

**THE HASHEMITE KINGDOM OF JORDAN**  
**TELECOMMUNICATIONS REGULATORY COMMISSION**



**INSTRUCTIONS FOR IMPLEMENTING MOBILE NUMBER  
PORTABILITY IN JORDAN**

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

# **TELECOMMUNICATIONS REGULATORY COMMISSION**

## **INSTRUCTIONS FOR IMPLEMENTING MOBILE NUMBER PORTABILITY IN JORDAN**

### **Issued Pursuant to Articles 6(b) and 12 (a)(2) of the Telecommunications Law**

These Instructions are concerning the implementation of Mobile Number Portability (MNP) in Jordan, taking into account comments received pursuant to the Notice Requesting Public Comment on the Implementation of Mobile Number Portability in Jordan (Public Notice) issued on December 14, 2003.

Pursuant to the “Program for Further Licensing in the Mobile Telecommunications sub-sector”, the Telecommunications Regulatory Commission of Jordan (TRC) has determined that Mobile Number Portability will be introduced in accordance with the Instructions listed herein. These Instructions are to be read in light of the accompanying Information Memorandum.

#### **Instructions for Mobile Number Portability:**

##### **Definition of Mobile Number Portability**

1. The concept of Mobile Number Portability shall mean the ability of users to retain their mobile numbers when switching between wireless mobile operators.

##### **Role and Involvement of the TRC**

2. The TRC will work with the operators through an Industry Forum to determine appropriate technological and operational solutions to implement Mobile Number Portability.
3. The TRC will oversee the deployment of portability by establishing reasonable deadlines for implementation.
4. The TRC will continue to maintain oversight over any procedural or technical issues and disputes that may arise.

##### **Industry Forum**

5. To insure neutrality, the TRC will oversee the establishment of an Industry Forum. The Industry Forum is to define and recommend technological and operational solutions to the TRC and to monitor technological developments with respect to Mobile Number Portability. The Terms of Reference for such Industry Forum are issued by the TRC concurrently with this document.

##### **Cost**

6. The TRC will work with the concerned parties through the Industry Forum to ensure that the cost recovery process should be equitable in terms of ensuring the appropriate allocation of costs resulting from the introduction of Mobile Number Portability between mobile operators.

7. The system set-up, additional conveyance, and per-subscriber set-up costs best reflect the range of costs associated with implementing Mobile Number Portability in Jordan.
8. All mobile users should share in the costs of the system set-up and additional conveyance.

### **Tariff Transparency**

9. The Industry Forum shall consider an approach to reduce the Tariff Transparency problem for mobile users

### **Third Party Clearinghouse**

10. The Industry Forum shall consider the establishment of a third parity clearinghouse in order to facilitate the implementation of Mobile Number Portability and make it more administratively efficient.

### **Technical/Architectural Solutions**

11. The licensed operators are required to study and address in the Industry Forum the available solutions such as Signal Relay Function (SRF), Intelligent Network (including the option of centralized database model) as well as others to reach an agreement as soon as possible on the technical and architectural solution for Mobile Number Portability implementation.

### **Procedural Matters**

12. The Industry Forum shall serve an active role in determining the technical solution to be implemented and developing an accompanying timeline for porting. In this context, the TRC finds that up to one day is an adequate timeline for porting. Once porting has commenced and if the process has been operating smoothly; a new time for porting shall determined by TRC after due consultation with mobile operators and clearinghouse.
13. Any licensed operator that commits a fraudulent port shall bear all the costs for reversing the port and shall be subject to penalty in accordance with the Telecommunications Law and TRC Regulations.
14. The mobile operators shall institute “barrier free” porting procedures, and shall not refuse a valid porting request except under specified circumstances as agreed and established by all operators in the Industry Forum and approved by the TRC.
15. Mobile operators shall issue customer education guidelines that outline porting procedures in order to better inform customers and to ensure a smooth porting transition.

### **Scope of Mobile Services that will be Portable**

16. Industry Forum shall decide on the range of mobile services that will be portable. In the beginning, the ranges of mobile services that will be portable shall be at least the mobile voice numbers. Once voice portability is achieved, the Industry Forum shall address the portability of other mobile services.

### **Implementation Plan**

17. The technical approach for the implementation of Mobile Number Portability shall be addressed and studied by the Industry Forum; the solution implemented may be either short or long term depending on the recommendation of the Industry Forum working groups . In any case, the long-term solution shall be fully implemented within (12-18) months from issuing these Instructions. At least within 4 months from the issuing of these Instructions, the Industry Forum is required to file a realistic implementation plan to the TRC.