THE HASHEMITE KINGDOM OF JORDAN

TELECOMMUNICATIONS REGULATORY COMMISSION

**CARRIER SELECTION AND CARRIER PRE-SELECTION PROGRAM
INDUSTRY FORUM TERMS OF REFERENCE**

TRC Board Decision No.(1-15/2005) Date(24/3/2005)

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1. Industry Forum Steering Committee (IFSC)

1.1   Introduction

The TRC "Instructions for implementing Carrier Selection (CS) and Carrier Pre-Selection (CPS) in Jordan" require that an "Industry Forum" be established in order to define the critical tasks that need to be completed as well as the timeline required to meet the launch date for both CS and CPS in Jordan.

1.2   Objective

The Industry Forum Steering Committee (IFSC) oversees all work leading to the implementation of new network features and functionality required to comply with technical modifications necessary to implement Carrier Selection and Carrier Pre-Selection in Jordan. The IFSC has the authority to:

- Reach agreement with respect to the activities and associated timing required to first implement Carrier Selection, followed by Carrier Pre-Selection or to implement both simultaneously;

- Establish Technical, Commercial and any other necessary Working Groups, all of which will report directly to the IFSC;

- Review and approve the task list developed by each Working Group (Section 2.2).

- Co-ordinate the activities of all Working Groups;

- Approve the work plans and targets of the working groups;

- Measure the progress of the Working Groups against the agreed upon targets.

- Monitor technological developments with respect to Carrier Selection and Carrier Pre-Selection; and recommend operational solutions to the TRC.

1.3   IFSC Deliverables

The IFSC has the responsibility to guide the deployment of Carrier Selection and Carrier Pre-Selection and to ensure that Carrier Selection and Carrier Pre-Selection are implemented. The key deliverables include:

- Provide recommendations to the TRC on timing for Implementation; specifically regarding whether the operators will implement Carrier Selection first, followed by Carrier Pre-Selection or whether both will be launched on the same date.

- The agreed upon commercial, technical and customer complaint processes plus an agreement on unacceptable customer retention or acquisition techniques will constitute the basis of a Code of Practice. Each Operator and

New Entrant will agree to abide by the Code of Practice. Among the areas to be included in the Code of Practice are:

- Agreed upon criteria for customer education information
- Agreement on carrier selection notification process
- Agreement on implementation timing
- Agreement on new entrant start up process
- Agreement on customer change process
- Escalation and resolution process for customer trouble or complaints
- TRC process for investigation of customer complaints and enforcement actions
- Agreement on customer sales and marketing contacts, including retention and reacquisition

- Public education and communication
- Program for implementation of the Carrier Selection and Carrier Pre-Selection Instructions
  - Completion of the Task List assigned to each Working Group
- Transparent launch to the telecom user

1.4   IFSC Meeting Schedule

The IFSC will meet at any place determined by the IFSC chairperson within four weeks following the final CS and CPS Instructions publication issued by TRC and then, at least once a month until otherwise determined by the IFSC.

1.5   IFSC Membership

To ensure neutrality, the TRC will lead the Industry Forum. In addition to the TRC, the membership will consist of operator senior level representatives and licensed new entrant senior management representatives with the authority to make decisions at the meetings. Those Operators and New Entrants who are obliged or volunteer to offer Carrier Selection and/or Carrier Pre-Selection will be the voting members. The TRC will determine whether a new entrant who is not currently licensed has sufficient prospect of being ready to launch by the due date and thus would be entitled to vote. A New Entrant who asks the TRC for permission to participate will be included in both the IFSC and the Working Groups. Network and Billing System vendors or other pertinent parties may assist the operators and participate in the meeting. Only one senior member of each operator/new entrant and the TRC will constitute the Industry Forum with authority to undertake the responsibilities .The following table lists the expected members:

Voting Members (participating in Carrier Selection and, or Carrier Pre-Selection)
TRC (only as tiebreaker)
Jordan Telecom
Fastlink
Other operators when designated by the TRC

| Non voting ad-hoc members |
| --- |
| Other Operators |
| Switch Vendors |
| Billing Vendors |
| MSC/HLR Vendors |

1.6 Voting

Decision-making at the IFSC level shall follow a majority vote and not necessarily consensus. In instances where the voting is evenly split, the TRC shall be the tiebreaker.

2.0   Working Groups

The Carrier Selection and Carrier Pre-Selection Working Groups will be comprised of dedicated subject matter experts from each of the involved Operators. In addition, they will be assisted by vendor or equipment supplier experts as appropriate. The Working Groups will meet at any location determined by the Working Group Chairperson in order to work on the task lists referenced in Section 2.2.

2.1   Reporting Structure

The structure of the Working Groups reporting to the IFSC will be:

Industry Forum
Steering Committee
(IFSC)

Commercial Working
Group
(CWG)

Technical Working
Group
(TWG)
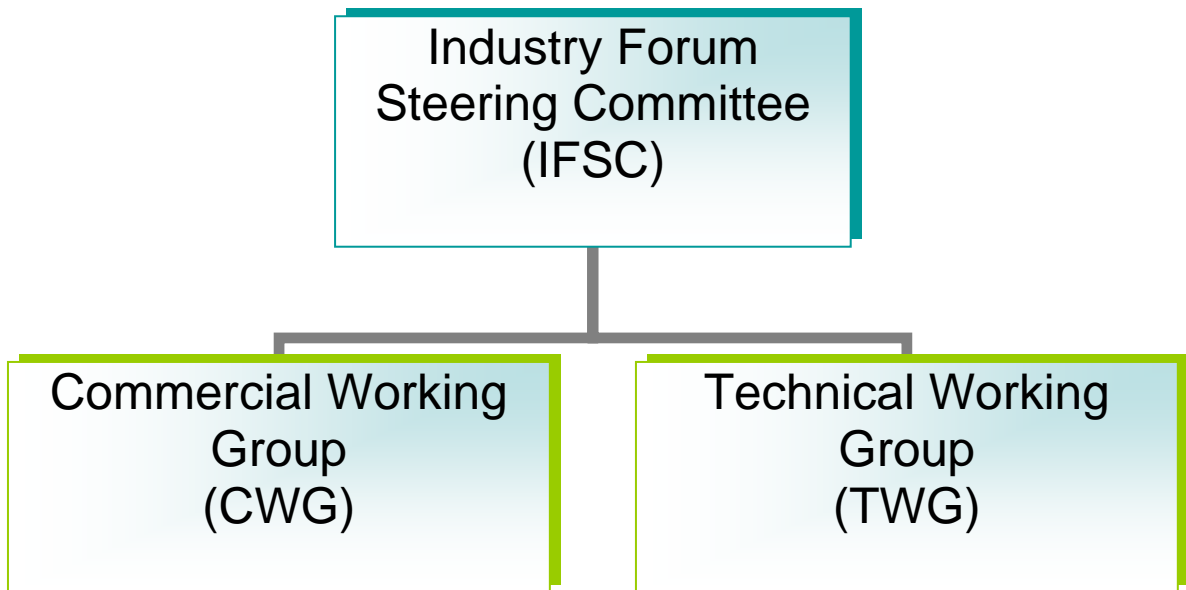
2.2   Working Group Task List

The implementation process is one of both technical review and modification to the existing operator methods and development of new joint processes between operators and new entrants. Inherent in this task is the need to harmonize and determine common requirements that will satisfy the internal and operational support systems of all participants. The following list of tasks is considered a draft proposal until each Working Group can meet, review, add, change and delete tasks as they

deem appropriate for the project. At the first meeting, each Working Group will finalize its assigned tasks. The Working Group Chairperson will then propose the final task list to the IFSC for its consideration. Upon IFSC acceptance of the Task List for each Working Group, the TRC will update and publish a revised ToR.

Working Group	Tasks Assigned	CS and CPS References	Chairperson
2.2.1 Commercial Working Group (CWG)	2.2.1.1- Determine the process for customers to request an alternate carrier. This Working Group will use the existing operator processes and those of the new entrants to create a new set of processes depicting the common functions, communications and interactions necessary to complete a customer Carrier Pre-Selection request. 2.2.1.2 - Determine common information required to authorize the change. 2.2.1.3 - Prepare general process maps for all transactions, including correct formats and expected responses between operators/new entrants. 2.2.1.4 - Develop escalation and trouble resolution process. 2.2.1.5 - Develop customer education information to include a definition of terms and the benefit of CS and CPS for use in the public education materials. 2.2.1.6 – Develop a joint operator/new entrant recommendation for IFSC approval on the Carrier Pre-Selection customer change process and Customer Education including a final timeline and launch date(s). 2.2.1.7 – Develop a Code of Practice (CoP) Guideline. Include the customer change process, trouble resolution and escalation and allowed contacts to 'save', 'win-back', or attempt to re-acquire customers who have migrated to another carrier. 2.2.1.8 – Working with the TWG, include processes in the Code of Practice related to new entrants establishing service, billing and other technical aspects that might be areas of contention between	CS and CPS Instructions Customer change request process from each operator and new entrant. .	Chairperson is to be selected from one of the operators

5

	operators/new entrants. 2.2.1.9 – The CWG will prepare the final CoP proposal for IFSC approval and adoption by all operators/new entrants. 2.2.1.10– The CWG will assist other Working Groups, the TRC and the Interconnection Contract negotiating teams as needed.		
2.2.2 Technical Working Group (TWG)	2.2.2.1 - Define 'Business as Usual' in a Carrier Selection and Carrier Pre-Selection environment. 2.2.2.2 – Discuss the technical implementation of the CS and CPS functionality. Discuss and develop resolution to any issues raised related to inter-operability between operators/new entrants. Resolve issues or list as disputes and make a final recommendation to the IFSC for approval of the technical implementation ready for service date. 2.2.2.3 - Document the revised process for trouble escalation and resolution between operators/new entrants. 2.2.2.4 – Develop an executive summary for the IFSC on the tasks and timeline to upgrade each billing system. The Executive Summary will include the milestones related to critical path work activities leading to the project ready for service date. 2.2.2.5 – Develop test scripts for international call completion testing for launch or as a process for new entrants who establish service post launch. 2.2.2.6 - Arrange for phones and numbers for friendly user test. 2.2.2.7 – Coordinate a minimum set of call through tests for each new entrant ready to offer service by launch date and document deviations and resolution. 2.2.2.8 – The TWG will provide technical assistance and coordination for trouble resolution as part of the escalation process from the testing.	CS and CPS Instructions Current network trouble escalation and resolution process. The TWG will use as resources the documentation from switch vendors Ericsson, Siemens, Motorola, Nortel and other network and billing equipment vendors as appropriate. The TWG may also request subject matter technical experts to join their meetings or to provide ad hoc assistance. The new entrants will provide their requirements for billing as a starting point for the task. The knowledge and input of the operators billing system experts' will form the basis for understanding what work will be needed to allow the billing systems to accommodate multiple carriers and correctly bill customers.	Chairperson is to be selected from one of the operators

	2.2.2.9 - Support the verification testing of the billing systems to handle multiple carriers and generate accurate billing. 2.2.2.10 – The TWG will provide technical support to the other Working Groups, TRC or other pertinent parties.		

2.3   Reporting

On the Sunday preceding each meeting, the IFSC will receive written progress reports against the agreed upon deliverables from the elected chairperson of each Working Group. The WG Chairperson will review the contents of the report and answer questions for the IFSC during their meeting.

2.4   Meeting Schedule

Each Working Group will determine its own schedule of meetings, elect a chairperson and designate the liaison to other WG's on common issues. At a minimum, the WG's will meet the week prior to the IFSC meetings in order to prepare a written report on the current status and advise the IFSC Chairperson of any issues that may be of concern at the IFSC meeting.

3.0   Role and Involvement of the TRC

The TRC shall oversee the active deployment of CS and CPS by establishing reasonable deadlines for implementation. As the implementation of CS and CPS evolves, the TRC will continue to maintain oversight over any procedural or technical issues and disputes that may arise.

4.0   The Program Manager

The IFSC may determine the need for a Program Manager to oversee and coordinate the external and internal implementation activities and monitor the progress with respect to the implementation of CS and CPS.

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