

## **On-line course on “Porting Process Guidelines and Regulations on MNP” by ITU-ASP CoE Network-PTA Node**

### **INTRODUCTION**

An online course on **“Porting Process Guidelines and Regulations on Mobile Number Portability (MNP)”** was held under ITU-ASP Center of Excellence Network PTA Node from 21 January - 29 February 2008. This was the first online training program offered from this node circulated by Director BDT, ITU vide HCB/HCB/DM-317 dated 11-12-2007. This course was planned for the policy makers, regulators and mobile operators interested in human resource capacity building regarding planning and implementation of MNP in their countries. The course was particularly useful for officials dealing with the MNP planning and implementation process as this highly specialized program was structured by experts having practical experience of the subject.

All important aspects of MNP Porting Process and Regulations were discussed during the course. Practical case studies were also discussed during the interactive sessions for understanding and better comprehension.

**Objectives.** The objectives of the course were:-

- a. Provide, in an interactive way, the fundamentals of formulating porting process guidelines and regulations for effective and efficient implementation and operational support of MNP.

- b. Present a contemporary perspective on key issues for porting process and regulatory issues.
- c. Highlight the issues in formulating porting process guidelines and regulations for the facilitation of the subscribers.
- d. Define the porting process and regulatory framework approach.
- e. Share practical experience through e-learning.

**Participation.** Initially more than 60 participants were registered in the course. Keeping in view size of the course visa-vise management difficulties, ITU decided to split the applicants into two courses. In Course-I, 35 applicants were registered while remaining will be accommodated in the second course for which ITU will soon make the announcement. The 35 applicants registered for first course were from Afghanistan, Bangladesh, Bhutan, Cambodia, India, Iran, Indonesia, Hong Kong, Malaysia, Moldova, Sri Lanka, Thailand, Nepal, Kiribati, Papua New Guinea and Pakistan. List of selected applicants for first course is at **Annex-A.**

**Tutor.** The course was tutored by Mr. Muhammad Talib, Director (Engineering), Pakistan Telecommunication Authority (PTA) assisted by Mr. Ali Faisal, Assistant Director (International Liaison & Training), PTA.

**Course Coordination.** The ITU e-Learning Centre was administered by Ms. Tensin Tobgyl & Mr. Boris Williams whereas overall course activities were coordinated by Mr. Muhammad Younis, CoE Programme Coordinator, PTA Node.

## **CONDUCT OF THE COURSE**

**Formation of Working Groups.** The participants were divided into five Working Groups. A group leader was nominated for each group, who was responsible to guide the discussion within the syndicate. The groups discussed various issues covered during the course by using “Discussion Forum” and flagged question(s) for the instructor. The Inter-group discussions were very useful. The question(s) were raised through Communication Tools (Discussion Forum, E-mail and Chat Mode).

**Chat Sessions.** Chat Sessions were conducted twice a week through “Go to Meeting” platform which was different from WebCT Chat platform. For the use of “Go to Meeting” platform, Ms. Tensin Tobgyl used to invite the participants through e-mail.

The Chat sessions were held on every Thursday (1300 – 1400 hrs) and Friday for one hours (1600 – 1700 hrs) Pakistan Standard Time (+5 GMT). Chat agenda was announced before each session. For the convenience of the participants, different time zones were considered and two Chat Groups were formed accordingly. The details of chat session (Q & A) were also uploaded on the course webpage after each session.

**Quizzes.** In order to assess the assimilation by the students, two quiz tests were conducted during the course. First quiz was given at the end of third week whereas the second quiz during the sixth week.

**Course Contents.** The two important aspects of MNP porting process i.e Guidelines & Regulations were covered in the course. During the first week,

brief introduction of MNP was discussed. During the second and third weeks the salient points of MNP guidelines were discussed. During the fourth and fifth weeks the MNP regulations were covered. The last week of the training was kept for assessment. The study material for each week was sub-divided into two parts, first part contained main lessons while second part comprised of additional reference material.

**Course Schedule.** Weekwise details of the course are given below:

(1) **Week-1:** [21-25 January 2008](#)

- Introduction to MNP
- Introduction of participants and the tutor
- Formation of study groups and group heads
- Briefing of the participants

(2) **Week-2:** [28 January – 1 February 2008](#)

**Porting Process Guidelines**

- Requirements for guidelines
- Aspects to be covered in guideline definitions
  - Portability domain (geographic, service, operators etc.)
  - Process flow & message exchanges
    - NPR initiation
    - NPR Acknowledgement & Decision
    - Porting execution
    - Broadcast to all
    - Network update at all & verification
  - Financial obligation settlement
  - Inter-operator charging and settlement

(3) **Week-3: [4-8 February 2008](#)**

**Porting Process Guidelines (continues)**

- Onward routing
- Porting time
- Process timers
- Minimum subscription period for fresh port-ins
- Holding port requests
- Rejecting port request
- Disputes identification and resolution
- Dispute escalation processed and triggers
- Quiz 1

(4) **Week-4: [11-15 February 2008](#)**

**MNP Regulations**

- Regulatory scope
- Regulatory domain
- Aspects to be covered in regulations
- General conditions and domain parameter definitions
- Eligibility criteria
- Rights and obligations of subscribers
- Rights and obligations of recipient operators
- Rights and obligations of donor operators
- Relationship between operators
  - Interconnect agreements
  - information communication and exchange
  - relationship to central database
- Duties & responsibilities of operators

(5) **Week-5: [18-22 February 2008](#)**

**MNP Regulation (Continues)**

- Duties & Responsibilities of operators
- Code of Practices
- Charges
- Design, Development, and implementation of portability solution
- Supervisory control of MNP Solution and operational activities
  - regulator
  - all cellular operators (Consortium)
  - Incumbent
- Utilization of selected database solution
  - How to measure effectiveness of selected database solution
  - Can the database be used for a similar telecom activities /
  - initiatives
- Powers of the regulator
  - Alter technical specifications
  - Alter process flows
  - Alter procedural guidelines
  - Alter implementation model
- Implementation timeframe estimation and Project Implementation
  - Effect of technical assessment of overall industry
  - Effect of operator community business development plan oriented
  - Effect of other initiatives as per regulator's plan for industry

(6) **Week-6: [25-29 February 2008](#)**

- Quiz 2
- Student Evaluation

**Conclusion.** This first ever on-line course offered by PTA Node provided practical experience to PTA team for planning and to execute such courses in future with improved performance. The response for registration from member countries was very encouraging which indicates usefulness of the program. Feedback received from the participants through individual evaluation also indicates that delivery of the course was effective. On successful conduct of the course, PTA wishes to express gratitude to all the participants for their active participation and ITU staff for their cooperation and management of e-learning platform.

**Annex -A**

**List of Participants**

<b>S.No.</b>	<b>Participants' Name</b>	<b>Country</b>
1	Abdul Latif Zafrani	Afghanistan (Islamic State of)
2	Mohammad Qahir Wardak	Afghanistan (Islamic State of)
3	Major Rakibul Hassan	Bangladesh (People's Republic of)
4	Md Abdul Momin	Bangladesh (People's Republic of)
5	Zian Kabir	Bangladesh (People's Republic of)
6	Wangay Dorji	Bhutan (Kingdom of)
7	Sithy Sieng	Cambodia
8	Veasna Tuy lay	Cambodia
9	Esmond Chiu	Hong Kong
10	Paulraj P	India (Republic of)
11	S M K Chandra	India (Republic of)
12	Hazim Ahmadi	Indonesia (Republic of)
13	Siti Radma DwiRianty	Indonesia (Republic of)
14	Azadeh Rezapour	Iran (Islamic Republic of)
15	Seyed ali Alavian	Iran (Islamic Republic of)
16	Bwanouia Aberaam	Kiribati (Republic of)
17	Itaaka Tebaka	Kiribati (Republic of)

18	Amirul Ahmad	Malaysia
19	Halina Khalil	Malaysia
20	Wan Khatina Nawawi	Malaysia
21	Victor Tanase	Moldova (Republic of)
22	Surendra LAL Hada	Nepal
23	Udaya Raj Regmi	Nepal
24	Darya Khan	Pakistan (Islamic Republic of)
25	Jawad Ali Shah	Pakistan (Islamic Republic of)
26	Karamat Khan	Pakistan (Islamic Republic of)
27	Mansoor Khan	Pakistan (Islamic Republic of)
28	Usman Azhar	Pakistan (Islamic Republic of)
29	John Sahoto	Papua New Guinea
30	Une O'Ome	Papua New Guinea
31	Chantanee Tantasuralerk	Thailand
32	Korkiat Chajiamjan	Thailand
33	Sompoth Panthong	Thailand
34	Pichai Suwanakijboriharn	Thailand
35	Tawat Kerdput	Thailand