

On-line course on “Porting Process Guidelines and Regulations on MNP” (Second Edition) by ITU-ASP CoE Network-PTA Node

INTRODUCTION

Second Edition of the 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 2 June – 11 July 2008. 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.

Registration. Initially more than 60 participants were registered for this course. Keeping in view size of the course visa-vise management difficulties, ITU decided to split the applicants into two courses. In Course-I (21 Jan-29 Feb 2008), 35 applicants were registered while 40 participants were registered for this Second Edition of the course. The participants of the second edition were from Afghanistan (2), Bangladesh (2), Cambodia (1), Hong Kong (1), India (7), Indonesia (2), Iran (3), Malta (1), Malaysia (1), Mongolia (1), Nepal (1), Pakistan (8), Papua New Guinea (1), Samoa (1), Thailand (5), and Uganda (3). List of participants is attached 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 (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

a. **Formation of Working Groups and use of Discussion Forum.** The participants were divided into two Working Groups. A group leader was nominated for each group, who was responsible to guide the discussion within the syndicate. Group Leader of WG-1 was Mr. Weerachai Patcharopartwong (Thailand) and Group Leader for WG-2 was Dr. Shailendra Kumar Hajela (India). The groups discussed various issues covered during the course by using “Discussion Forum” and flagged question(s) for the instructor. Keeping in view the experience gained from the previous MNP course, two course assignments were allocated to each working group. The Inter-group discussions were very useful and an extensive participation was experienced from working group members. The question(s) were raised through Communication Tools (Discussion Forum, E-mail and Chat Mode).

b. **Chat Sessions.** Chat Sessions were conducted twice a week through “Go to Meeting” platform which was different from WebCT Chat platform. Each chat session invitation was sent by Mr. Ashish Narayan (Advisor-HRM&D for ITU Regional office for Asia & Pacific, Bangkok) through e-mail.

The Chat sessions were held on every Thursday (1400 – 1500 hrs) and Friday for one hours (1430 – 1530 hrs) Pakistan Standard Time (+6 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.

c. **Group Assignments.** To enhance the learning skill and involve the participants in the course activities, two group assignments were given to the students. First group assignment was to draft “Generic Porting Process Guidelines”. Second group assignment was to draft “Generic MNP Regulations”. Each working group was supposed to submit their first and second group assignment by the end of third and sixth course weeks respectively. Group leaders were requested to coordinate with their team members and manage inter-group tasks regarding the assignments. A very encouraging response was received and both working groups submitted their assignments in time.

d. **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.

e. **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.

f. **Course Schedule.** Week wise details of the course are given below:

(1) **Week-1: [2-6 June 2008](#)**

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

(2) **Week-2: [9-13 June 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: [16-20 June 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: [23-27 June 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: [30 June – 4 July 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: [7-11 July 2008](#)

- Quiz 2
- Evaluation

EVALUATION

Participants were requested for their assessment through Evaluation Form comprising twenty (20) questions. These questions were regarding (1) time devoted by individual participant to participate in course activities (2) relevance of the course material (3) usefulness of the course (4) achievement of the course

goals (5) knowledge and preparation of the instructor and (6) coordination /management aspects. Summary of the feedback received is given below:

a. Participation of Students in Course Activities. Participants were asked about the average time (in hrs) committed to the course per week. 76% replies were for more than 5 hours whereas 24% replies were for less than 4 hours. Regarding any difficulty faced in course, a few students mentioned that they faced some difficulty during the chat sessions. About most interesting aspect of the course, the students found the technical, regulatory and porting issues of mobile number portability as the most interesting. Besides course material, Chat Session was evaluated as the most interesting part of the course. About least satisfactory aspects of the course, most of the students replied that the course was satisfactory; however, few students suggested that more emphasis should have been given to technical aspect of MNP.

b. Course Impact. The participants were asked about the usefulness of the course for their organization or country. The students thought that the proposed solutions discussed during the course were useful for their organization or country.

c. Sharing of Experience and Achievements of Course Goals. The participants found sharing of experience is useful and interesting. They were also asked to comment on the overall achievements of the course goals. As per students input, goals of the course were fully achieved.

d. Course Material. The students found the course material clear, related and interesting. About the timely delivery of the course, all students replied that the course material was received in time. Concerning chat session and discussion

forum, the students replied that the points included during the chat and discussion sessions were clear, relevant and precise. About supporting documents, the students found it useful.

e. **Preparation and knowledge of the Tutor & Course Coordination.** The participants were asked about the knowledge of the Tutor on the subject. They were fully satisfied with the knowledge and preparation of the Tutor. Similarly about course coordination, the students were fully satisfied.

e. **Usefulness of “Go to Meeting” platform and Miscellaneous issues.** The participants were asked to comment on the usefulness of “Go To Meeting” chat platform. The students expressed complete satisfaction with the usefulness of chat platform. They were further asked to give suggestions to improve the coordination, course delivery and management aspects. The students suggested to make the course delivery more interactive through animations and videos. On the whole, students expressed complete satisfaction with ITU e-learning platform and training process. The participants were also asked about their interest in any other distance learning course. All students replied that they would like to enroll for such courses in future as well.

Conclusion.. This second on-line course offered by PTA Node was very well responded by member countries and their response for registration was very encouraging which indicates usefulness of the program. Feedback received from the participants through individual evaluation indicates that delivery of the course was effective. On successful conduct of this 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.

List of Participants

S.No.	Participant Name	Country
1.	Venugopal D	Afghanistan
2.	Sekhar RL	Afghanistan
3.	Md. Mesbahuzzaman	Bangladesh
4.	Rumana Haque	Bangladesh
5.	Ieng Sreng	Cambodia
6.	Ka Keung Wong	Hong Kong
7.	Dr. Shailendra Kumar Hajela	India
8.	Sanjeev Gupta	India
9.	Ravi Parkash Gandhi	India
10.	V. K. Agarwal	India
11.	Mohan Chandra Chaube	India
12.	Bhanu Chaddha	India
13.	Saurabh Bhatnagar	India
14.	Denny Sukarman	Indonesia
15.	Ibnu Alinursafa	Indonesia
16.	Seyed Alireza Ghasempour Shirazi	Iran
17.	Hassan Pashaeizad	Iran
18.	Elham Omidvari	Iran
19.	Venkateswara Rao Applanayudu	Malaysia
20.	David Scerri	Malta
21.	Narantuya Dash	Mongolia
22.	Bijay Kumar Roy	Nepal
23.	Rehan Adnan Qureshi	Pakistan
24.	Ikram Haq Kayani	Pakistan
25.	Kashif Ghafoor	Pakistan
26.	Farhan Khalid	Pakistan
27.	Uzma Siddique	Pakistan
28.	Imran Elahi	Pakistan
29.	Muhammad Yousaf Sheikh	Pakistan
30.	Ahmed Sohail	Pakistan

31.	Nygel Tony Aitsi	Papua New Guinea
32.	Tuuaga Aviata	Samoa
33.	Jomjai Jintasuwon	Thailand
34.	Passaporn Wongwan	Thailand
35.	Tul Suthaporn	Thailand
36.	Sirijun Taeporamasamai	Thailand
37.	Weerachai Patcharopartwong	Thailand
38.	Annette Kebba Sengendo	Uganda
39.	Christine Mugimba	Uganda
40.	Viola Muhmuza	Uganda