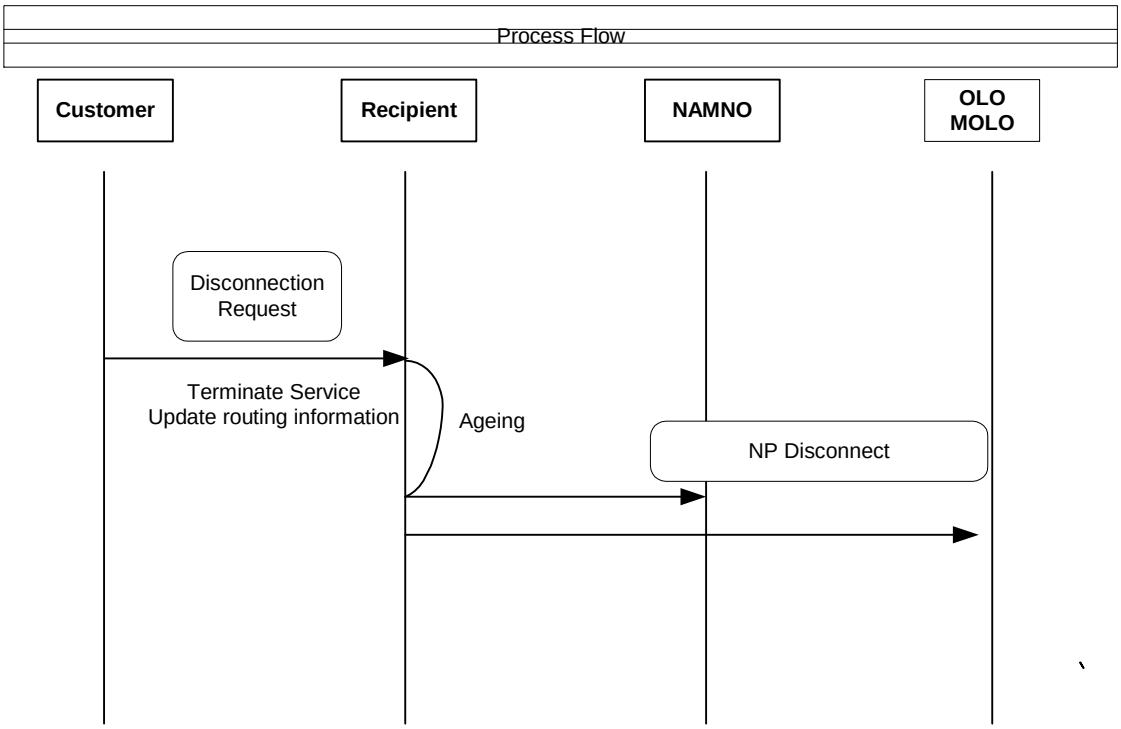
The start of the execution phase is the “point of no return” for the customer: the remaining part of the porting process cannot be cancelled or stopped by the customer, the donor or the recipient.

In case of a full-proven wrong porting (e.g. slamming) the number is to be returned to the Donor ASAP.

4.3.2 Operational Processes

Day-to-day changes to the operational environment with impact on individual ported subscribers are specified in these processes.

4.3.2.1 Disconnection and Ageing



All the operators (fixed and mobile) need to update their routing databases after the final disconnection of a ported MSISDN from the Recipient Network.

The Recipient Network must return the MSISDN to the NAMNO within maximum one year after its permanent de-activation and minimum 6 months. During this period, it is the responsibility of the Recipient Network to play the regular announcement for non-attributed numbers.

After the MNP disconnection broadcast, the NAMNO can immediately re-use this MSISDN, which implies that calls to this MSISDN have to be routed to the Number Range Holder network.

Content of the MNP Disconnect includes MSISDN.

5 Processes for Interaction

5.1 Validation phase

The process names of the following description refer to the validation phase and are named as "**VPx**".

5.1.1 Recipient requests MNP

5.1.1.1 VP1

- A subscriber requests the MNP service from the Recipient, i.e. activation on the Recipient's network with the retention of his/her current numbers (MSISDNs)
- The PRF should contain a signed LOA clause, which authorises the Recipient to terminate the contract between the customer and the Donor on behalf of the customer. The Donor can only view this PRF in case of post porting issues; it cannot be requested as supporting documentation.
- The Recipient therefore obtains all information required to document this new MNP case and to co-ordinate MNP with the other parties.

5.1.1.1.1 Definition of criteria to refuse porting in of an MSISDN by the Recipient Network

- Doubt of slammingCustomer is known with a fraud profile (in case of subsequent porting,…)
- The customer is not meeting the conditions as stated in the "general terms & conditions" of the recipient operator.
- Prospect does not fulfil the conditions to become a customer

5.1.1.1.2 Definition of criteria to refuse porting out of an MSISDN by the Donor Network

Criteria have been defined in this document.

5.1.1.2 VP2

- The Recipient requests the validation of the created MNP case.

5.1.2 Recipient Cancels MNP Request

The Recipient can decide to abandon the porting process before the Donor validated the NPR (status = "validation pending").

5.1.3 Donor validates MNP request

5.1.3.1 VP3

- The Donor validates the data supplied with the created MNP case, and as outcome of this step the case is accepted or rejected.
- If the case is rejected and depending on the reject code the Recipient can re-submit the NPR either with corrected data, or with supporting documents to prove the correctness of the NPR data.
- A re-submitted NPR automatically results in the start of a new T1.
- If the case is accepted, the validation phase is completed. A time window begins during which the actual port can be executed The Donor does not automatically take further action. The Recipient initiates the next step in the process.

5.1.4 NPR Content Table

Port type (situation at Donor)	Mandatory	Optional
PREPAID	MSISDN SIM Card Number	
POST SIMPLE	MSISDN Sim Card Number OR Account Number (but not both)	Customer name Supporting Documents Indicator
POST COMPLEX	MSISDNs Account number	Customer Name Company Name Authorised Requester Name VAT (if applicable) Supporting Documents indicator

5.1.5 PRF Content Table

The PRF should contain at least the same data as the NPR, and also a signed LOA clause.

5.1.6 Name Validation

As of version MNP3V5F of this PT3 document the name field is optional so there is no reason to reject any more based on this field whether present or not.

5.1.7 Supporting Documents

The Recipient can decide to send additional documents (attachments) along with the NPR message in order to facilitate the NPR validation. If in the case of a porting post-paid complex case the Donor accepts a port based on the standard information provided in the NPR message and there is a conflict with the supporting documents then and only then the responsibility remains with the Recipient.

As of version MNP3V5F and similar to the name validation there is no reason anymore to add supporting documents to prove that some name fields (i.e. Authorised Requester Name) are indeed valid. For backwards compatibility reasons, the functionality is still described.

5.1.7.1 Business Days for NPR Validation

Business Days Simple	Monday to Saturday
Business Hours Simple	08:00 to 20:00
Business Days Complex	Monday to Friday
Business Hours Complex	08:00 to 20:00

5.1.8 Cancel Number Porting

The Recipient can cancel an MNP case before the Donor has accepted it or before expiration of the NPR validation. An MNP case which has been accepted by the Donor, and for which the Recipient has not issued an execution request within the agreed time window (determined by T2), automatically expires.

The process names of the following description refer to the cancellation and are named as "**CPx**".

5.1.8.1 CP1 NPR cancelled by Recipient

- The Recipient cancels the MNP case by issuing a cancel request.

5.1.8.2 CP2 NPR cancelled by CRDC

- The CRDC automatically cancels the MNP case at the end of the business day on which T2 has expired.

5.2 Execution phase

5.2.1 MNP Activation

The process names of the following description refer to the NP activation and are named as **EPx**".

The main principle for this phase is that an MSISDN can only be active on 1 network at any point in time.

5.2.1.1 EP1

- The Recipient requests the provisioning of an MNP case on the Donor's network by issuing an execution request (NP Exec). The Recipient is in charge of the whole process. The Donor has to "fulfil" this request as soon as possible, within the agreed time window (determined by T3).

5.2.1.2 EP2

5.2.1.2.1 MSISDN still active

- The Donor deactivates the service on its network.
- The Recipient is notified when the Donor has completed the deactivation related to this MNP case (NP Ready).

5.2.1.2.2 MSISDN not active

- The Donor issues an NP Exec Reject, which terminates the porting process for the given MSISDN.

5.2.1.3 EP3

- The Recipient executes the provisioning of the MNP case on his own network (i.e. activation on all network elements and change routing information for the MSISDN).
- The Recipient broadcasts the new routing information for the MSISDN impacted by the MNP case (NP Broadcast).

5.2.1.4 EP4

- The Donor and the NAMNO notify the CRDC by sending a NP Done message after the routing information has been updated on their network elements.

5.2.1.5 Business days for MNP Execution

The Business days for MNP execution are Monday to Friday 08:00 to 18:00 for Complex requests and Monday to Saturday 08:00 to 18:00 for Simple requests. In order to be executed on the same day, the NP Execution has to be requested at least (T3 + T4 + T5) before the end of a business day.

5.3 Error and reject codes

5.3.1 NP Request

5.3.1.1 Pre-paid

Field(s): NPR number, MSISDN, SIM card number

Errors:

- missing data
- incorrect format
- duplicate MNP item found (i.e. duplicate NPR, MSISDN)
- MSISDN not assigned
- MSISDN resides at Recipient

Rejects: NP Reject with following reject reason(s):

1.	Not active (i.e. validity not started or ended)	no further checks
2.	BIPT exception	no further checks
3.	NAMNO owned	no further checks
4.	MSISDN / SIM card number mismatch	
5.	MSISDN / account number mismatch	

Definition of the reject reason

- 'BIPT exception': MSISDN for which the Donor has received BIPT's permission to refuse porting as foreseen in the MNP law.
- 'NAMNO owned': MSISDN that belongs to an account of which the NAMNO is the account holder.

5.3.1.2 Postpaid Simple

Field(s): NPR number, MSISDN, SIM card number, account number, customer name, additional documents indicator

Errors:

- missing data
- incorrect format
- duplicate MNP item found (i.e. duplicate NPR, MSISDN)
- SIM card number or account number missing
- Supporting documents not provided
- MSISDN not assigned
- MSISDN resides at Recipient

Rejects: NP Reject with following reject reason(s):

1.	Not active	no further checks
2.	BIPT exception	no further checks
3.	NAMNO owned	no further checks
4.	MSISDN / SIM card number mismatch	continue
5.	MSISDN / account number mismatch	continue

5.3.1.3 Postpaid Complex

Field(s): NPR number, MSISDN's, accounts number, customer name, authorised requestor, VAT number (if applicable) and supporting documents indicator

Errors:

- missing data
- incorrect format
- duplicate MNP item found (i.e. duplicate NPR, MSISDN)
- Supporting documents not provided
- MSISDN not assigned
- MSISDN resides at Recipient

Rejects: NP Reject with following reject reason(s):

1.	Not active	perform for each MSISDN, no further checks
2.	BIPT exception	perform for each MSISDN, no further checks
3.	NAMNO owned	perform for each MSISDN, no further checks
4.	Service is prepaid checksMSISDN / account number mismatch	perform for each MSISDN, no further perform for each MSISDN, no further checks
5.	MSISDN / SIM card number mismatch	perform for each MSISDN, no further checks

5.3.2 NP Accept

Field(s): NPR number

Errors:

- missing data
- incorrect format
- no valid MNP item found (only valid status " MNP item validation pending")

Rejects:

- none

5.3.3 NP Reject

5.3.3.1 Pre-Paid and Postpaid simple

Field(s): NPR number, Reject Reason

Errors:

- missing data
- incorrect format
- no valid MNP item found (only valid status " MNP item validation pending")

Rejects:

- none

5.3.3.2 Postpaid complex

Field(s): NPR number, MSISDN, Reject Reason(s) for every MSISDN rejected.

Errors:

- missing data
- incorrect format
- no valid MNP item found (only valid status " MNP item validation pending")

Rejects:

- none

5.3.4 NP Cancel

Field(s): NPR number

Errors:

- missing data
- incorrect format
- no valid MNP item found (only valid states are " MNP item validation pending" and "MNP item approved")

Rejects:

None

5.3.5 NP Exec

Field(s): MSISDN

Errors:

- missing data
- incorrect format
- no valid MNP/MSISDN item found (only valid status is " MNP/MSISDN item approved")
- set capacity is exceeded
- outside NP Exec time frame

- Donor system down

Rejects:

- NP Exec Reject

5.3.6 NP Exec Reject

Field(s): MSISDN

Errors:

- missing data
- incorrect format
- no valid MNP item found (only valid status is " MNP/MSISDN execution pending")

Rejects:

- None

5.3.7 NP Ready

Field(s): MSISDN

Errors:

- missing data
- incorrect format
- no valid MNP/MSISDN item found (only valid status is " MNP/MSISDN execution pending")

Rejects:

- none

5.3.8 NP Broadcast

Field(s): MSISDN, routing info

Errors:

- missing data
- incorrect format
- no valid MNP/MSISDN item found (only valid status is " MNP/MSISDN executed by donor")
- wrong routing number Rejects:

None

5.3.9 NP Done

Field(s): MSISDN

Errors:

- missing data
- incorrect format
- no valid MNP/MSISDN item found (only valid status is " MNP/MSISDN pending network update ")

Rejects:

- none

5.4 Operational phase

5.4.1 Disconnection

The process names of the following description refer to the disconnection and are named as "**DPx**".

5.4.1.1 DP1

- Within maximum one year and minimum six months after a MSISDN has been permanently disconnected, all operators (fixed and mobile) are informed by a NP Disconnect message.
- Message content: MSISDN.

5.4.1.2 DP2

- Any operator can decide how to handle the NP Disconnect, bearing in mind that this means that the number returns to the NAMNO.

5.4.2 NP Disconnect

Field(s): MSISDN

Errors:

- missing data
- incorrect format
- Sender is not current operator
- Number is not ported
- MSISDN is currently involved in a porting process Rejects:
- none

5.5 "System Down" phase

Every participating MNO has the possibility to notify the other MNO's that it is temporarily unable to handle NP Execution requests.

5.5.1 System Down

The participant who is not capable of handling NP Execution requests - as a Donor - will generate an event that all the other participants have subscribed to. Upon receipt of this event, all the other participants have to stop issuing NP Execution requests to this participant. This does not stop the participants (including the participant who has sent the system down message) from issuing requests – as a Recipient – to other operators. The maximum downtime of any MNO is defined in the MNP IOSLA .

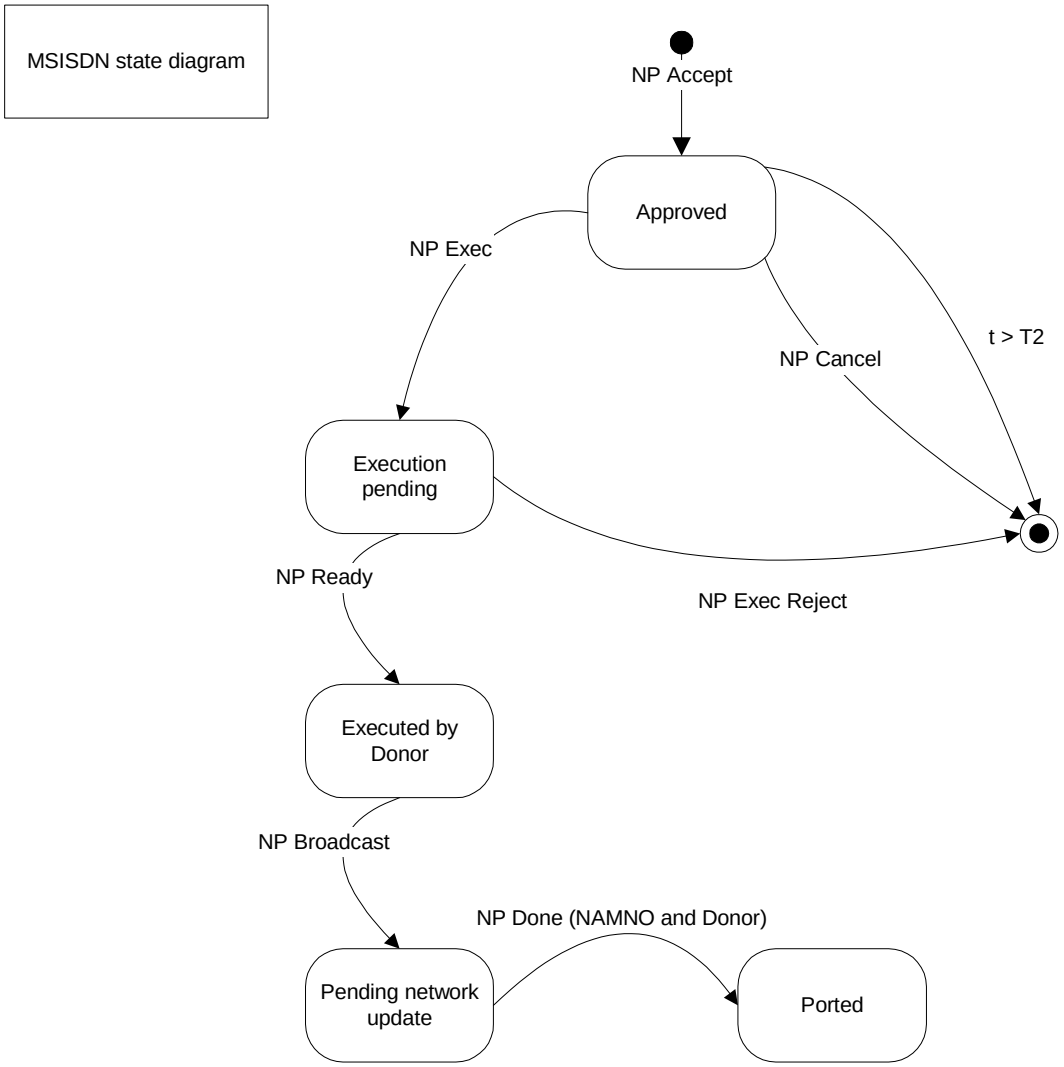
All the timers keep running during the downtime. For on-going porting processes, T2 is increased along with the downtime (minimum increment is 1 day). This will ensure that accepted NPR validations can not expire because of the "System Down" problem.

5.5.2 System Up

The Participant who can resume request handling will generate an event which all the other participants have subscribed to. After reading this event, all the other participants can issue requests for this participant again.

6 State Diagrams and Time frames

6.1 State diagrams



6.2 Time frames and Timers

Timers will measure the interval between 2 messages. If a timer exceeds the corresponding maximum, the participants have the right to start an escalation process, as defined in the MNP SLA (to be discussed) for details.

6.2.1 T1

The elapsed time between the notification of the creation of a new MNP work item issued by the Recipient (the NPR message) and the validation answer issued by the Donor (the NP Accept or NP Reject message).

If a MNP work item is created (the NPR message) outside of the business hours then T1 starts the next business day.

6.2.2 T2

The elapsed time between the notification of the validation of a new MNP item issued by the Donor (the NP Accept message) and the request for execution issued by the Recipient (the NP Exec message).

6.2.3 T3

The elapsed time between the request for execution of an MNP item issued by the Recipient (the NP Exec message) and the notification of the actual execution of MNP - on the Donor's network - issued by the Donor (the NP Ready message). It is clear that once the donor executed the de-activation, NP Ready is automatically sent by the system.

If the NP Exec message is received outside business hours or later than (T3 + T4 + T5) before the end of the business day then T3 will start the next business day.

6.2.4 T4

The elapsed time between the notification of the actual execution of MNP issued by the Donor (the NP Ready message) and the broadcasting of the actual execution of MNP issued by the Recipient (the NP Broadcast message).

6.2.5 T5

The elapsed time between the notification of the actual activation of the MSISDN (NP Broadcast) issued by the Recipient, and the notification of the routing update on the network issued by the Donor / NAMNO.

6.2.6 Maximum Timer Values

Service Level Agreement of timers has been defined in MNP IOSLA.

6.2.6.1 Validation Phase

	Maximum for simple MNP items	**Maximum for complex MNP items**
T1	1 day – 55 minutes (time of day based on NPR timestamp)	2 days (time of day based on NPR timestamp)
T2	8 days (expiry at end of business day)	8 days (expiry at end of business day)

6.2.6.2 Execution Phase

	Maximum for all MNP Execution processes (always individual MSISDN)
T3	30 minutes
T4	15 minutes
T5	10 minutes

6.2.6.3 Operational Phase

The above timers are expressed in business days / minutes. After 4 months of operation the maximums will be evaluated and their value adapted if applicable.

It is the intention of every Recipient to keep the elapsed time between NP Accept and NP Exec (T2) as short as possible. Therefore, T2 will be close to 0 in most cases.

7 Reports

			Timing
MSISDN Location current + history Range All Single			On request On request On request On request
MSISDN Porting status Range Single			On request On request On request
Statistics (pre-paid : simple and complex; post-paid : simple and complex) Number of transactions/operator Timers/operator Errors/rejects Recurring errors Stop/Resume Downtime Cancel			On request/regular freq. On request/regular freq. On request/regular freq. On request/regular freq. On request/regular freq. On request/regular freq. On request/regular freq. On request/regular freq.

The Location reports are available to all participants.

The reports “Porting Status” and “Statistics” are only available to the concerned operators (Recipient and Donor) and the BIPT.

8 RFQ related technical details

8.1 Processes

8.1.1 General Remark

A number of standard roles and processes have to be supported by every operator's MNP application. Additional roles and processes can be defined.

8.1.2 NPR number format

The NPR number format will be a unique number per operator generated or composed within each operators own MNP IT system. The general format is alphanumeric.

Code	Length	Description	Content
OOOO	4	Operator ID	Code of the recipient operator who generates the NPR request. Proposed codes (for a full list see Chapter 9 Participants): BASE = BASE MOBM = MOBISTAR BEMO = BELGACOM MOBILE …
SS	2	System ID	The system ID code indicates the machine, server or domain where the number is generated. This can be a number or an alphanumeric code to be assigned freely by each operator.
YYYY	4	YEAR	Timestamp coming from the system clock
MM	2	Month	
DD	2	Day	
HH	2	Hour	
mm	2	Minutes	
ss	2	Seconds	
fn	2	Free number	

8.1.3 Creation

The Recipient's Customer Care application requests the validation of an MNP case (the porting of one or more MSISDN).

8.1.4 Capacity Issue

The capacity issue is related to the choice of the central system and need to be tackled when preparing the RFQ.

8.1.5 Emergency and legal services access procedure

It has been decided to grant these services direct access to the central system report " MSISDN Location" and, in an earlier phase, to request the emergency services to contact the NAMNO who will, in case of a ported number, inform the emergency services on the spot on the customer's current operator.

9 PARTICIPANTS

A list is maintained of all 'Participant Id's of Operators and Service Providers who communicate with CRDC, directly or indirect. A single 2-digit code is assigned to each participant. This list is to a certain degree dynamic as member joins or leaves the arena.

Participant Id.	MNP	PARTICIPANT
MRDB	X	Central System
BEMO	X	Belgacom Mobile
MOBI	X	Mobistar
BASE	X	BASE
TEMO	X	Telenet Mobile
VOXM	X	Voxbone Mobile
LYCA	X	Lycamobile sprl
MUND	X	Mundio Mobile

10 Annexes:

10.1 Annex 1: PRF Proposal

Example Porting Request Form

Name:	First name:
Address:	Zip code:
MSISDN:	Donor Network:
Old SIM Card Number:	
Company Name:	
VAT Number:	
Donor Contract Plan:	
Legal conditions…..	
Date:	Signature:

All MNO's and MVNO's should inform their customers on the Porting procedure, clearly stating the conditions. Only the authorised person can request porting, registration is compulsory, … etc). This information should be generic for all customers, regardless of the MNO to which the customer is subscribed.

Because the Customer is aware – prior to his request – of all prerequisites, the customer is to collect all relevant data concerning his current subscription (e.g. pre-/postpaid, Fixed Term Contract, …) before approaching the Recipient Network. The Recipient Network is the 1st and single point of contact for any customer requesting MNP. In order to increase the porting success rate and avoid that the Donor Network can impose extra conditions/barriers, the Recipient Network will act as One Stop Shop.

The customer must identify himself with identification documents:

Identity card
L.O.A.
Authorisation papers

10.2 Annex 2: Request (message) layout and priority

Fields/Message	PRIO	NPR	MSISDN	SIM#	Acc#	Custname	Compname	add.doc	Auth.req.	VAT#	reject reason	routing info
NPR	Low	x	x (*)	x	x	x	x	x	x	x		
NP Accept	Low	x										
NP Reject	Low	x	x (*)								x (*)	
NP Cancel	Low	x										
NP Exec	Medium		x									
NP Exec Reject	Medium		x								x	
NP Ready	High		x									
NP Broadcast	High		x									x
NP Disconnect	Low		x									
NP Done	High		x									

(*) repetitive field