



# **Nigeria Mobile Number Portability**

## **Business Rules & Port Order Processes**

March 2013

## Document Control

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## **1 Introduction**

In furtherance to the Nigerian Communications Commission's ("NCC") objectives of protecting consumer interest through the development, monitoring and enforcement of compliance with regulations by Telecommunications Service Providers in order to ensure better quality services, fair pricing and competition, and in line with the provisions of section 128 of the Nigerian Communication Act (NCA) 2003 which vests the NCC with the exclusive right to regulate numbers and number portability in Nigeria, the Commission developed a framework for number portability in Nigeria.

Following the approval of the Mobile Number Portability (MNP) framework, the Commission began plans to develop the regulatory, legal and technical framework for the implementation of MNP in Nigeria as well as the process of selecting a suitable vendor to run the Number Portability Clearing House in Nigeria with the publication of an Request for Quotation (RFQ) document for the provision of services with regards to the "Administration of Number Portability Clearing House" in Nigeria-

This document sets out the business rules to manage the processes for porting mobile number(s) (MSISDN) between the NPC and mobile service providers (GSM and CDMA) licensed by the Nigerian Communications Commission (NCC) to provide mobile telecommunications service in Nigeria. In this document, any reference to a "mobile service provider" or a "service provider" will, unless specified otherwise, be to the mobile service providers licensed by the NCC to provide mobile telecommunication service in Nigeria.

This document refers only to Mobile Number Portability (MNP). It does not cover Fixed Number Portability (FNP) or any other form of number or service portability. This document has been prepared without prejudice to any future requirement for number portability between fixed and/or mobile customers.

Any changes to these business rules shall be subject to the change control procedure as presented in the 'Change Control' Section of this document.

Information on MNP Service Level Agreement (SLA) timescales is presented as part of the outline MNP Porting Processes in *Appendix A* including details of the porting timescale broken down against specific process elements and events.

## **2 Change Control**

1. Proposed amendments to the current document should be submitted to the SG in advance of the next planned meeting. It is recommended that proposed amendments include the following information:
  - i. Originator, date originated, proposed change (including textual amendments to the document), benefits of change, objectives of change, risk if the change is not implemented, assessment of scope of work and proposed implementation date.
2. Proposed amendment requests will only be considered by the SG if the originator is a licensed mobile service provider in Nigeria or the central order handling system vendor or the Nigerian Communications Commission (NCC). Any proposed amendment requests originated by other third parties should be referred to the NCC for consideration and if the

NCC views the requests as appropriate, the NCC will refer the request to the SG in accordance with the terms of the change control provisions.

3. It is mandatory that amendment requests be circulated to the SG members for consideration at least ten (10) working days prior to the next planned meeting of the SG. If no meeting is planned within a month of receipt of the request an ad hoc meeting should be called to discuss the proposed amendment.
4. Attendance at the SG to discuss proposed agreement amendments is open to all licensed mobile service providers, the central order handling system vendor or their representative.
5. Amendment requests will be debated in the relevant SG meeting and accepted or rejected by consensus or majority voting in accordance with the following rules:
  - i. A voting quorum will be achieved provided each of the licensed mobile service providers has received a minimum of ten (10) working days advance notice of the meeting and a majority of the licensed mobile service providers is present. The quorum should be deemed formed, only when there are at least six (6) Mobile Network Operators, the Central Order Handling System Provider and NCC in attendance.
  - ii. One vote for each of the Nigeria licensed mobile service provider present at SG meetings will apply.
  - iii. In the absence of a consensus view, majority voting will apply.
  - iv. For the avoidance of doubt, voting rights shall only be exercisable by licensed mobile service providers and at the NCC's sole discretion; voting rights may be extended to other appropriate stakeholders, including fixed service providers, international gateway operators and value-added service providers. Neither the NCC attendees, the NCC's appointed consultants nor representatives of the central order clearing house provider will be able to exercise voting rights
6. All recommendations and decisions agreed by the SG will be referred to the NCC for final review and approval. For avoidance of doubt, SG recommendations and decisions can only be actioned and implemented once formal written approval from the NCC has been granted. The NCC will communicate its decision within two (2) weeks of receipt of the outcome of the SG deliberations.
7. When amendments are approved by the NCC this document will be reissued as appropriate.
8. It is the responsibility of the SG Chairperson, at the meeting where the change is agreed, to ensure that accepted changes are incorporated into the Business Rules document and the updated document is re-issued in a timely manner to the membership of the SG.

### **3 Duration**

This document shall come into force on the commencement date of MNP service subject to the conditions set out in the 'Termination of Document' section of this document.

### **4 Technical and Operational Principles of MNP Service**

The following technical and operational principles are agreed:

1. That there should be implemented a central reference database which will contain information on all ported mobile numbers in Nigeria. The central reference database will be managed by the administrator licensed by the NCC. The administrator will also establish

and operate a central order handling system for the efficient, robust and secure management of porting transactions between mobile service providers in accordance with the process and requirements mandated by the NCC.

2. That mobile service providers (and as determined by the NCC, licensed fixed service provider and international gateway providers, referred to as “Other Authorised Parties”) will initially (i.e. at time of launch of the service) take downloads of the data into their own networks/system (so called ‘local downloads’) in order to route calls originating on their own networks/systems to the recipient operator of a ported number.

That mobile and fixed traffic and services originating on their own networks/systems will not be routed to the donor operator of a ported mobile number. The mobile service providers and interconnect exchanges may provide other authorized parties with access to the information in the Reference Data Base at a charge to be approved by the Commission.

The operators and interconnect exchanges shall provide other authorized parties with access to the information in the Reference Data Base at a charge to be approved by the Commission.

3. All Nigerian operators originating traffic on their own networks for routing to ported mobile numbers must use direct routing to the correct terminating operator.
4. That the central reference database will be updated by the central reference database administrator each time that a mobile number is successfully ported.
5. That the central reference database be configured in such a way to ‘broadcast’ routing changes to all mobile service providers and other parties authorised by the NCC in a synchronised way i.e. so that all service providers who originate traffic and services to mobile numbers in Nigeria have the same information at the same time. The central order handling system will automatically send out the broadcast message to all operators/stakeholders in real-time for each and every porting transaction.
6. That the central reference database be configured in such a way that it will allow individual mobile service providers and other authorised parties to ‘request’ a full data download into its own networks/systems in order to update their own networks/systems and at a time of their choosing and by agreement with the central reference database administrator. All operators/stakeholders are expected to efficiently receive and use the broadcast message to update their local routing databases in real-time, i.e., no more than 1 minute from the receipt of the broadcast message from central order system.
7. That there should be a fully automated order handling process between mobile service providers and the central order handling system which will be fully automated. For exceptional cases, the NCC may at its discretion direct smaller/ regional service providers to process porting orders through an approved third party, provided the approved third party operates its own automated order handling system.
8. That the central reference database will interact with the Subscriber Information database during the order validation process to check customer subscriber information registration status and data in order to verify the validity of the porting request and allow the porting request to progress.
9. That the mobile service providers will cooperate to provide port order processes which will be simple, clear, customer friendly and which provides honest information to the customer at all times. Such processes will also consistently meet and improve on the porting timescales provided in the “Porting Timescales” section of this document

10. That a common port order process summary or code of practice will be placed in the public domain and advised to all customers at the time of requesting porting by the recipient operator.
11. That the mobile service providers will forward to the NPC Administrator details of the responsible sections or departments within their respective organisations which deal with the day-to-day operation of MNP, and with MNP escalations. It shall be the sole responsibility of each mobile service provider to update the NPC Administrator and other MNP stakeholders with details of any changes in the organisation structure or responsible personnel as the case may be.
12. That the mobile service providers, central reference database administrator and the NCC agree to manage and monitor the port order process to the general benefit of customers who use or may want to use the service.
13. That the mobile service providers, central reference database administrator and the NCC will manage and monitor the port order service so that any recognised weak points or common areas of failure in the service are identified and, where practical, eliminated.
14. That the mobile service providers and the central reference database administrator will at all times and in good faith cooperate together to ensure that disruptions in service are minimised in both time and occasion.
15. That individual mobile service provider's will at all times and in good faith ensure that planned changes to their own networks or systems will be completed in such a way as to minimise disruption to the porting service.
16. That individual mobile service providers will at all times and in good faith ensure that planned changes to their own networks or systems will be communicated to other mobile service providers where/if some disruption to the porting service is unavoidable or envisaged.
17. That, where appropriate, the mobile service providers will cooperate to manage the normal operational functionality of the porting service where a planned change to the network/system of an individual mobile service provider is likely to cause disruption to the porting service.
18. That individual mobile service providers will at all times and in good faith ensure that unplanned changes to their own networks or systems are communicated to other mobile service providers as soon as practicable.
19. That individual mobile service providers will at all times and in good faith ensure that unplanned changes to their own networks or systems will be completed in such a way as to minimise disruption to the porting service i.e. emergency or maintenance breakdown work.
20. That the mobile service providers will at all times and in good faith cooperate together to ensure that where customers suffer a disruption to their mobile service, and it is unclear in which network the problem lies, the mobile service providers will cooperate in good faith to locate and resolve the problem.
21. The NPC Administrator shall, in every case, ensure the operation of a maintenance period for the purpose of servicing its application, database, hardware and communication equipment. The Number Portability Clearinghouse Administrator shall carry out its operational maintenance procedures no more than once a week, for any period of time falling between the hours of [00:00hrs and 06:00hrs] to ensure minimal disruption of the MNP Service and the administrative system.



## **5 Cost Recovery**

Mobile service providers agree that any allowable cost recovery will be based on the principle of cost causation, which is defined as follows: The principle of cost causation, which applies to the following sub-sections, requires that the person causing the cost to be incurred should pay for the costs incurred.

### **5.1 Set-Up Costs**

All mobile service providers should bear their own system set-up costs. This is based on the fact that all individual mobile service providers have to establish MNP in line with their license obligations, and each will incur costs in line with its own structures and arrangements and in accordance with its own business decisions. This arrangement also ensures non-discrimination and is competitively neutral.

### **5.2 Additional Conveyance Costs**

A central reference database will be implemented, with all mobile service providers and other authorised parties taking 'local' downloads of the routing data in order that all traffic and services destined for Nigerian mobile numbers will be routed in the first instance directly from the originating network to the terminating recipient network. Consequently the additional conveyance costs are limited to the cost of ensuring synchronisation with the reference database.

It should be noted that the direct routing of traffic using "local" downloads of the routing data will apply to both traffic and services originated on Nigerian mobile and fixed networks, international gateways and value added service providers, which is destined for termination to a Nigerian mobile number.

Because this situation is the same for all mobile service providers (as per system set-up costs), individual mobile service providers and other authorised parties will not recover from the other mobile service providers and other authorised parties the cost of synchronisation with the reference database as an identifiable NP cost, but will bear their own costs.

Where calls are received from International Operators that do not have access to the reference database, such calls will be routed to the original block service provider to whom the called number range has been allocated. In such cases, the original block service provider shall perform a look-up of the number on its reference database and where the called number has been ported to another service provider, the block service provider will route the call directly to the recipient operator on whose network the called number is active. In such cases, the original block service provider shall be entitled to levy a transit charge on the call originating network. The transit charge will be either a) agreed by the mobile service providers and other authorised parties; or b) directed by the NCC. The transit charge for transited calls will be deducted from the termination payment paid to the recipient operator by the block service provider. Such transactions will be handled as part of the routine interconnect billing activities between the mobile service providers.

### **5.3 Per Port Costs**

The only porting transaction charges permitted under the Nigeria MNP Business Rules will be the charge levied by the central order handling system provider on the respective recipient operator for each successfully completed porting transaction.

For the avoidance of doubt, neither recipient or donor operators shall be allowed or entitled to charge customers for requesting to use the porting service or for porting their number.

The successful porting transaction fee charged by the central order handling system provider will be \$1.25 (one dollar, twenty five cents) or its equivalent in Naira and may at the NCC's sole discretion be varied from time to time. The porting transaction fee is exclusive of all taxes.

The central order handling system provider shall not charge a fee for processing emergency repatriation porting transactions.

The central order handling system provider will issue invoices on a monthly basis to each recipient operator, with such invoices detailing the volume/ number of successful porting transactions completed for each mobile service provider within the billing period, multiplied by the NCC approved porting transaction fee. All mobile service providers will pay/ settle the central order handling system provider's invoices in a timely manner within the timescales and using the process defined in the commercial contract between the central order handling system provider and the Nigerian mobile service providers.

## **6 Charging, Billing and Accounting**

1. A service provider is responsible for maintaining appropriate records to satisfy the billing and audit requirements of MNP (and of its operational licence).
2. Services and traffic terminated to ported numbers on an individual recipient operator's network must be charged the same as for traffic and services terminated to non-ported numbers of the same recipient operator.
3. Neither recipient operators nor donor operators may make a charge to the customer for porting their number. It is at the discretion of the Recipient Operator to charge a customer for the SIM card provided that the Subscriber is not charged more than the charge on a new non porting subscriber on its network.

## **7 Customer Care**

1. A customer who ports a number from one mobile service provider to another should be treated in the same way as a customer who ceases service with one mobile service provider and begins service with another.
2. For the avoidance of doubt, this means that a customer who chooses to export their number will be subject to the same processes of cease and final bill issue etc, as a ceasing customer.
3. Where a customer suffers a disruption to their mobile service, and it is unclear in which network the problem lies, the mobile service providers will cooperate in good faith to locate and resolve the problem.

## **8 Customer Complaints**

1. Complaints specifically related to the porting process should be directed to, and be dealt with by the recipient operator who has submitted the porting transaction to the central order handling system, following its normal internal processes. Otherwise, non-porting process related complaints that relate to the provision of services to the customer should be referred to the party that is providing the contracted service that is the subject of the customer's complaint.
2. In the case where it is unclear to whom the complaint should be directed e.g. where the cause of the complaint occurred during the porting process and the complainant is unclear who their contracted service provider was at the particular time the issue occurred, then the complaint should be directed to the recipient operator. However, the recipient and donor operators should cooperate in good faith to resolve the complaint between them and the complainant.
3. If the complaint cannot be resolved between the recipient and donor operators then the complaint should be escalated to the NCC for resolution.
4. Complaints received by the NCC should be passed to the relevant mobile service provider where this is appropriate. Complaints that are not in relation to a particular mobile service provider, but are made in relation to the MNP porting process as operated and managed within Nigeria, should be dealt with by the NCC where this is possible and/or appropriate. Complaints received by the Consumer Protection Council of Nigeria (CPC) should be passed to the relevant mobile service provider or the NCC where this is appropriate. Complaints that are not in relation to a particular mobile service provider, but are made in relation to the MNP porting process as operated and managed within Nigeria, should be dealt with by the NPC Administrator where this is possible and/or appropriate or passed to NCC for resolution. .
5. The Complainant should be kept abreast of the progress of their complaint, through to resolution.
6. In the case where a complaint cannot be resolved to the satisfaction of the complainant, it is the responsibility of the operator to whom the complaint is addressed to inform the complainant of their rights in relation to appeals and/or escalations.

## **9 Fraud Prevention**

1. The mobile service providers have agreed to cooperate in good faith to prevent, wherever possible, instances of fraudulent or unauthorised activities.
2. If instances of fraud are detected then the mobile service providers will cooperate to identify and pursue action against the perpetrators of the fraud.
3. All cooperative activities will be conducted accepting the prevailing data protection and privacy laws applicable to the situation, and any other company or business laws which may be appropriate.

## **10 Limitation of Liability**

1. No mobile service provider will have obligations of any kind to another mobile service provider other than:

- the obligation to exercise reasonable skill and care in performing its licence obligations to port mobile numbers on behalf of the consumers / customers in Nigeria; and
  - the obligation to abide by and comply with these rules and processes.
2. No individual mobile service provider will have any obligation or otherwise for any financial loss incurred by another mobile service provider or any other third party because of the failure or delay to port a mobile number where the failure or delay is outside of the reasonable control of the individual mobile service provider.
  3. A recipient operator is not liable for any outstanding payments due to the customer's previous mobile service provider (the donor) nor for any other outstanding actions the previous mobile service provider may take against the customer.
  4. No individual mobile service provider will have any obligation or otherwise for any financial loss incurred by a customer because of the failure or delay to port a mobile number where the failure or delay is outside of the reasonable control of the individual mobile service provider.
  5. The Commission reserves the right to apply/ impose penalties on individual mobile service providers for failure to meet specified performance parameters and inappropriate behaviours that are contrary to the MNP Business Rules..

## **11 Suspension/Cease of Services**

1. Recipient operators may only take action, at any time, to suspend or cease service to a customer who has imported their number to that mobile service provider, under the same terms and conditions that they would use to suspend or cease any other customer.
2. A recipient operator should not inform the donor operator of actions they have taken to suspend or cease a customer.
3. Having ceased a customer, a recipient operator is obliged to return the number to the original donor operator as described in the 'Return of Number on Cease' section below.

## **12 Review**

1. This document will be reviewed by the SG from time to time, and the SG will also consider changes to the Change Control provisions of this document. This document will not be the subject of a scheduled review in a set timescale.
2. This document will be reviewed in light of a substantial change of circumstance e.g. when a new mobile service provider begins mobile service in Nigeria or when a new NP product is introduced in the Nigeria.
3. All changes to this document will be authorised by the SG from time to time and can only be issued and published with the express written approval or consent of the NCC.

## **13 Termination of Document**

The SG agree that these Rules will only be terminated by agreement of a majority of all the Nigeria's mobile service providers, and with the specific cooperation and written agreement of the NCC.

## **14 Subscriber Information Guide Code of Practice**

The SG will jointly develop and publish a generic MNP Subscriber Information Guide, which will clearly and simply outline for customers, the key elements of the MNP process, the customer obligations pertaining to the use of the MNP service, the implications of porting mobile numbers and other key considerations related to MNP.

Any changes in the MNP Subscriber Information Guide can only be modified with the agreement of the SG and final approval of the NCC.

The MNP Subscriber Information Guide should be aligned to the terms of these Business Rules and should be amended to reflect all future changes to these Rules which have a direct impact on the content of the document.

Each mobile service provider shall ensure that the core mandatory elements of the agreed Subscriber Information Guide are fully aligned with the mobile service provider's existing general customer Code of Practice framework or documentation. All mobile service providers shall be responsible for ensuring that core mandatory elements and text from the agreed Subscriber Information Guide are reproduced fully and without modification and made readily available to customers. in their own customer Code of Practice framework or documentation.

Mobile service providers have a Code of Practice which manages its relationship with its customers. This Code of Practice encompasses all their product and service offerings and therefore includes or should include MNP. Any issue arising from customer complaints on the MNP process shall be identified and serve as suggested points for the review of the existing Code of Practice of the Operator registered with the Commission.

## **15 Inter-Operator Contacts**

Mobile service providers who participate in MNP in Nigeria have a responsibility to forward their relevant contact details necessary for the smooth operation of MNP in Nigeria to the NPC Administrator and the Commission.

A 'master' contact list will be maintained by the Commission. It is the responsibility of individual mobile service providers to ensure that the list held by the Commission is current. Copies of the 'master' list should also be held by individual mobile service providers and made available to the appropriate people within their respective organisations.

To avoid misunderstanding, it is recommended that contacts should refer to responsibilities and/or positions rather than named individuals i.e. 'The Help Desk Manager' rather than 'Mrs Aisha Chukwu.

## **16 Dispute Resolution**

Mobile service providers agree to the following:

1. Any dispute will first be brought to the attention of the responsible section or department which deals with the day-to-day operation of MNP within their respective organisations.

2. To exchange details of the responsible duty person, by title or position, who can be contacted at the time of an unresolved dispute as the first point of escalation. This person will have access to the relevant details of the issue.
3. To exchange details of a hierarchy of people, by title or position, that can be contacted at the time of an unresolved dispute as subsequent and successive points of escalation. These people will have access to the relevant details of the issue.
4. In such circumstances that specific porting transactions are questioned or disputed by either the donor operator, consumer or NCC
  - a) Donor operator has seven (7) calendar days from the date the porting transaction is transited to the donor operator by the central order handling system, to request sight of recipient operator's porting forms and associated ID for an individual porting request. The donor operator requesting sight of the recipient operator's porting forms and associated ID shall not delay or prevent the porting transaction from being completed within the timeframes specified by the NCC and the MNP business rules. For the avoidance of doubt, the donor operator shall not delay the porting transaction and shall respond to the porting transaction in accordance to the agreed MNP timeframes and process. In the case, where a porting transaction is subsequently found to be inappropriate or fraudulent, the number will be returned to the donor service provider using the emergency repatriation provisions.
  - b) Recipient operator to provide the requested porting forms and associated ID for an individual porting request within 24 hours of a request by a donor operator.
  - c) All requests and responses for porting documents to be submitted by email to the nominated mobile service providers' MNP helpdesks
  - d) All mobile service providers to retain copies (either in paper or electronic formats) for a minimum period of six (6) months from the date the individual porting transactions are initiated.
  - e) The central order handling system provider to retain all porting data for a minimum period of twelve (12) months from the date the individual porting transactions are initiated.
5. Where a porting transaction is suspected to be fraudulent or suspicious, the recipient and donor operators will work in good faith to investigate the transaction validity and agree the appropriate resolution actions within a maximum of three (3) working days from the donor operator's request for the porting documents to be provided.
6. That any unresolved dispute be presented to the Commission for resolution.
7. To continue to manage and maintain MNP porting processes and procedures during a time of dispute relating to MNP. For the avoidance of doubt, this means that mobile service providers will continue to port customer numbers whilst a MNP dispute is being resolved.

## **17 Assignment of Rights and Obligations**

All Nigeria's mobile service providers involved in the provision of service to a ported number have a responsibility to provide an equivalent service.

For the purposes of this document, services to a ported number will be as close to the equivalent services of a non-ported number as is technically feasible.

## **18 Porting Time Scales**

The mobile service providers have agreed the following port processing durations for Nigeria:

1. Post paid single account customers ported within 48 hours (two calendar days). Post paid multiple account customers ported within five (5) calendar days.
2. Pre-paid customers ported within 48 hours (two calendar days).

Pre-paid multiple porting requests must be processed as individual porting requests, since the multiple porting request relies on accounts being ported belonging to the same account hierarchy with the donor operator, which does not apply to pre-paid services.

## **19 Reasons for Rejection**

1. A list of fair and reasonable reject reasons has been drawn up and agreed as part of the overall porting process. This is included as *Appendix A* to this document.
2. No other reasons for rejection are valid.

## **20 Repeat Ports**

In order to prevent abuse of the porting service, the central order handling system will for every porting request, check the porting history of the number (s) being ported and will reject requests where the number (s) has (have) been previously ported within the previous ninety (90) day period. The validation against this requirement will be automatically processed by the central order handling system which will reject porting orders which have been ported within the previous ninety (90) day period back to the recipient operator.

## **21 Return of Number on Cease/ Return to Block Operator**

1. At the time of ceasing a ported customer, for whatever reason, the recipient operator shall manage the number(s) through its existing inactive number/ user process. Should the ceased number(s) enter an inactive status, the recipient mobile provider should process the number(s) through its normal quarantine process and arrange for the number(s) to be returned to the block mobile service provider/ operator via the defined “Return to Block Operator” process using the central order handling system.
2. The recipient operator must not attempt to retain the number(s) for re-issue to another customer.
3. On receipt of the ceased number, the block mobile service provider should invoke the existing quarantine process used for processing ceased numbers. The quarantine process for a number ‘Returned to Block Operator’ should match that of the process for a ceased number from its own stock.



## **Return to Block Operator**

Given that this is a process whereby an inactive number is returning to the original mobile service provider to which the number was allocated, (“Block Operator”), then this process necessitates a ‘role reversal’ in that the previous recipient operator is now the donor operator and the block operator is now the recipient operator.

This would typically take place after a previously ported number has been ceased and is returned to the Block Operator/ mobile service provider. The objective is to inform the Block Operator/ mobile service provider so that the number can be returned to their stock for reallocation and to revert routing of traffic to such returned numbers to the Block Operator/ mobile service provider.

The return to Block Operator process operates as follows:-

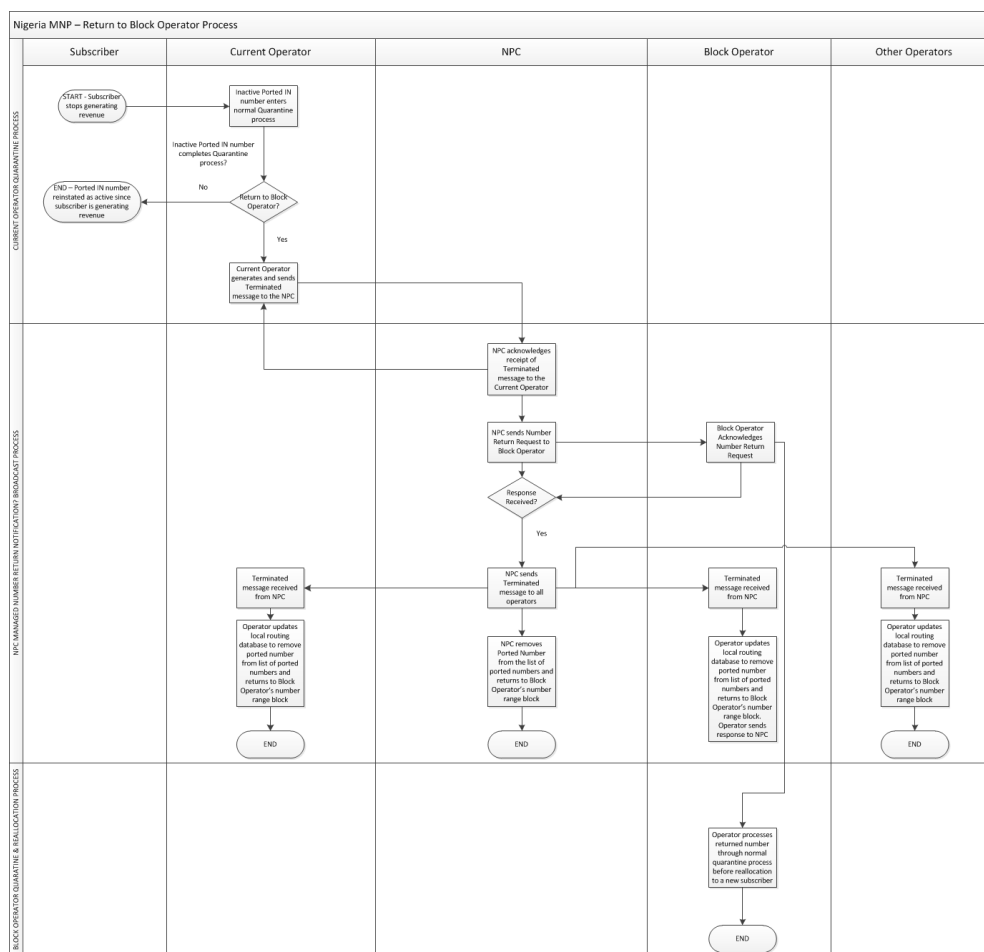
1. Current mobile service provider identifies the customer as inactive (which is 6 months of the number becoming or being designated by the recipient mobile service provider as a non revenue generating number) and quarantines the number in accordance to the process applied to the quarantining and reallocation of non-ported numbers following the confirmation that the number has entered the inactive status
2. After the inactive quarantine period is completed, the current mobile service provider sends the E164 or ANSI E214 equivalent Terminated message to the central order handling system.
3. After receiving the E164 or ANSI E214 equivalent Terminated message, the central order handling system will: a) remove the number in the central database from the list of ported numbers; and b) send a copy of the E164 or ANSI E214 equivalent Terminated message to all mobile service providers.

A mobile service provider shall not allocate a number that is not from a block of numbers allocated to it, i.e. they may not re-allocated a number that they have ported in by one customer and that has been ceased to a different customer.

On receipt of an E164 or ANSI E214 equivalent Terminated message, the Block Service Provider concerned shall apply its normal quarantine rules before re-allocating the number.

The Return to Block Operator process is described in the diagram below:-





## 22 Post-Paid Customer Existing Contract Terms

1. The fact that a customer has an existing contract and debt with their current service provider is not a valid reason for a port request to be rejected. Where the donor operator allows the customer to make outgoing calls and send outgoing SMS at the time porting is requested, then such porting requests cannot be rejected by the donor operator, unless the number being ported is subsequently reported by the customer as being stolen or lost. Where the customer is able to successfully send the validation SMS to the specified MNP number to approve the porting transaction, then the porting transaction cannot be rejected by the donor operator on the basis of debt or contractual matters.
2. However, the recipient operator must make it clear to the customer that it should expect a final bill from their current mobile service provider, that may include a demand for payment for outstanding contract duration, e.g. if the customer is nine months into a twelve month contract, then their current mobile service provider may bill them for the remaining three months charges as part of their final bill and thus the subscriber should make arrangements to liquidate any undisputed debt once the porting transaction has been completed.

## **23 Pre-Paid Customer Existing Credit**

Pre-paid customers must be informed by the recipient operator that any outstanding credit they have on their current service will be forfeit at the time of porting, on a 'use it or lose it' basis.

## **24 Overview of the MNP Porting Process**

From a customer perspective, a porting activation is any process, initiated by a customer, where a change of mobile service provider is implemented and completed with the existing number being retained by the customer on the new mobile service provider's network.

There may be other porting instances that involve interaction between the mobile service providers and any central order handling system and/or the central reference database that are not directly initiated by customers. These instances are to be dealt with as Special Projects and are outside the scope of this Business Rules.

This process assumes a recipient led 'one stop shop' process whereby the customer initiates the process by an approach to a new supplier, the recipient operator. The recipient operator will then, on behalf of the customer, manage all interactions necessary for the successful transfer of the number from the customer's existing service provider (the donor operator) to the recipient operator.

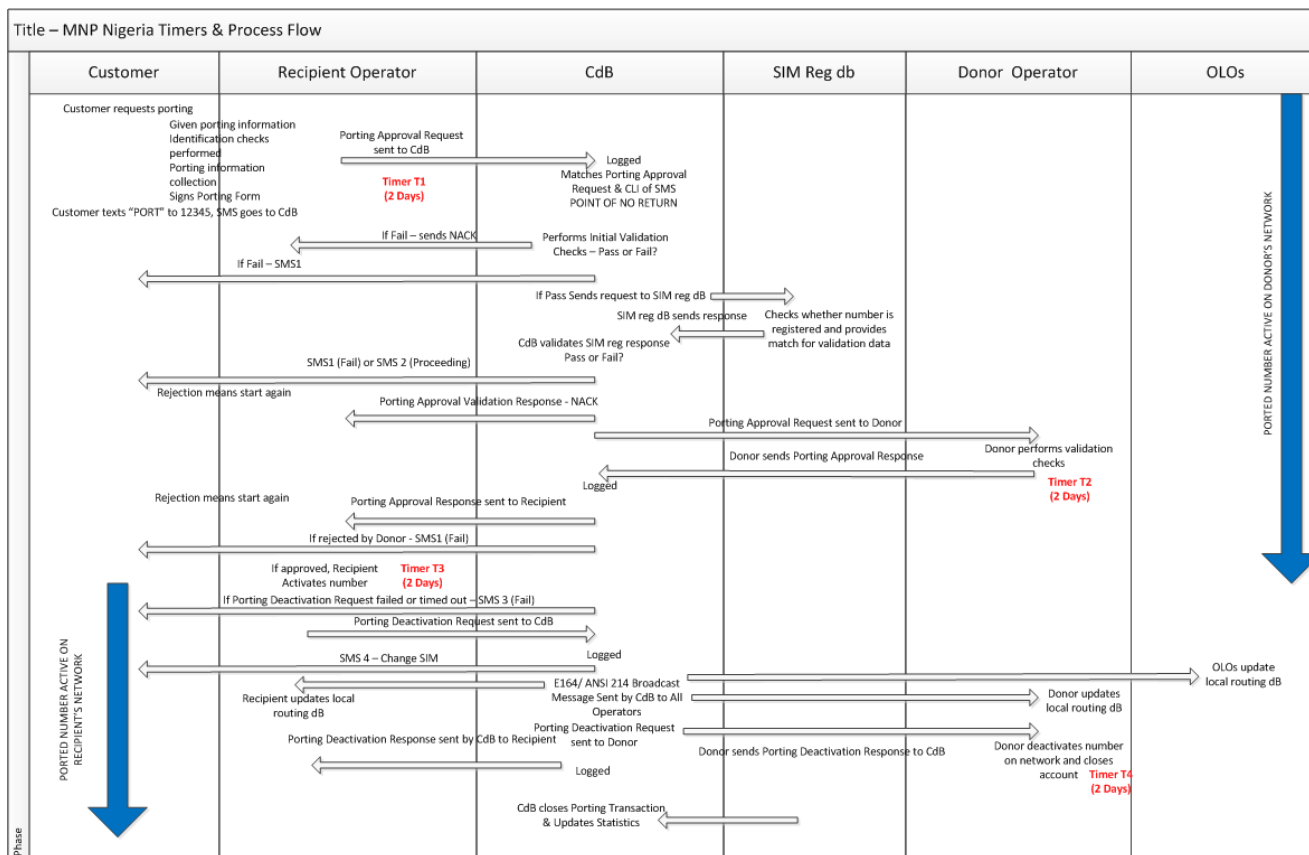
Porting Processes for mobile number portability cover the following areas for both simple (single number) and complex (multi number) ports:

1. Pre-order
2. Initial Central Order Handling System Order Validation
3. Donor Order Validation
4. Porting Provisioning
5. Porting Closure
6. Change Order
7. Cancel Order
8. Reject Order
9. Multiple/ Block Orders
10. Non Personal Account Port Orders
11. Subsequent Porting
12. Timers and Process Flow

The following procedure applies for both pre-paid and post-paid customers.

- The "front end" of the procedure involving the recipient operator and the customer is specified only where it is essential to ensure that the whole procedure works reliably. The parts that are unspecified allow scope for an individual mobile service provider to develop its own specific procedures.

The overall end-2-end MNP process flow is described in the diagram below:-



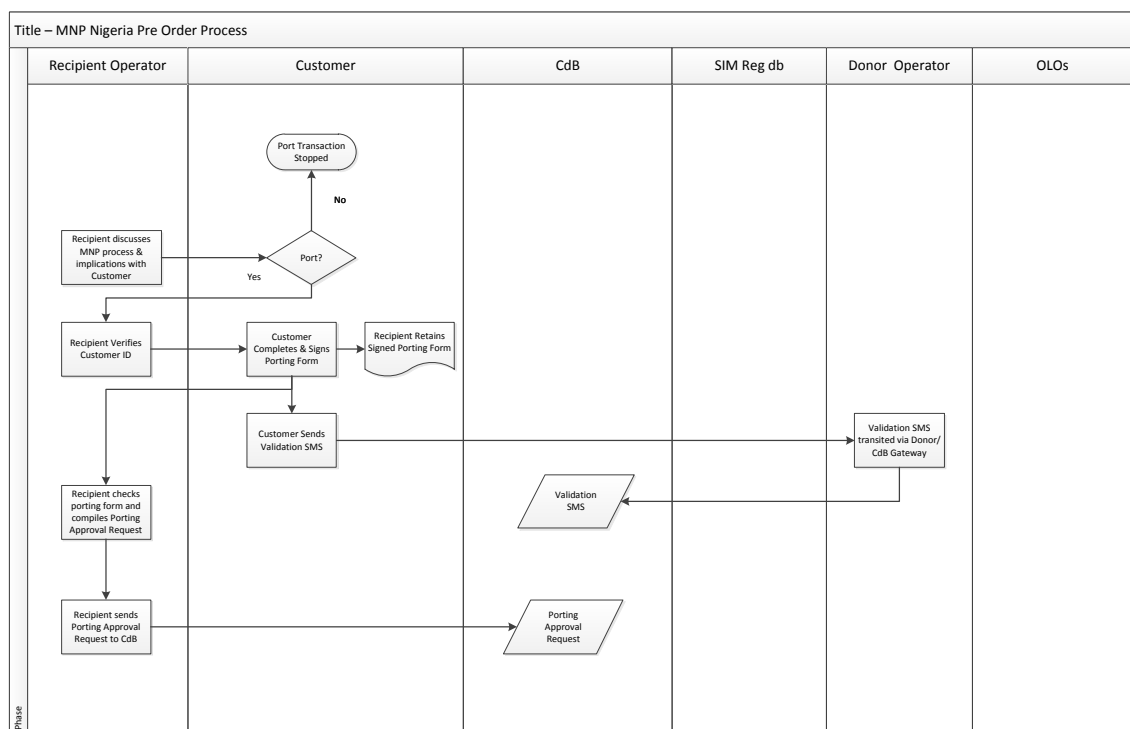
## 24.1 Pre-Order

- The Porting process will be initiated by a customer request (either physical visit or online) and always requires a physical visit to a recipient operator via one of its Points of Sale (High Street Store, Corporate Sales Team, or Authorised Dealer, etc) for the recipient operator's retail staff to verify the customer's ownership of the number(s) being ported and the customer's right to port the number(s). Only real-time porting of numbers will be allowed and deferred or delayed porting of numbers will not be permitted.
- The customer is given information about porting.
  - It is the recipient operator's responsibility to inform the customer of the standard arrangements initiated by the donor operator, i.e. if it is a post-paid customer then outstanding contract terms will be claimed by the donor, if a pre-paid customer any outstanding credit will be forfeit on a 'use or lose it' basis.
  - The recipient operator is required to inform the customer of the customer's obligations to request porting and the implications of porting their number, as defined and described by the centrally agreed MNP Code of Conduct, i.e. if it is a post-paid customer then outstanding contract terms will be claimed by the

- donor, if a pre-paid customer any outstanding credit will be forfeited on a ‘use or lose it’ basis etc.
- The recipient operator should inform the customer of the industry agreed port activation lead times and agree with them the actual porting time/date applicable to their particular order type (simple or complex/ multiple). Since MNP in Nigeria is driven by real-time porting of numbers, deferred porting where a porting date is pre-set for a future date is not permitted by the MNP process or central order handling system.
  - As part of the standard explanation of their service terms and conditions, the recipient operator shall ensure that the customer is aware that once a porting transaction has been authorised by the customer sending the validation SMS to the specified MNP number, the porting request cannot be cancelled and must progress to completion.
- All other pre-order functions are deemed to be ‘new customer’ functions which are managed by individual mobile service providers and are outside of this porting process.
  - The recipient operator needs to satisfy itself that the person requesting the port of a number or numbers is authorised to do so (by means of verifying and recording the person’s officially validated proof of photo identity).
  - In addition to its own ‘business as usual’ checks for credit worthiness etc, the recipient operator needs to take whatever steps it deems necessary to ensure the request to port a number or numbers is not malicious.
  - Pre-registration with the Subscriber Information Database of pre-paid and post-paid customers is a mandatory requirement for eligibility to port as well as the customer providing an approved proof of identity. An accepted officially validated proof of identity with the customer’s photograph will be acceptable; examples include Passport, Driving Licence, and School ID etc. The proof of identification used shall be in accordance to the list of identification used for registration of new SIMs as stipulated by the NCC. The recipient operator will confirm with the customer whether the number has been registered on the Subscriber Information Database at the time the porting application form is completed. The central order handling system will check with the Subscriber Information Database as part of its validation checks and the central order handling system will reject all porting requests for numbers that have not been pre-registered and fail the checks with the Subscriber Information Database.
  - The customer signs the approved Porting Request Form (see Appendix E) as the legal instrument appointing the recipient operator as its agent to close their account with the donor operator.
  - The customer is requested to text the word "PORT" to a "free phone" short code number from their existing account (NB: This must be possible even if there is no credit left on a pre-paid phone.) The SMS is sent to the central order handling system by the SMSC of the donor operator using the SMPP protocol over the Internet.
  - The recipient operator sends a Porting Approval Request message to the central order handling system. The Porting Approval Request message will contain the following mandatory information:-
    - Number/ MSISDN to be ported

- Donor Service Provider name
  - Customer First and Last Name
  - Customer Gender
  - Customer’s State of Origin
  - Company Name – Non personal/ corporate porting requests only
  - Company Registration Number – Non personal/ corporate porting requests only
  - Confirmation that the customer ID validation checks have been completed by the recipient operator – tick box
- The recipient operator must ensure the pre-order process takes no longer than 48 hours (2 calendar days).
  - During the porting process the donor operator should not contact the customer to seek any further information nor to seek to ‘retain’ the customer.
  - If it is necessary or otherwise required, at a later date, to restore the customer to their former mobile service provider because the request was accepted from an unauthorised person, then the activities necessary to complete that restore will be the responsibility of the recipient operator.

The pre-order process is described in the diagram below:-

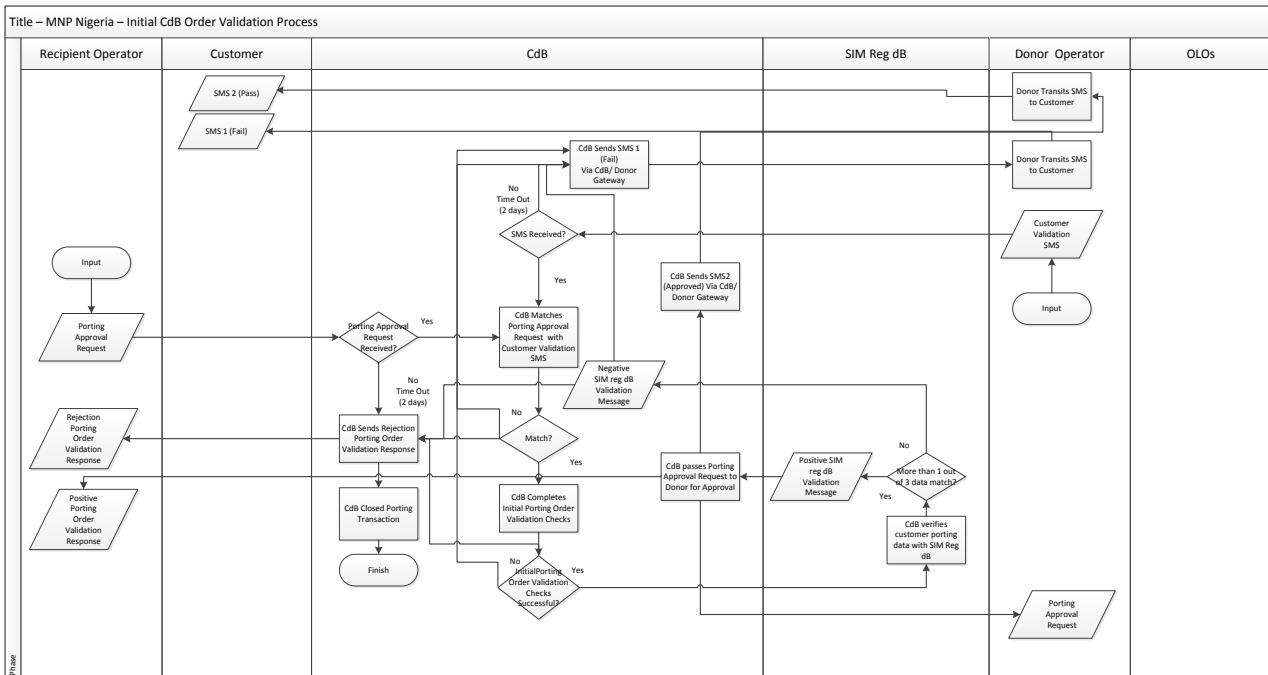


## 24.2 Initial Central Order Handling System Validation Checks

- The porting process and timeframes starts when the central order handling system matches the porting approval request from the recipient operator with the corresponding validation SMS received from the subscriber. Once the porting approval request and authorisation SMS are received and matched by the central order handling system, the

central order handling shall complete its initial validation checks. These validation checks will include checking that a) the number is a valid number within the Nigerian National numbering plan; b) the number is valid for the donor operator specified in the porting approval request; c) the number is not already subject to a porting request; d) the number has not been ported within the specified onward porting restricted period and e) the customer validation checks have been confirmed by the recipient operator. If one or more of the initial validation checks are failed, the central order handling system will reject the porting approval request, send the appropriate NACK codes within the Porting Order Validation Response and close the porting transaction and notify the recipient operator by sending a failed NACK and the customer by sending SMS 1 (Fail).

- If either the validation SMS or the porting approval request are not received within 48 hours, the central order handling system will reject and close the porting transaction and will notify the recipient operator by sending a failed NACK and the customer by sending SMS 1 (Fail).
- If the central order handling system successfully completes its initial validation checks, the central order handling system will submit a check to the Subscriber Information database to confirm whether the number being ported has been registered or not and will verify that there is match of at least three of the mandatory customer data fields between the porting approval request and the corresponding data held by the national Subscriber Information database, i.e. for personal porting requests, name (first name and surname), gender and state of origin and for non-personal porting requests, a match of the single mandatory customer data field, namely, company name. For non-personal porting requests, the recipient operator is required to send the company registration number as part of the porting approval request which the central order handling system will forward to the donor operator. It should be noted that the company registration number will not be submitted by the central order handling system for the check to the Subscriber Information database.
- If the result of the registration check shows that the number to be ported has not been already registered on the Subscriber Information database or the minimum match of customer validation data is not met, the central order handling system will reject the porting request, advising both the recipient operator through the appropriate NACK codes included in the porting order validation response and the customer by SMS and will not forward the porting request to the donor operator. If the registration check is positive, the central order handling system will send a positive porting order validation response to the recipient operator, advise the customer by SMS that their porting request has been received and pass the porting approval request to the donor operator for review and approval.
- During the initial central order handling system order validation phase the central order handling system will send one of two defined SMSs to the customer advising that either a) SMS 2 (Pass) their porting request has been accepted and is being processed or b) SMS 1 (Fail) their order has been rejected and advising the customer to contact the recipient operator
- If the central order handling system fails the porting approval request then the problem must be resolved and the procedure started again from the beginning.
- The Initial central order handling system validation process is described in diagram below:

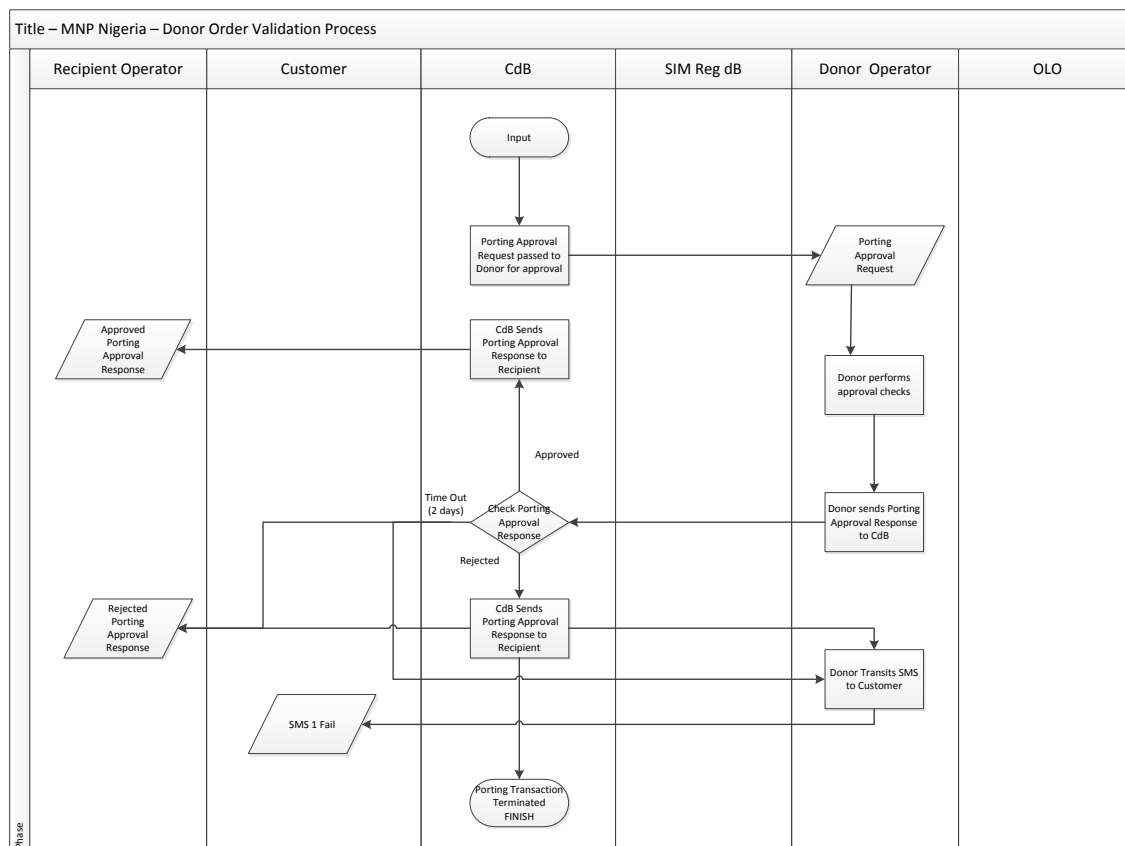


### 24.3 Donor Order Validation Checks

- On receiving the porting approval request, the donor operator will check whether the number (s) that are the subject of the porting approval request is/ are active and have not been reported stolen or lost. Within 2 hours of receiving the porting approval request the donor operator will accept or reject the porting approval request and send the corresponding porting approval response to the central order handling system with the relevant response code, as detailed by Appendix A.
- On receipt of the porting approval response from the donor operator, the central order handling system will forward the porting approval message to the recipient operator.
- If the port approval request is rejected the donor operator must provide the reason code for rejection in the corresponding porting approval response sent via the central order handling system. This code will come from a list of agreed reject reasons and their associated codes. It should be noted that the donor operator validation checks are restricted to; a) the number is active or not; and b) the number has or has not been reported stolen or lost. No other rejection reasons are valid.
- For rejected orders the central order handling system will send a defined SMS 1 (Fail) to the customer advising their order has been rejected and advising the customer to contact the recipient operator.
- If the porting approval request is rejected by the donor operator, the porting order process stops.
- If the reason for rejection is contested by the recipient operator, the mobile service providers agree to cooperate in good faith to resolve the dispute. If the rejection is

contested and upheld, the recipient operator must start the porting process from the beginning and resubmit a new porting order.

The donor validation process is described in the diagram below:



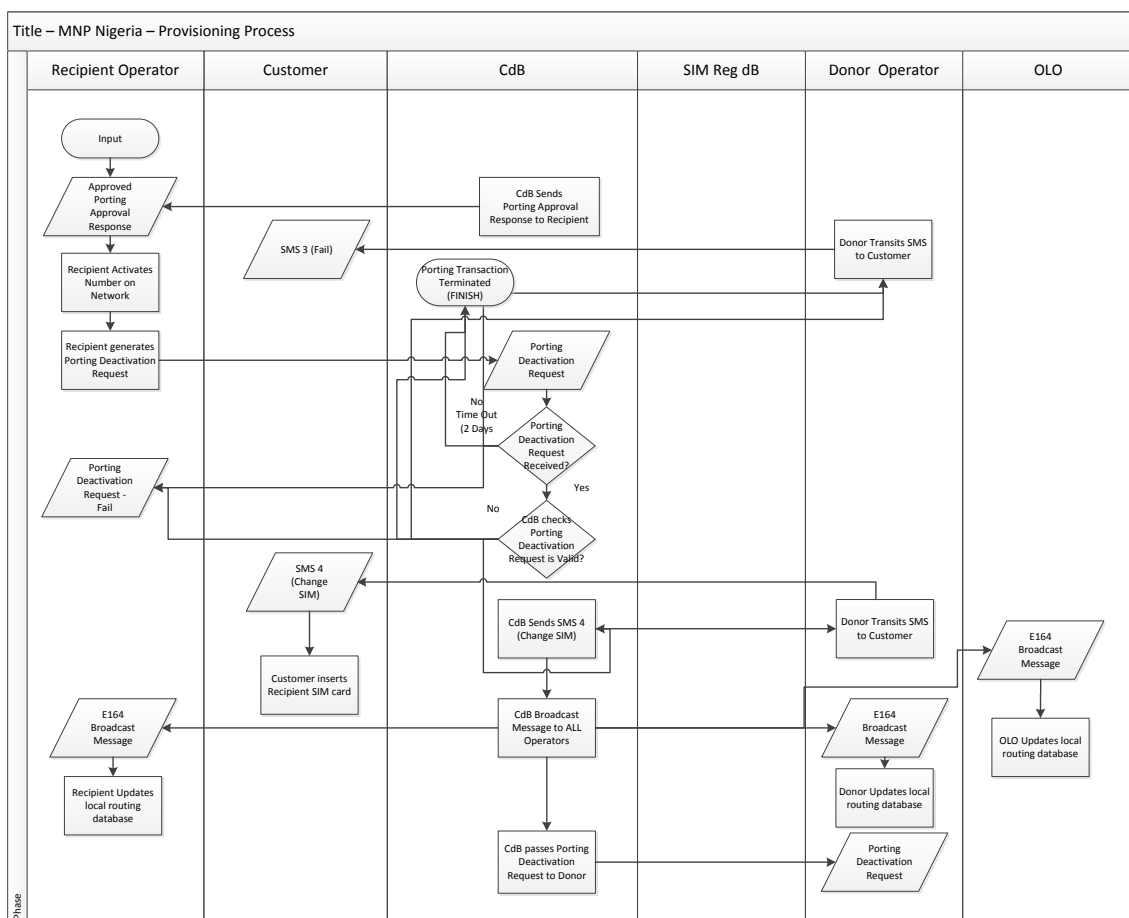
#### 24.4 Porting Provisioning

- If the porting approval request is approved by the donor operator by the sending of a positive porting approval response, the central order handling system will allocate next available porting date and will pass the porting approval response to the recipient operator.
- The recipient operator will activate the customer’s number on its network and then within 2 hours from the receipt of the positive porting approval response, the recipient operator will send a porting deactivation request to the central order handling system.
- The central order handling system will send defined SMS4 (Change SIM) to the customer advising the customer that their number is due to be ported and requesting the customer to swap the SIM card from the donor (old) mobile service provider with the SIM card from the recipient (new) mobile service provider,
- The central order handling system will also send the E164 or ANSI E214 equivalent broadcast message to all mobile service providers and other authorised parties



requesting they update their own routing databases to route calls to the customer via the Recipient operator’s network.

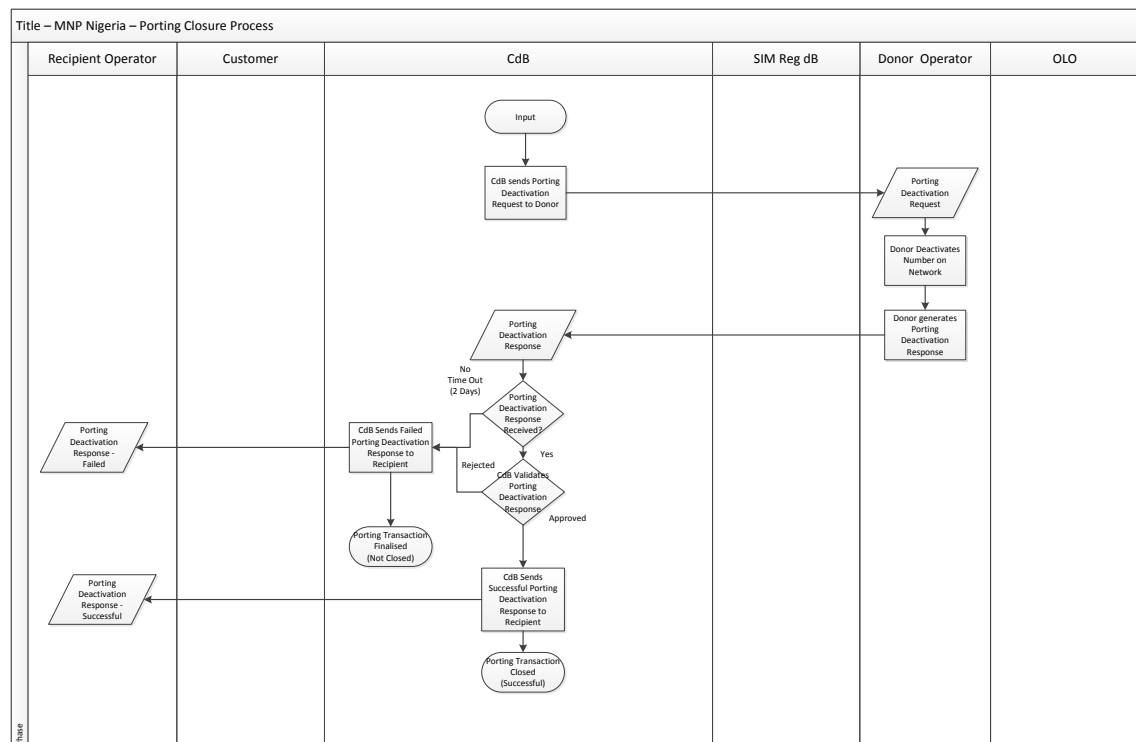
- If the recipient operator fails to send the porting deactivation request within 48 hours of the central order handling system sending the porting authorisation response, the central order handling system will time out and terminate the porting request. The central order handling system will send the defined NACK to the recipient operator and defined SMS 3 (Porting Problem) to the customer. The recipient operator can re-submit the porting request at a later date, but will be required to start the porting process from the beginning.
- The porting provisioning process is described in the diagram below:



## 24.5 Porting Closure Process

- On receipt of the porting deactivation request, the donor operator will deactivate the customer from its network within 1 hour.
- Once completed, the donor operator will send a porting deactivation response to the central order handling system which will close down the porting transaction on the system.

- The porting closure process is described in the diagram below:



## 24.6 Change Order

The porting order can only be changed provided the customer has not sent the authorisation SMS. In such cases the recipient operator should allow the order to time-out and request the customer not to send the authorisation SMS. Should the customer have sent the authorisation SMS, the Point of No Return will have been passed in the porting process and the recipient operator should allow the port request to be completed and then invoke the emergency repatriation process to reverse the port back to the donor operator, if this is agreed by the recipient operator as being appropriate or justified.

## 24.7 Cancel Order

Once the customer has sent the authorisation SMS the porting order cannot be cancelled. If the customer has not sent the authorisation SMS but the recipient operator has submitted the Porting Approval Request and the customer decides to cancel the order, then the recipient operator should advise the customer not to send the authorisation SMS and to allow the porting order to time-out.

Should the customer have sent the authorisation SMS, then the Point of No Return will have been passed in the porting process and the recipient operator should allow the port request to be completed and then invoke the emergency repatriation process to reverse the port back to the donor operator, if this is agreed by the recipient operator as being appropriate or justified.

## 24.8 Reject Order

If a donor operator is to reject an order then it can only use the agreed reject list and their associated codes. No other reject reason is valid. The SG agreed reject list is provided as **Appendix A** of this document.

The reject order could come from the central order handling system; however, the system can only use agreed reject reasons and their associated NACK codes. These will be the SG agreed list provided as **Appendix A** of this document.

If it is recognized that a reject reason is not appropriate, or that there is need to introduce a new reject reason, then this will be dealt with through negotiation within the SG and with the final written approval of the NCC.

#### **24.9 Non Personal Account Port Orders**

Accounts may be held by organisations such as companies, partnerships, Government Departments and clubs. Such accounts may be in the name of the organisation rather than of any individual.

Since pre-paid accounts do not produce bills then non-personal pre-paid accounts shall be handled in the same way as personal pre-paid accounts.

For post-paid accounts, where the account is in the name of an organisation, the Porting Request Form (see Appendix E) shall be accompanied by a letter on the letter headed paper of the organisation. The letter shall be signed by an authorised signatory and shall explicitly authorise the porting of the specified numbers and the closure of the account (where applicable) with the Donor operator.

A template Letter of Authorisation is provided at Appendix D.

The Recipient operator shall check that:

- The Donor operator's bill shows all the numbers to be ported, or a subset thereof;
- The organisation name shown as the account holder on the Donor operator's bill matches the organisation name on the letterhead;
- The signatures on the Porting Request Form ( See Appendix E) and the Letter of Authority (See Appendix D); and
- The person requesting the porting matches the photograph on the ID and the name on the ID matches the Authorised signatory.

The Recipient operator shall enter the transaction request or requests for the porting in the database specifying a porting date in the future and the customer shall send the SMS for matching/ authorisation. For each Multi-line/ Block porting transaction one of the numbers to be ported in that transaction shall be used for sending the matching/ authorisation SMS.

The central order handling system allows a list of non-contiguous numbers to be ported in a single transaction.

If the list of numbers to be ported is being divided into subsets as separate transactions to be ported in stages on different days then each transaction/ scheduled block should be entered separately either as a single porting request or Multi-line/ Block porting request.

The Donor operator may request from the Recipient operator a copy of the Porting Request Form and any letter of authorisation from a responsible signatory of the customer. If the Donor operator has valid doubts regarding the authority of the responsible signatory, this should be raised with the Recipient operator for additional verification.

The handling of accounts is summarised in the following diagram:-

		Single number		Multi number (2+)	
		Pre-pay	Post-pay	Pre-pay	Post-pay
Personal		Basic process	Basic process Check donor bill	Not allowed	Basic process Check donor bill
		Basic process	Basic process Check donor bill Letter of authorisation	Not allowed	Basic process Check donor bill Letter of authorisation

## 24.10 Multiple/Block Orders

Multiple/ block porting requests are treated as follows:

A single porting request form may be signed by the account owner or duly authorised signatory, for more than one number or service providers may use separate forms for each number if they wish.

The Recipient operator may choose either of the following approaches or a combination of them relating to different numbers within the total set of numbers to be ported:

- Individual numbers are ported separately as separate transactions using the same procedure as for a single number account except that the numbers may share the same porting request form, but the customer will be required to send the validation SMS for each number detailed in the porting request form; or
- A contiguous or non-contiguous set of numbers (including multiple blocks) may be ported as a single transaction with any **one** of the numbers being specified for matching with the SMS. If the Donor operator refuses to port any number out of this set then the **WHOLE** porting transaction is **REJECTED**.
  - The number to be used for SMS matching for authorising the porting approval request shall be one of the numbers to be ported detailed in the customer's signed Multi-line/ Block porting request form and therefore there is no need for an SMS to be sent from each/all the numbers within the multi-line/ block porting request form.
  - Each multi-line/ block porting approval request **MUST** contain numbers to be ported which are from the **SAME** account held with the donor operator. Should a multi-line/

block porting approval request be submitted containing numbers to be ported from different accounts held with the donor operator, then the whole transaction will be refused by the donor operator and the donor operator will identify the numbers within the multi-line/ block port approval request which are not included within the customer's main account. Separate multi-line/block porting requests should be sent for numbers within each account.

- Recipient operator should not submit multi-line/ block porting approval requests comprising either a) entirely of pre-paid numbers to be ported only or; b) a mix of pre-paid and post-paid numbers to be ported. Such requests will be refused since for pre-paid numbers there is no donor operator account to align the numbers to be ported together.
- Pre-paid numbers shall be handled as single number portings through the central order handling system, but a single porting request form listing the numbers may be used by the recipient operator. However, an authorisation SMS will be required from EACH pre-paid number to be ported.

In practice the recipient operator should avoid sending numbers that may be refused in a block with other numbers and should submit such numbers as individual porting requests.

Where a customer requests a large volume of numbers to be ported then the recipient operator may wish to stagger the portings and port subsets of the list on different days to make the distribution of SIM cards and organisation within the customer easier. In such cases, the recipient operator should adopt the following scheduled approach to porting:-

1. Agree with the customer the schedule of numbers to be ported for each day. Important note – Each batch of numbers to be ported for each day MUST be considered as a separate porting request, i.e. a) the numbers submitted within each daily multi-line/ block porting approval request must come from the same donor operator account; and b) a specific number must be used to send the authorisation SMS from within each daily multi-line/ block porting approval request (Note – the number used to verify each multi-line/ block porting approval request must be a number that is part of each porting request, i.e., if daily multi-line/ block porting requests were submitted over five (5) days, these would be considered as five (5) separate multi-line/ block porting requests and would require five (5) numbers to be identified to send the authorisation/ verification SMS).
2. Complete the block porting documentation with the customer, i.e. Block porting request form and Authorisation Letters (see section on Non-Personal Accounts). A copy of the signed completed porting request form and Authorisation Letter may be required by the donor operator and the recipient operator should provide a copy either a) as part of the ringfence process (see section 28) or b) on receipt of a request from the donor operator, by either a) using the upload function provided by the central order handling system as part of ringfence function or b) by separate email to the donor operator's nominated porting helpdesk on receipt of a request from the donor operator.
3. The initial porting approval request is submitted central order handling system using the ringfence process (see section 28). This is a key step, since until porting request is ring fenced with the central order handling system; NONE of the multiple numbers to be ported will be subject to protection under the MNP Winback provisions. The customer is requested to send the validation SMS for the initial porting approval request from the nominated number within the initial porting approval request.
4. Once the ringfence and corresponding initial porting approval requests have been validated by the central order handling system (including the check with the Subscriber Information

database to confirm that all numbers to be ported have already been registered) and accepted by the central order handling system and a Porting Approval Validation Response is sent back to the recipient operator by the central order handling system, the recipient operator should contact the donor operator to agree the required porting schedule. The recipient operator and donor operator will agree the porting schedule and work together to ensure all numbers to be ported are ported correctly via the central order handling system.

#### **24.11 Subsequent Porting**

This is a process whereby a customer who, having already ported from their original service provider to a new provider, now wishes to port to a third mobile service provider. This process necessitates that the recipient operator from the original porting transaction now becomes the donor operator and the new, third provider, becomes the recipient operator.

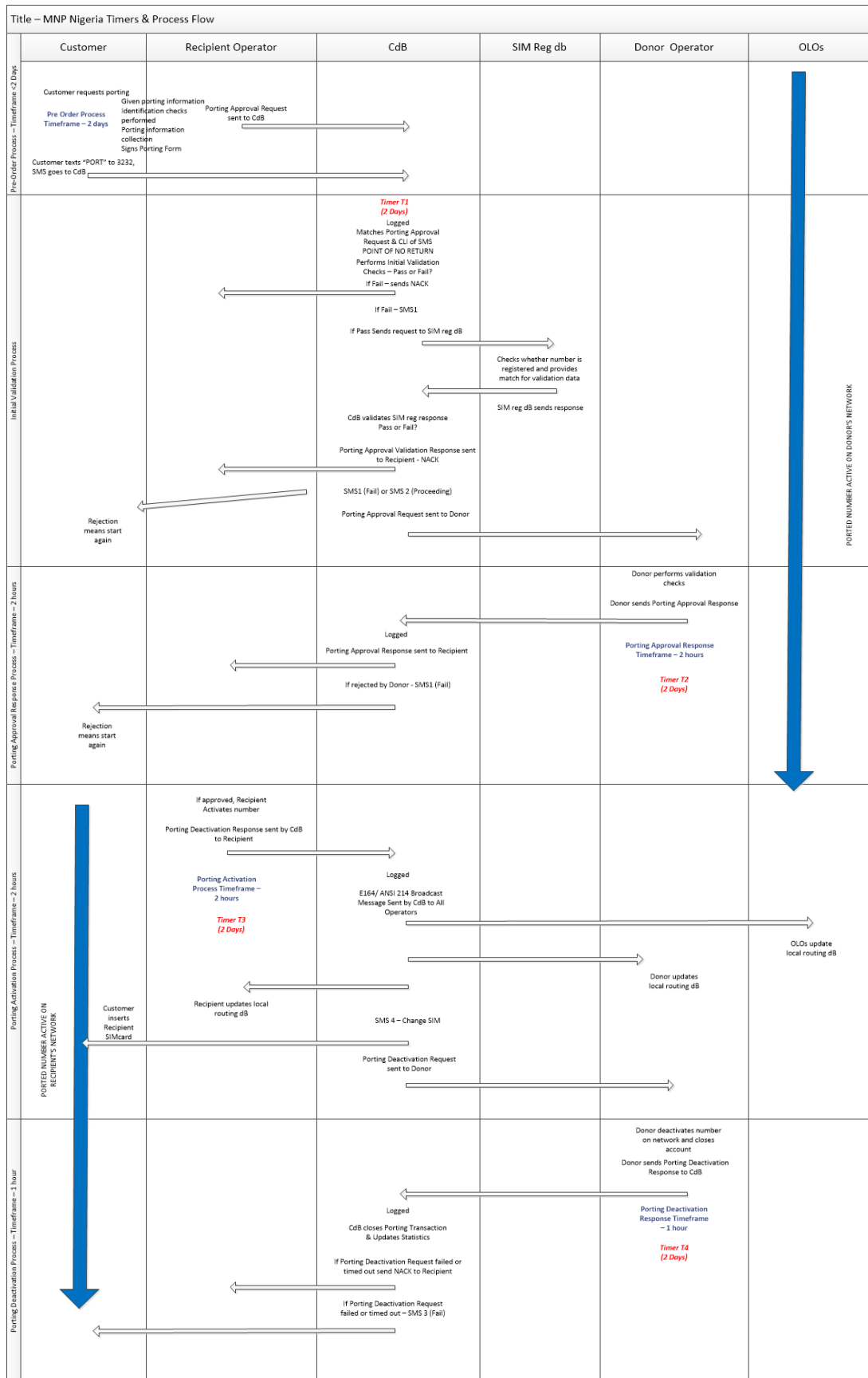
The customer cannot port onwards to another mobile service provider within ninety (90) days of the previous porting transaction being successfully completed. The central order handling system will validate porting approval requests and check whether the number has been previously ported within the last ninety (90) days. The central order handling system will reject orders which have been ported within the last ninety (90) days and the system will send the corresponding NACK code within the porting approval validation response to confirm the porting request has been rejected.

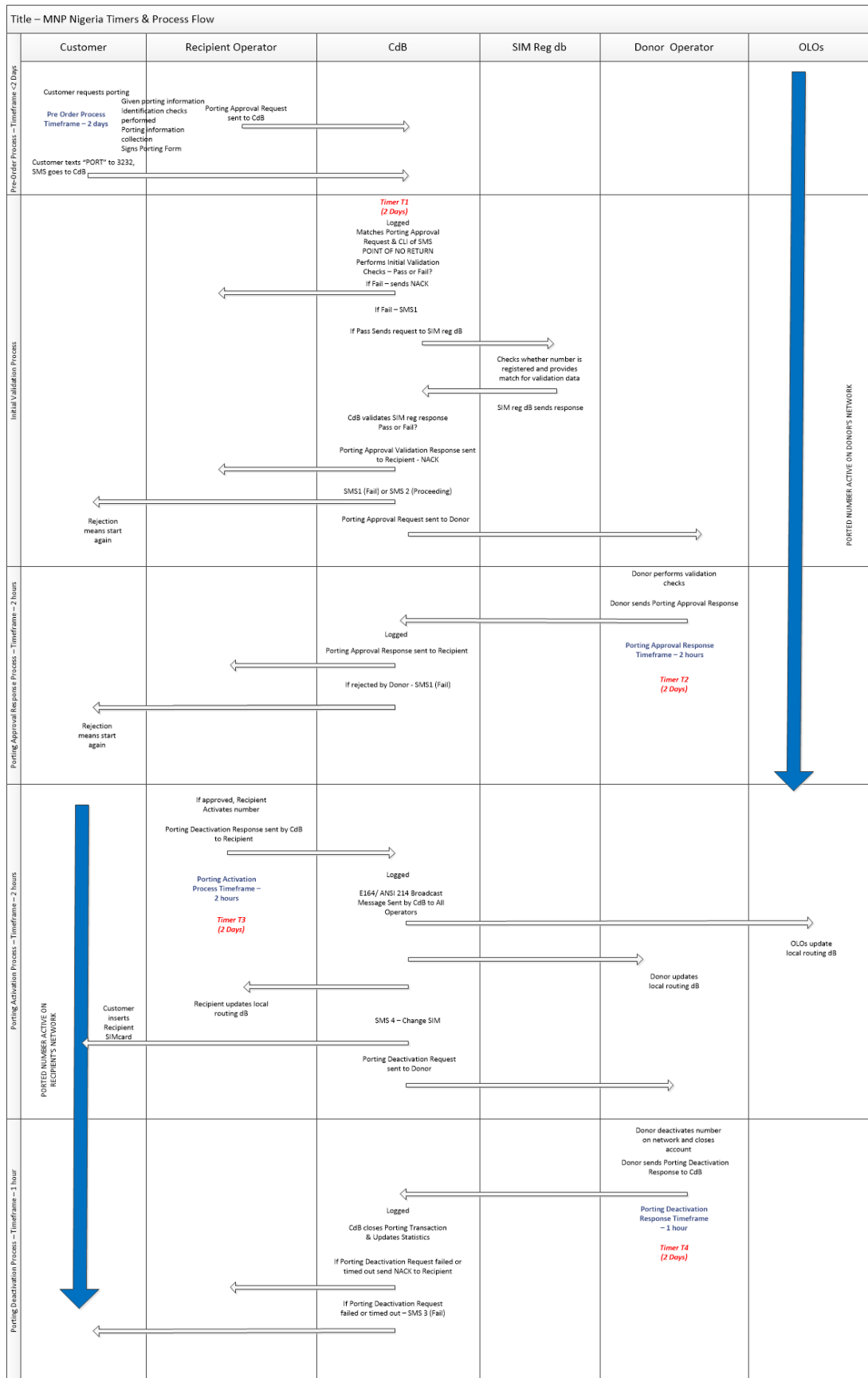
Once the central order handling system has validated that the porting approval request is not subject to the ninety (90) day onward porting restriction, the porting process continues normally.

#### **24.12 Times & Process Flow**

One of the most important elements of the porting process is the agreed time for each of the main process steps. The timing of each of these major steps is somewhat dependent on the overall port activation timescales agreed by the SG.

The process sequence flow (Diagram below) for the agreed MNP process using the central order handling system is as follows: -



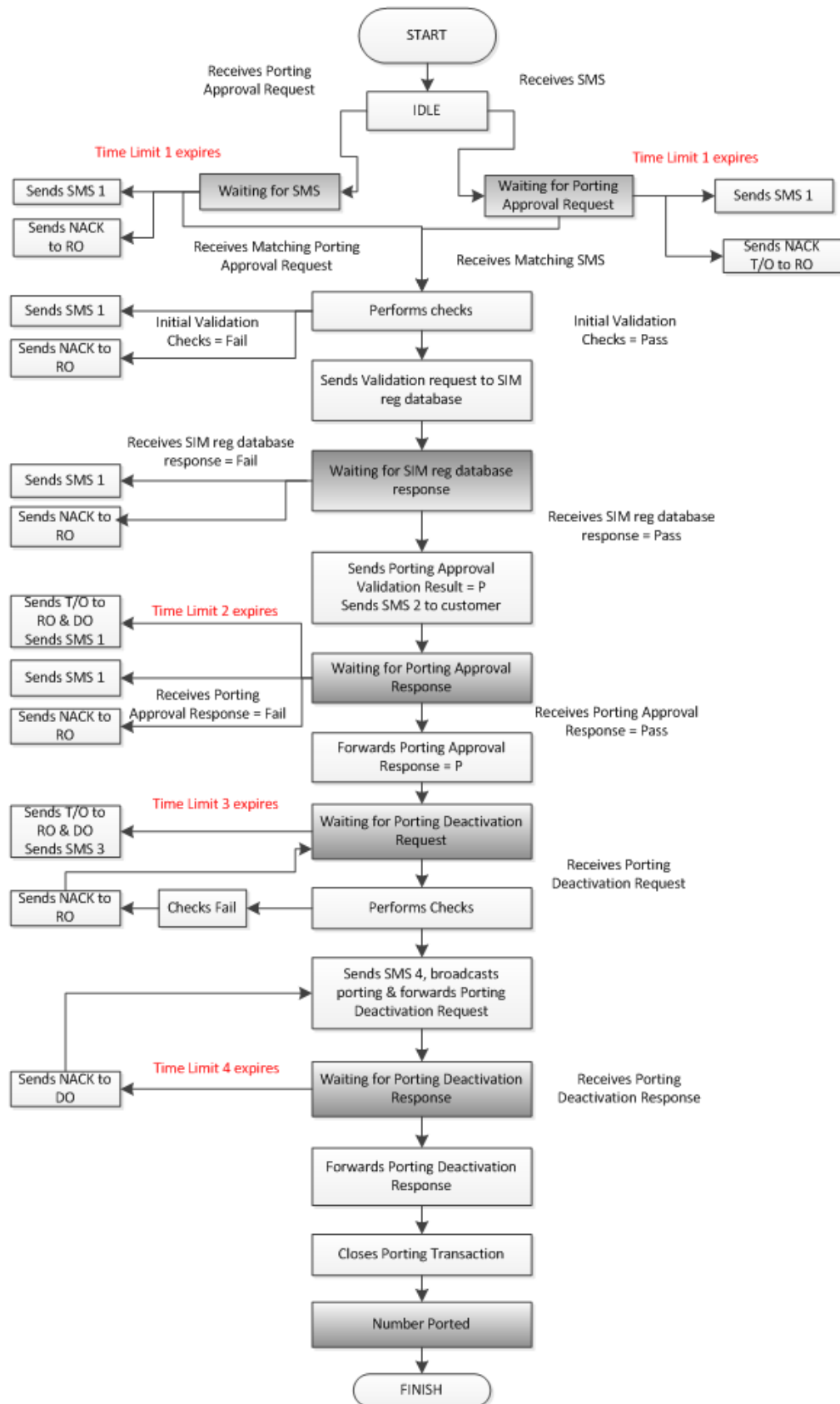




Note that the time at which the central order handling system receives a message and forwards it on to the intended party is, for all intents and purpose, simultaneous. Validation of a message and determining how to respond to the message takes place within a fraction of a second.

Diagram below shows the process flow including the transmission of SMS update messages to the customer and notification of time-out/ failure

**MNP Nigeria – CdB Porting Process Flow**



Maximum time limits are set for each stage of the porting process and operator responses in excess of the defined time limits will be recorded by the central order handling system and reported to the NCC as a violation of the Nigeria MNP regulations. The maximum time limits for each stage of the porting process as follows:-

<b>Porting Process</b>	<b>Maximum Permissible Response Timeframe</b>
Pre-Order Completion Time	2 days
Port Validation Time	2 hours
Port Activation Time	2 hours
Port Deactivation Time	1 hour
Ring Fence Time Limit	7 days
Subsequent Port Restriction Time	90 days
Port Reversal Limit	7 days
Reversal Validation Time	2 hours
Reversal Activation Time	2 hours
Reversal Deactivation Time	1 hours
Number Return Confirmation Time	3 hours
NPC Quarantine Period	0 days
Delay of SMS delivery by the donor operator	2 hours

The following timer settings are configured in the central order handling system to enable the central order handling systems to terminate porting requests that are stuck in the porting process, as indicated in the flow diagram as follows :-

- Time limit 1: immediately after time of receipt of the Porting Approval Request or the SMS, plus 2 working days
- Time limit 2: immediately after time of receipt of the Porting Approval Request, plus 2 working days
- Time limit 3: immediately after time of receipt of the Porting Approval Response, plus 2 working days
- Time limit 4: immediately after time of receipt of the Porting Approval Response, plus 2 working days

The SMS Messages are:

<b>Message</b>	<b>Header</b>	<b>Text</b>
SMS-1	Porting	Your porting request has failed. Please contact your new service provider
SMS-2	Porting	Thank you for your SMS. Your porting request is being processed
SMS-3	Porting	Porting error. Please contact your new service provider
SMS-4	Porting	Please use/ insert your new SIM from your new service provider

The entire duration from the time the recipient operator sends the NP Request (NPR) until the customer has service with their recipient operator is defined according to the agreements made by the SG and the central order handling system settings. In the example above the total time is a maximum of 48 hours. The total time governs the times allowed for each of the intermediate steps in the process.

## **25 Directory Entries**

It is the responsibility of the recipient operator to understand and implement the directory entry requirements of the customer. It will achieve this by using the same processes as is used for its new non-porting customers.

## **26 Associated Services i.e. Mail boxes SMS and other message services**

1. All network-related services associated with the donor network (and its SIM card) expire automatically when porting takes place, as does data stored for these services e.g. Mailboxes.
2. The SIM card is always changed when a port takes place. A new International Mobile Customer Identity (IMSI) is allocated and services are rebuilt by the recipient network according to its normal business and operational practices.
3. Mailbox numbers for voice fax or data cannot be ported.
4. Contacts SMS stored on previous SIM should be transferred or otherwise will be lost.
5. Contact lists, sent/received SMS and any other information stored on the previous SIM should be transferred or otherwise will be lost.

## **27 Winback**

Winback is where the donor operator initiates contact with a customer who has either requested number portability, or who has already ported their number and, where that contact has the intention or effect of encouraging that customer to remain with or return to the donor operator.

Winback is absolutely prohibited both whilst the porting process is underway and for a period of ninety (90) days from the date porting was completed. The only permissible contact a donor operator may have with a ported customer is either a) recovery of outstanding debts or b) to discuss products/ services other than the ported mobile service.

For clarity, the Winback provisions will only apply once; a) the recipient operator has lodged a porting request onto the central order handling system and b) the central order handling system has received the authorisation SMS from the customer and c) the central order handling system has successfully completed its initial validation of the porting request and d) the central order handling system has sent a Porting Approval Validation Response message to the recipient operator. Before these steps have been completed, then the Winback protection provisions will not apply and the donor operator is free to contact the customer.

Thus it is important that before the recipient operator contacts the donor operator to discuss any porting request (especially Multi-line/ Block Porting requests), they have successfully lodged the corresponding porting request onto the central order handling system .

In view that some customers may have multiple mobile phone numbers on the same account with a potential donor operator and such customers may chose to only partially port some of the numbers to a new service provider, the Winback protection provisions will apply to single and multi-line/ Block porting requests as follows :-

1. Single number porting approval request, only the number to be ported that is the subject of the specific porting request will be considered to be “out of bounds” during the porting period and for ninety (90) days after the porting request has been successfully completed.
2. Multi-line/ Block porting approval request, the customer’s account from which the numbers to be ported have originated will be considered to be **temporarily** “out of bounds” during the porting process until the donor operator and recipient operator have verified the actual numbers to be ported.
  - It is possible that a customer whose account contains multiple mobile numbers may only wish to port a portion/ element of the mobile numbers they have with the donor operator under the same account to the recipient operator or port multiple or blocks of numbers in a phased approach over an extended period. To protect the customer and recipient operator from potential Winback by the donor operator, the recipient operator has the option to invoke the “Ring-Fence protection process outlined in provision 28.

## **28. Ring-Fence Protection of Multiple/ Block Porting Requests**

To protect the customer from potential Winback by a donor operator, the proposed process utilises the central order handling system provider helpdesk as a neutral party to register and time-stamp the recipient operator’s multiple/ block porting request ahead of the initial porting request being sent to the donor operator. This approach enables the recipient operator to register and ring-fence the numbers within the customer’s porting transaction, which can then be audited in case of potential dispute between the parties.

- The recipient operator decides whether to register and ring-fence the multiple/ block porting request.
- If the recipient operator decides not to register and ring-fence the porting request with the central order handling system provider, then the recipient operator proceeds using the normal porting process, by submitting a single porting approval request with all numbers to be ported and requests the customer to send the validation SMS from the nominated number – Note – this will result in all numbers within the multiple porting request being ported together during the next porting day (subject to approval by central order handling system provider and donor operator)
- If the recipient operator decides to register and ring-fence the porting request with the central order handling system provider, then:-
  - Recipient operator submits the porting approval request comprising either all numbers to be ported (these will be ported together during the next available porting day) or a token subset of the numbers to be ported. **IMPORTANT** – recipient operator does not request the customer to send the validation SMS from the nominated number at this stage.
  - Recipient operator uploads the signed porting form and authorisation letter pdf files into the central order handling system using the document upload function.

- Centralised order handling system provider confirms receipt of the recipient operator multiple porting request by sending the normal acknowledgement message to the recipient operator. . On receipt of the central order handling system's acknowledgement message, the recipient operator requests the customer to send the validation SMS from the nominated number to validate the initial multiple/ block porting request.
- The central order handling system provider matches the validation SMS with the corresponding porting approval request and provided the initial checks are passed, (including the check with the donor operator's Subscriber Information database to confirm that all numbers to be ported have already been registered), the central order handling system provider forwards the porting approval request with the uploaded porting form and authorisation letter pdf files to the donor operator for approval and the porting process continues as normal.
- Once the donor operator has approved the initial porting approval request and if appropriate has confirmed that the remainder of the numbers detailed the customer's signed porting form can be ported, the recipient operator and donor operator agree an appropriate porting schedule for all the numbers the customer has requested to port. Once the porting schedule is agreed, the recipient operator will as agreed, submit additional porting approval request transactions to the donor operator via the central order handling system provider. These additional porting approval request transactions will be processed using the standard porting process, in which each porting transaction will require a validation SMS from a number specified within each porting approval request and the porting approval request transactions should be compiled to ensure that all numbers within each transaction are from the same donor operator account.
- All numbers within the customer's multiple/ block porting transaction duly registered with the central order handling system provider will be subject to Winback protection for a period of ninety (90) days from the date the recipient operator registers the initial request.
- In situations where the customer decides to port only a proportion of the numbers held with the donor operator, then only the numbers detailed in the customer's signed multiple/ block porting form will be subject to Winback protection under this process. All other numbers held by the customer with the donor operator will not be subject to Winback protection.
  - Where there are other numbers on the same account as the numbers to be ported, only the numbers to be ported as detailed by the recipient operator's Multi-line/ Block porting form or signed authorisation letter from the customer will be subject to the MNP Winback provisions (including those numbers scheduled to be ported in the future) and the remaining numbers will be excluded from the MNP Winback provisions until they become subject to separate porting requests.
  - In such cases, the donor operator will ensure that adequate measures are in place to prevent the numbers listed for porting under the recipient operator's Multi-line/ Block Porting request to be subject to any deliberate or accidental MNP Winback approaches, either during the porting process and for ninety (90) days after porting of these numbers has been completed.

## **29 Emergency Repatriation**

Where porting transactions are found to be fraudulent or inappropriate, it is important that the numbers involved are repatriated or returned to the donor operator quickly.

This process is invoked when there is a requirement to quickly, and at reduced notice periods, return a customer's mobile number to the customer's previous mobile service provider and to restore all routing as if the port had not been activated or in the case reversing proven fraudulent, malicious or inappropriate porting transactions

The recipient operator and the donor operator must agree that an emergency repatriation is necessary. This decision can depend on various different circumstances but the customer must be informed of the actions being taken. In such cases, the donor operator will request the recipient operator to provide sight of the porting and associated ID documentation as detailed under the provisions in the section on Dispute Resolution of the MNP business rules. The donor and recipient operators shall work in good faith to investigate reported incidents of fraudulent or inappropriate porting transactions and where agreement cannot be reached the case shall go to the SG as detailed in the Dispute Resolution section of this document.

Where it is determined that a porting transaction is fraudulent or inappropriate, the number (s) shall be returned promptly to the donor operator using the emergency repatriation process outlined in this section. An emergency repatriation shall not be invoked because the customer has changed their mind. The most common reason for an emergency repatriation to be invoked is that the customer did not authorise the porting transaction.

A period of seven (7) calendar days will be allowed for emergency repatriation between the mobile service providers in Nigeria.

The central order handling system provider shall not charge a fee for processing emergency repatriation porting transactions.

The customer can only return to their previous mobile service provider. The emergency repatriation of previously ported numbers will follow the same return provisioning process.

For emergency repatriation of previously ported numbers, the previous mobile service provider (the donor operator in the previous porting transaction) will raise and submit a new porting approval request to the central order handling system.

1. The previous mobile service provider will contact the helpdesk of the central order handling system by email or telephone and confirm the emergency repatriation request has been approved by all parties involved.
2. On receipt of the new porting approval request, the central ordering handling system provider's helpdesk will bypass the checks of customer SMS validation and Subscriber Information Database and will forward the porting approval request to the current mobile service provider for approval.

Once the Central order handling system has validated the emergency repatriation porting request, the porting request is processed normally via the central order handling system and the customer's number is ported back to the previous recipient operator

In such cases, the following procedure applies:

1. Neither the current service provider nor the previous service provider will be liable for any consequences caused by the emergency repatriation porting process.
2. The Central order handling system validates the new emergency repatriation porting request by; a) confirming the emergency repatriation porting request is within seven (7) days of the previous porting request and b) confirming the new recipient operator is the previous donor operator.
3. Once the Central order handling system has validated the emergency repatriation porting request, the porting request is processed normally via the central order handling system and the customer's number is ported back to the previous recipient operator.

The following shall apply to emergency repatriation orders:

1. In the case where the customer did not authorise the porting transaction the emergency repatriation shall be seven (7) days. Where the customer requests an operator to process an emergency repatriation request outside the mandated seven (7) day period from the date the previous porting request was completed, the requesting operator will submit a request to the NCC for consideration. Emergency repatriation requests outside of the mandated seven (7) day period will only be granted at the sole discretion of the NCC whose decision will be final.
2. The recipient and the donor must agree that an emergency repatriation is necessary. The recipient and donor operators must coordinate the emergency repatriation as mutually agreed.
3. Normal port activation lead times do not apply.
4. In the case of a multiple/ block port activation, the emergency repatriation does not have to reverse all ported numbers from the original porting transaction, but only those that the parties have identified as being unauthorised.
  - i. In the case of a multiple/ block port activation, the emergency repatriation may require the same level of 'project management' as that required by the previous port activation.
  - ii. In the event of an emergency repatriation, appropriate charges levied between the new recipient and donor operators may be made following the principle of causality.

## **30 Database Synchronisation**

Accurate and reliable routing of traffic to ported and non-ported numbers is a key requirement for the operation of successful number portability initiatives. To ensure that all mobile service providers and other authorised parties are able to accurately and consistently route traffic and services to ported and non-ported numbers it is essential that each mobile service provider's routing database is synchronised with the central database managed by the central order handling system provider.

Each mobile service provider is required to check the synchronisation of its local routing database every 24 hours. Where the local routing database is found to be no longer synchronised



with the central database, the mobile service provider is required to re-synchronise its local database within 8 hours of the discrepancy being identified.

Where the connection between the local routing database of a mobile service provider/ other authorised party and the central database fails preventing the mobile service provider/ other authorised party to receive E164/ ANSI 214 broadcast messages, then the mobile service provider/ other authorised party is required to re-synchronise its local routing database with the central database, within 8 hours of the fault being identified.

The central order handling system provider will make synchronisation files available to the mobile service providers and other authorised parties for download via the central order handling system GUI or secure internet site. Such re-synchronisation files will be provided in CSV format and will contain the data of a) all ported numbers in Nigeria; and b) all E164/ ANSI 214 broadcast updates sent out in the previous 6 hour period. The central order handling system provider will provide the updated files during every calendar day of the year, four times each day, at the same time intervals.

### **31 Service Provider Connectivity to the Central Order Handling System**

All mobile service providers shall be responsible for establishing, maintaining and operating robust, resilient, secure and reliable connections between each mobile service provider's business systems and the central order handling system.

Unless specifically authorized by the NCC, each mobile service provider and other authorised party shall establish, maintain and operate separate, direct fibre connections with appropriate backup between the mobile service provider's/ other authorised party's business systems/ facilities and each of the central order handling system provider's nominated main and back-up site locations, for the separate processing and transiting of porting messages and customer validation SMS messages. Such connections shall be established, maintained and operated by the mobile service providers in compliance to the technical and operational specifications and protocols approved and directed by the NCC.

Where smaller/ regional mobile service providers and other authorised parties have been authorized by the NCC to process porting orders through an approved third party in compliance to clause 4.7, then such mobile service providers will be required to establish, maintain and operate robust, resilient, secure and reliable fibre connection to the approved third party's nominated main site and a back-up direct fibre, microwave or secure VPN/ internet connection to the third party's nominated back-up site for resilience purposes.

All mobile service providers shall be responsible for monitoring, maintaining and operating the resilient and secure conditions to ensure that porting messages and customer validation SMS messages are securely and efficiently processed or transited to/ from the central order handling system without interruption during the specified porting windows determined by the NCC.

Mobile service providers, other authorized parties and the central order handling system vendor will ensure that connections are monitored effectively and where connections are interrupted, the parties shall ensure that porting traffic is quickly and seamlessly routed through back-up resilient routes/ connections in accordance to the performance requirements to ensure the mobile number portability service is not disrupted and the NCC directed porting timeframes are consistently achieved.

## **32 MNP Porting Service Continuity Obligations**

- 31.1 The central order handling system vendor shall ensure the central order handling system is available to consistently and without interruption deliver the mobile number portability service during the nominated porting windows and to achieve the porting timeframes determined by the NCC.

The central order handling system vendor shall operate and maintain the central order handling system in accordance to the Service Level Agreement approved by the NCC and shall be subject to the defined punitive and financial measures for non-compliance.

- 31.2 All mobile service providers, operating both as recipient and donor, are responsible for ensuring that the mobile number portability service is available consistently and without interruption during the nominated porting windows determined by the NCC, to ensure that porting transactions are processed and completed in compliance with the porting timeframes directed by the NCC.

All mobile service providers are responsible for ensuring that resilient systems, resources/ facilities and connections are effectively implemented, monitored and managed to ensure the mobile number portability service is delivered and maintained consistently, with seamless migration between main and back-up systems/ facilities in the case of system/ infrastructure failure.

In the case of catastrophic system/ connection failure which results in disruption to the provision of the mobile number portability service, the mobile service provider must advise the NCC within one (1) hour of the outage and provide a full detailed report to the NCC of the outage, including, cause, resolution action and estimated restoration timeframe within five hours.

## **33 Law enforcement access**

Upon receipt of a lawful request from a law enforcement agency, a mobile service provider is permitted to disclose the network at which a customer with a number from its range is presently located in line with section 146 (2) of the NCA, 2003 which permits Operators to divulge Subscribers information to third parties upon written request from NCC or a statutory authority. Such disclosure shall be made to Relevant Authority in accordance with the procedures set out in the Enforcement Regulations 2005.

## **34 Mobile Money/ Fund transfer**

A donor operator shall ensure that a ported customer that has an account with the donor operator which was associated with banking or money transfer account held separately from the communication service account of the customer is fully refunded at the request of the customer and at no cost to the customer.

## **35 Traffic routing**

A mobile service provider and other authorised parties shall ensure that all communication traffic is correctly routed according to its local routing database and that its local routing

database is automatically updated immediately upon receipt of a broadcast message from the central order handling system.

A Range Holder is not obliged to relay traffic which is incorrectly routed to its network.

## **36 Establishment of the MNP Steering Group**

- (1) The MNP Steering Group (“SG”) shall be established to monitor the implementation, progress and subsequent operation of MNP in Nigeria. The Administration of the MNP SG shall be managed through the MNP SG secretariat which shall be hosted by the Commission or any consultant as determined by the Commission.
- (2) The MNP SG shall comprise of:
  - a) Two (2) representatives of each Licensee nominated by and at the cost of each holder of an operating licence which has been assigned a block of numbers for the provision of telecommunication services by the Commission. Each of the Licensee Representatives shall have full power and authority to represent and vote on behalf of the Licensee in relation to the deliberations and recommendations of the SG;
  - b) A minimum of two (2) and maximum of four (4) members of the Commission. The Chairman and the Secretary of the MNP SG shall be appointed from the Representatives of the Commission;
  - c) The NPC Administrator, Consultants or Technical experts appointed by the Commission for the management of the MNP programme and such other person as the Commission may consider necessary or appropriate based on their qualification or expertise relevant to support the implementation of MNP.
- (3) The functions of the SG shall be as determined by the Commission from time to time and these include the following responsibilities:
  - a) The SG shall ensure the successful implementation of the MNP in Nigeria and shall submit an initial report of its recommendation to the Commission within six (6) weeks from the date of its establishment;
  - b) Use its best endeavors to achieve the MNP implementation target by the Mobile Operators. The SG shall conduct inquiries and proffer solutions on the challenges of the Mobile Operators to meet the MNP Implementation Target within the timeframe set by the Commission;
  - c) Work generally with the Commission in the co-ordination of the activities of the NPC Administrator;
  - d) Work with the Commission to ensure the continued efficient delivery of high quality MNP services to the Nigerian consumers, ensuring a consistent quality and availability of MNP services and that the services are evolved and managed to meet the future needs of the Nigerian market;
  - e) Address or resolve any further matters assigned to the SG by the Commission in relation to the implementation of the NP service in Nigeria;
  - f) Conduct investigations, research and enquiries, and accept input from stakeholders as appropriate and required for the making of its recommendations on matters referred to it by the Commission;

- g) Any other matter referred to it from time to time and within the timeframe set by the Commission subject to the consent of the SG.
  
- (4)
  - a) The SG shall meet as often as required to make recommendations to the Commission on any matter concerning the efficient delivery of MNP services in Nigeria.
  
  - b) The SG may conduct its deliberations and decision making by physical or electronic meetings or at any other forum or manner unanimously agreed subject to the procedures established by the SG.
  
  - c) In the absence of the Chairman, any representative of the Commission shall be appointed by the SG or the Commission to serve as acting Chairman.
  
- (5)
  - a) A Licensee may from time to time by written request to the Chairman request that the Commission appoint additional technical expert to participate in the SG's deliberations. Such technical experts may be appointed for a specific meeting or for deliberation on a particular aspect of MNP implementation.
  
  - b) The appointment of the technical expert shall be solely at the discretion of the Commission after such opportunity has been given to other Licensee.

## A Appendix A - Reject List

ID	Reject Reason	Description	NACK or Response	NPC Code
0	OK/ Approved.	OK	NACK/ Response	
1	Number not recognized.	This number is not included within the Nigerian numbering plan	NACK	
2	Pending order	The number is already the subject of a pending port order from this or another service provider.	NACK	
3	Newly ported.	This number was imported within the last 90 days and so cannot be ported again.	NACK	
4	Number not associated with Donor	Number is not associated with the Donor nominated in the Porting Approval Request	NACK	
5	SMS not a number to be ported	Request rejected because the number specified for the SMS is not one of the numbers to be ported	NACK	
6	Number not registered	The Number being ported is not registered in the Subscriber Information database	NACK	
7	Porting Data Mismatch Subscriber Information with	The mandatory porting data included in the Porting Approval Request does not match with the data held by the Subscriber Information database	NACK	
8	Customer ID validation missing	Recipient has not confirmed the customer's ID has been verified	NACK	
20	Service suspended.	The service has been suspended under instructions from the customer	Response	
21	Lost or Stolen.	The customer has reported the handset (and by implication the service including the number) lost or stolen.	Response	
22	Number not active.	The number being ported is not in service or has restricted outgoing service for reasons of debt recovery with this customer	Response	
23	Primary number mismatch.	The port request is for a list of numbers, but the primary number given is not recognised.	Response	
24	Number ceased	No longer with this customer. The number being ported is ceased and is in quarantine/being reallocated.	Response	

For avoidance of doubt, NACK – is a code generated automatically by the central order handling system to advise a mobile service provider of a particular reason for rejection or approval of a porting request as part of the validation checks completed by the system

Response Code – is a code generated by a mobile service provider in response to a request received via the central order handling system, i.e. a Porting Approval or Porting Deactivation Response.

## **B Appendix B - Glossary of Terms and Abbreviations**

<b>Term or Abbreviations</b>	<b>Definitions</b>
<b>Administrator</b>	The entity licensed by the NCC to establish and operate the central reference database and central order handling system that enable the delivery of MNP in Nigeria.
<b>Central Order Handling System</b>	System specifically designed to process MNP orders between service providers to facilitate the streamlined porting of users.
<b>CLI</b>	Call Line Identity that is used by service providers to identify each mobile number
<b>Country</b>	Nigeria
<b>Customer</b>	The legal holder of the account who is not necessarily the user of the mobile
<b>Deadline</b>	A specified time period in the MNP process by which a mobile service provider is required to provide a specified response to central order handling system in response to a porting request
<b>Donor operator</b>	The mobile service provider which is losing the customer's number through Number Portability and following successful completion of the porting transaction was providing service for the customer's number before porting.
<b>Emergency Repatriation</b>	Enables a customer to return to the Donor operator where it is proved that the original porting request was not authorised by the customer or was deemed to be fraudulent or inappropriate.
<b>FNP</b>	Fixed Number Portability
<b>Local Routing Data Base</b>	The copy of the reference data base operated by mobile service providers and other authorised parties which is constantly updated by broadcast messages from the data base for the purposes of routing traffic and services to ported and non-porting numbers.
<b>MNP</b>	Mobile Number Portability
<b>MNP Code Of Conduct</b>	Consumer framework developed, agreed and published by the SG, which will clearly and simply outline for customers, the key elements of the MNP process, the customer obligations pertaining to use the MNP service, the implications of porting mobile numbers and other key considerations related to MNP

Term or Abbreviations	Definitions
Mobile Service Provider	Any person granted a licence by the Commission to provide mobile telecommunications service in Nigeria;
MSISDN	Mobile Customer Integrated Services Digital Network Number - simply put, it is the telephone number to the SIM card in a mobile phone.
Multi/ Block Port	Porting request involving 2 or more numbers to be ported. Only applies to post paid accounts and requires one specified number to send the validation SMS to the central order handling system per porting request
NACK	Code generated automatically by the central order handling system to advise a mobile service provider of a particular reason for rejection or approval of a porting request as part of the validation checks completed by the system
NPR	Number Portability Request
Number Portability	Number Portability (NP) is the generic term used for a process that gives customers to telephony services the ability to retain their directory number(s) when changing mobile service provider.
Other Authorised Parties	A third party who is specifically authorised by the NCC to either a) receive porting broadcast messages from the central order handling system to update local routing databases; or b) to access the reference database; for the purposes of delivering traffic or services to recipient mobile providers or for approved monitoring or law enforcement purposes.
Other Licensed Operator/ OLO	Another operator/third party who is not involved in the porting transaction between the donor operator and the recipient operator, but who is authorised by the NCC to receive a broadcast message for each successful porting transaction from the central order handling system to update a local routing database for the purposes of directly routing traffic or services to the ported number on the recipient operator's network.
Point of No Return	The stage in the porting process after which the porting transaction cannot be cancelled or amended by either the customer or the recipient operator and the porting transaction must be allowed to continue until completion unless legitimately rejected by the donor operator. The Point of No Return is defined as the stage in the porting process where the central order handling system having matched the porting approval request with the customer's validation SMS successfully completes the initial validation checks and forwards the porting approval request to the donor operator for



Term or Abbreviations	Definitions
	validation and approval.
<b>Porting Approval Request</b>	Initial message sent by the recipient operator to the central order handling system that initiates the porting request. The Porting Approval Request contains a) the number(s) to be ported; b) the number to be used to validate the porting request; c) the recipient account type; d) the donor account type; e) name of the donor operator; and f) mandatory customer validation data, i.e. customer first name, surname, gender and state of origin
<b>Porting Approval Response</b>	Message is sent by the donor operator to the recipient operator via the central order handling system once the donor operator has performed the authorisation checks. The Porting Approval Response message indicates whether or not the donor operator will permit the number to be ported.
<b>Porting Approval Validation Response</b>	Message is the message sent by the central order handling system to the recipient operator once the central order handling system has checked the Porting Approval Request and successfully matched the Porting Approval Request to the CLI of the authorisation SMS/text message received from the customer
<b>Porting Deactivation Request</b>	Message is sent by the recipient operator via the central order handling system to the Donor operator but only after a positive Porting Approval Response has been received from the donor operator. The Porting Deactivation Request initiates the actual porting of the number. The recipient operator activates the customer number on their network and sends the Porting Deactivation Request to the donor operator instructing them to deactivate the number on its network and initiates the broadcast message sent by the central order handling system to all mobile service providers and other authorised parties to update their local routing databases to route traffic and services destined for the ported number (s) to the recipient operator's network.
<b>Porting Deactivation Response</b>	Message is sent by the donor operator to confirm the customer number has been deactivated from their network and the porting operation is completed
<b>Recipient Operator</b>	The mobile service provider which is acquiring the customer's number through Number Portability and following successful completion of the porting transaction is providing service for the customer's number after porting.
<b>Reference Data Base</b>	Is a data base of information, containing a record of (at least) all Nigeria's ported numbers and the 'owning' mobile service provider. Copies of this information will be used by individual mobile service providers and other authorised parties to route traffic and services to

Term or Abbreviations	Definitions
	recipient operators.
Regional Service Provider	An entity duly licensed by the NCC to provide communications services under a regional license
Response Code	Code generated by a mobile service provider in response to a request received via the central order handling system, i.e. an Porting Approval or Porting Deactivation Response
SG	The Mobile Number Portability Steering Group – the ‘industry’ group, currently made up of all Nigerian licensed mobile service providers and the NCC, who will collectively, implement and manage MNP in Nigeria. The NCC and Central Order Handling System Vendor will participate in, facilitate and support the SG in their engagement and deliberations. All recommendations and decisions produced by the SG will be reviewed and approved by the NCC before the SG recommendations and decisions are actioned.
SLA	Service Level Agreement
Subscriber Information Database	Is the central database of information, maintained and operated by the NCC, containing biometric and other registration information of all Subscribers in Nigeria.
Third Party	Any licensed service provider authorised by the NCC to process porting requests on behalf of other licenses and who shall be subject to all the obligations of mobile service providers under this instrument.
Timer	Timer set in the central order handling system configuration designed to cease a porting request should a specific porting process, response or request not be received within the specified time period
Validation SMS	SMS the word “PORT” sent to a short code by the customer, used by the central order handling system to validate the customer’s proof of ownership and authorisation for the port to proceed
WinBack	Donor operator initiates contact with a customer who has either requested number portability, or who has already ported their number and, where that contact has the intention or effect of encouraging that customer to remain with or return to the donor operator

## **C Appendix C - MNP Contact Information**

### **C.1 Call centres**

	<b>Name</b>	<b>Number</b>	<b>Email</b>
Airtel	Team	TBC	TBC
Etisalat	Team	TBC	TBC
Glo	Team	TBC	TBC
MTN	Team	TBC	TBC
Starcomms	Team	TBC	TBC
Visafone	Team	TBC	TBC
Multi-links	Team	TBC	TBC

### **C.2 Porting team supervisor contacts**

	<b>Name</b>	<b>Number</b>	<b>Email</b>
Airtel	Name	TBC	TBC
Etisalat	Name	TBC	TBC
Glo	Name	TBC	TBC
MTN	Name	TBC	TBC
Starcomms	Name	TBC	TBC
Visafone	Name	TBC	TBC
Multi-links	Name	TBC	TBC

### **C.3 Technical contacts**

	<b>Name</b>	<b>Number</b>	<b>Email</b>
Airtel	Name	TBC	TBC
Etisalat	Name	TBC	TBC
Glo	Name	TBC	TBC
MTN	Name	TBC	TBC
Starcomms	Name	TBC	TBC
Visafone	Name	TBC	TBC
Multi-links	Name	TBC	TBC

### **C.4 Escalation contacts**

	<b>Name</b>	<b>Number</b>	<b>Email</b>
Airtel	Name	TBC	TBC
Etisalat	Name	TBC	TBC
Glo	Name	TBC	TBC
MTN	Name	TBC	TBC

Starcomms	Name	TBC	TBC
Visafone	Name	TBC	TBC
Multi-links	Name	TBC	TBC

## **C.5 Central Order Handling System Service Provider contacts**

	<b>Name</b>	<b>Number</b>	<b>Email</b>
Helpdesk	Name	TBC	TBC
Operational Responsible	Name	TBC	TBC
Process Owner	Name	TBC	TBC
IT Responsible	Name	TBC	TBC
Overall Responsible	Name	TBC	TBC

## **D Appendix D - Non Personal Accounts Portings – Letters of Authority**

**Version for presentation by the authorised signatory themselves**

### **CUSTOMER LETTERHEAD & LOGO**

#### **<ORGANISATION>**

\*\*\*\*\*,  
\*\*\*\*\*,  
\*\*\*\*\*,  
Nigeria,  
\*\*\*\* \*\*.

<DATE>

Dear Sir/ Madam

#### **Mobile Phone Number Porting Request – <ORGANISATION>**

I am an authorised signatory for <organisation>.

I authorise;

- the opening of an account with <recipient operator>.
- the porting of numbers currently allocated to us in accordance with the accompanying Porting Request Form signed by myself and as outlined in this letter.
- the closure of our account with <donor operator> for the numbers listed in the Porting Request Form.

Numbers to be Ported

- 1.
- 2.
3. etc

Signed

<Authorised signatory>

<AUTHORISED SIGNATORY NAME & JOB TITLE>

<CUSTOMER ORGANISATION ADDRESS ETC>

## **Appendix E – Porting Request Form**