THE HASHEMITE KINGDOM OF JORDAN

TELECOMMUNICATIONS REGULATORY COMMISSION

MOBILE NUMBER PORTABILITY PROGRAM
INDUSTRY FORUM TERMS OF REFERENCE

TRC Board Decision No.(1-1/2005) Date(5/1/2005)

TELECOMMUNICATIONS REGULATORY COMMISSION

MOBILE NUMBER PORTABILITY (MNP) PROGRAM
INDUSTRY FORUM TERMS OF REFERENCE

1. Industry Forum Steering Committee (IFSC)

1.1 Introduction

The TRC "Instructions for implementing Mobile Number Portability in Jordan" require that an "Industry Forum" be established in order to ensure neutrality in defining and recommending technological and operational solutions to the TRC and to monitor technological developments with respect to Mobile Number Portability.

1.2 Objective

The Industry Forum Steering Committee (IFSC) oversees the work of the Industry Forum leading to the implementation of Mobile Number Portability. In summary, the IFSC has the responsibility to:

- Define and recommend technological and operational solutions including Clearing House vender to the TRC;

- Monitor technological developments with respect to mobile number portability;

- Agree upon actions required to implement the appropriate solution of Mobile Number Portability within the deadlines that are set by TRC;

- Establish the Technical, Commercial and Legal, Public Relations and Media Working Groups who will report directly to the IFSC;

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

- Co-ordinate the work of all Working Groups;

- Concur with the work plans and targets of the working groups;

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

1.3 IFSC Deliverables

The IFSC has the responsibility to ensure that MNP is implemented. The key deliverables include:

- Provide recommendations to the TRC on the best technological and operational solutions /and costing principles for implementation of mobile number portability

- Business Rules
    - Agreed criteria for pre-port authorization
    - Agreement on exclusions
    - Agreement on timing of port completions

- o Volume of daily ports per customer, bulk ports, and ports requiring coordination
- o Contract fulfillment as it relates to the customers ability to start new service with a ported number
- o Escalation and resolution process that all operators will agree upon.
- Clearinghouse vendor contract including method for allocating costs
- Public education and communication
- Program for implementation of the TRC Instructions for Mobile Number Portability in Jordan
  - o Completion of the Task List assigned to each Working Group.
  - o Oversight of the Clearinghouse Vendor
  - o Control of scale and scope to ensure MNP completes as scheduled by the TRC.
- 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 MNP Instructions publication issued by TRC (T0) and then, at least, once a month until otherwise determined by the IFSC.

1.5 IFSC Membership

To insure neutrality the Industry Forum will be led by the TRC and will consist of senior level members of operator management with the authority to make decisions at the meetings. Network and Operational Support System vendors or other pertinent parties may assist the operators and participate in the meeting. Only one senior member of each operator and the TRC will constitute the Industry Forum with approval authority to accomplish the responsibilities as listed in Section 3. The following table lists the expected members:

Voting Members
TRC (Only as tiebreaker)
Fastlink
MobileCom
X-press
Umniah
Other Mobile licensees if they enter into competition during the project

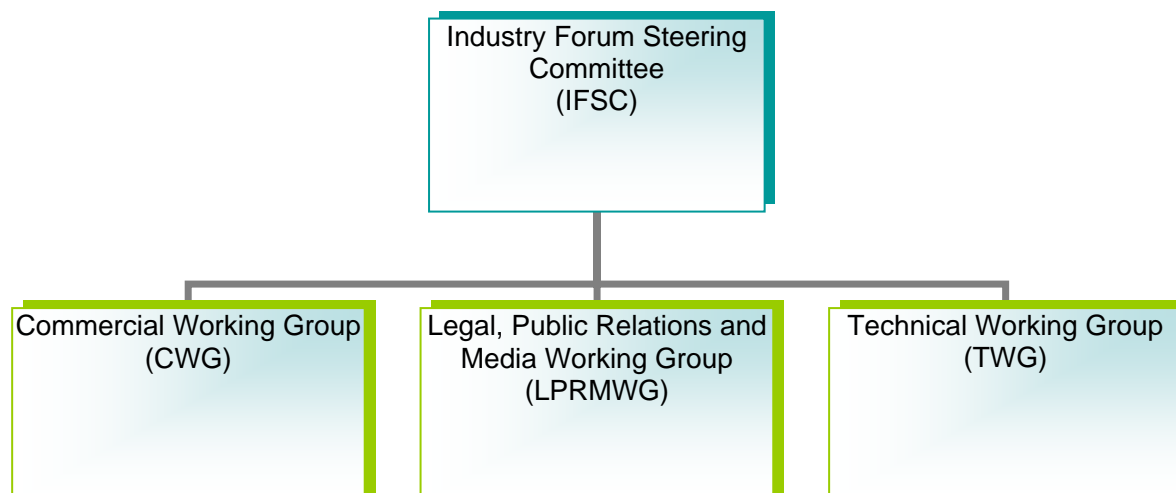| Non voting ad-hoc members |
| --- |
| Jordan Telecom |
| Other non Mobile licensees if they enter into competition during the project |
| Clearinghouse Vendor |
| MNP solution Vender |

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.   Working Groups

The Mobile Number Portability Working Groups will consist of dedicated subject matter experts from each of the Operators and, when determined, the clearinghouse vendor. The Working Groups will meet at any place determined by the Working Group Chairperson 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:

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                    │ Industry Forum Steering │
                    │       Committee         │
                    │         (IFSC)          │
                    └─────────────────────────┘
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│ Commercial Working│ │ Legal, Public       │ │ Technical Working │
│     Group         │ │ Relations and       │ │     Group         │
│      (CWG)        │ │ Media Working Group │ │      (TWG)        │
│                   │ │     (LPRMWG)        │ │                   │
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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. 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.

Working Group	Tasks Assigned	MNP References	Chairperson
2.2.1 Commercial (CWG)	All process flows will be formed from the existing operator processes. The WG's will harmonize differences to create a high level set of process and call flows that depict the common functions. 2.2.1.1 - Develop high level common process flow for customer service initiation 2.2.1.2 - Determine Common information required to authorize a port.	MNP Instruction Current business process for customer service initiation from each operator	Chairperson is to be selected from one of the operators

	2.2.1.3 - Develop the criteria under which customer information required to successfully port will pass between operators using a vendor third party clearinghouse. 2.2.1.4 - Prepare general process maps for all transactions, including correct formats and expected responses. 2.2.1.5 - Develop the high level requirements document describing the clearinghouse concept, responsibilities, and deliverables. 2.2.1.6 - Develop escalation and trouble resolution process flows for retail point of sale and customers. Review with TWG for any interactions. 2.2.1.7 - Determine the vendors available to perform MNP clearinghouse functions, write the Request for Proposals and/or Quotes (RFP/RFQ). 2.2.1.8 - CWG and TWG jointly evaluate all responses based on a set of criteria developed to judge success in each requirement. 2.2.1.9 - Prepare joint decision document and recommendation to IFSC 2.2.1.10 - Upon selection and contract completion for the third party vendor, the CWG and TWG and the vendor will review all process flows to integrate and harmonize processes and add more detail. 2.2.1.11 - Working with the LPRMWG, explain the new process and the differences for the customer from the current process. Suggest customer education and specifics about the process to help craft the public communications.	Point of Sale, Customer Care, and consumer instructional material for trouble resolution during service activation of each operator Based on the RFP, all WG's will jointly develop a rating process for potential vendors.	
2.2.2 Legal, Public Relations and Media Working Group (LPRMWG)	2.2.2.1 - Negotiate the contract with the Clearinghouse vendor. 2.2.2.2 - Determine the types of communication to existing customers and the general public. 2.2.2.3 - Work with media on customer education materials,	MNP Instructions and TWG provide technical assistance. Operator Licenses Input from CWG	Chairperson is to be selected from one of the operators

	frequency and timing. 2.2.2.4 - Recommend a decision on common terms for public education. 2.2.2.5 - Recommend solutions to any contract issues. 2.2.2.6 – Negotiate or assist the negotiating teams to complete amendments to Interconnection Contracts if desired. 2.2.2.7 – Negotiate the Service Level Agreements between Operators.	Input from CWG and TWG	
2.2.3 Technical Working Group (TWG)	2.2.3.1 - Define 'Business as usual' in a post port environment. 2.2.3.2 - Document high level call flows for Mobile to Mobile, Mobile to Fixed and Fixed to Mobile calls. 2.2.3.3 - Document the revised process for trouble escalation and resolution between operators and with the Clearinghouse for ported mobile numbers. 2.2.3.4 - Provide input to the CWG defining the network requirements and technical specifications for the Clearinghouse RFP. 2.2.3.5 - Determine the method for routing inappropriately received calls or calls to non-working number ranges. 2.2.3.6 - Develop a recommendation to IFSC on the off-net tone indicators to alert the caller to a ported number. 2.2.3.7 - From the documented call flows, develop test scripts for each call type to test the accuracy of calls from and to a ported number. Document the expected results. 2.2.3.8 - Arrange for mobile phones and numbers for friendly user trial. 2.2.3.9 - Arrange for friendly users with each operator to test end-to-end porting. 2.2.3.10 - Review and approve all friendly user tests scripts. 2.2.3.11 - Working with the CWG and Clearinghouse, develop a checklist of expected results. 2.2.3.12 - Coordinate the tests	MNP Instructions Current network call process flows Current network trouble escalation and resolution process ETSI and 3G standards on MNP Documentation from Ericsson, Siemens, Motorola, Nortel and other network equipment vendors as appropriate. Coordinate with the Public Relations/Media group for customer education.	Chairperson is to be selected from one of the operators

	and document deviations and resolution. 2.2.3.13 - Assist in trouble resolution as part of the escalation process for the testing. 2.2.3.14 - Support the testing of each other's OSS and billing systems. 2.2.3.15 – suggest modifications to the National Numbering Plan (NNP) to reflect MNP		

2.3   Reporting

The IFSC will receive written progress reports against the agreed deliverables the Sunday prior to each meeting 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 Chairperson of any issues that may be of concern at the IFSC meeting.

3.   Role and Involvement of the TRC

The TRC will oversee the deployment of portability by establishing reasonable deadlines for implementation. As the implementation of MNP evolves, the TRC will continue to maintain oversight over any procedural or technical issues and disputes that may arise. By chairing the IFSC and participating in the working groups meetings, the TRC will monitor technological developments with respect to mobile number portability

4.   The Program Manager

A Program Manager will be appointed by the IFSC and will be working with project managers appointed by each operator in order to oversee and coordinate the external and internal implementation activities and monitor the progress with respect to mobile number portability.

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