

**MNP Code of
Practices**

**MNP System
Implementation**

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1. Introduction

As per section (20) of MNP regulations 2005, all CMTOs are directed to develop and publish a mutually agreed code of practice duly approved by the Authority prior to the implementation date of MNP.

This document is aimed at defining the Code of Practice to be adhered to by all operators and is to be considered in addition to terms and conditions for provision of included and related services and facilities as laid down in the Act, MNP Regulations, and related guidelines.

2. Definition of terms

- (a) AUTHORITY refers to Pakistan Telecommunications Authority.
- (b) ACT refers to the Pakistan Telecommunication (Re-organization) Act, 1996 (XVII of 1996)
- (c) OPERATOR refers to Cellular Mobile Network Operator providing Cellular Mobile Telephony and related services under license granted by Government of Pakistan.
- (d) CDBA or CENTRAL DATABASE AUTHORITY refers to central clearinghouse authority established as a legal entity under the name of PAKISTAN MNP DATABASE (GUARANTEE) LIMITED and abbreviated as PMD.
- (e) CENTRAL DATABASES refer to electronic database(s) holding all relevant details regarding all mobile Subscriber number ranges for all Operators together with history of any Porting activity for any particular Subscriber number and is available for port inquiries, recording Porting request status, and for providing specific statistical information created and housed in the PMD.
- (f) NPC SYSTEM refers to NUMBER PORTABILITY CLEARINGHOUSE software and involved application systems housed in the PMD.
- (g) SUBSCRIBER shall refer to any individual / company / corporation or legal entity holding one or more cellular mobile phone connections from one or more cellular mobile operators.

3. Code Of Practices Statements

It is agreed between all cellular mobile operators that:

1. The Operators shall not disclose, or share the contents of information obtained from the NPC Systems to any one except as authorized by the operators except to the extent necessary for the purpose of maintaining or repairing any part of the involved systems at the operator's end or except if required by the Authority as per Pakistan Telecommunication (Re-organization) Act 1996 (XVII of 1996) and MNP Regulations and Guidelines issued by PTA. The Operators shall also take all reasonable measures to protect the data / databases from unauthorized interception or unauthorized access.
2. Operators shall maintain the confidentiality of Subscribers' information as required by the provisions of the Pakistan Telecommunication (Re-organization) Act 1996 (XVII of 1996) and the latest MNP Regulations and Guidelines issued by PTA with the exceptions as elaborated under section 54 of the Act.
3. The operators shall comply with the MNP process specifications in line with the latest NPC process specifications agreed between all Operators, MNP Regulations and Guidelines issued by PTA.
4. The operators shall ensure that upon termination of a ported-in mobile number, the same shall be returned by the current Operator to the Original number range holder immediately without applying any quarantine period.
5. The operators shall ensure that the Number Porting Request received and processed at the Recipient Operator shall not be accumulated for periods of time or over a day at the Recipient Operator and released in bulk numbers to the Donor Operator.
6. The operators shall ensure that they shall perform Porting process steps within the timelines agreed in the NPC process specifications, MNP Regulations and guidelines issued by PTA.
7. The operators shall ensure that they will process the financial settlement of the Porting fee applicable to be paid by the Recipient Operator to the Donor Operator on monthly basis relating to accumulated porting fees on terms and conditions mutually agreed and listed in the following paragraph. In this regards, reconciliation of the said settlement shall also be performed on monthly basis, and all operators shall ensure that during reconciliation for the sake of settlement of inter-operator porting charges, the data regarding number of Porting Requests generated by the Recipient/received by the Donor operator, number of successful Porting, and number of failed Porting due to rejection / cancellation shall be shared on mutual agreement between the reconciling CMTOs as supplementary information if required and if deemed relevant and if there is otherwise insufficient authentic data from PMD to aid and complete the reconciliation process.

In this regards, the following mechanism shall be adopted for invoicing, settlement and dispute resolution with regard to porting charges:

- a. PMD shall generate and send over a statement of numbers ported in and out for each Operator by 5th of every Calendar Month to each of the operators

- b. The Recipient shall pay the Donor for each of number ported as porting charge at the rate of Rs. 500 (Rupees Five Hundred Only) which rate may be amended from time to time as approved by the Authority.
 - c. The invoice shall be sent by each operator to all other operators within 7 calendar days of the month after the receipt of statement from PMD.
 - d. The payment shall be made within 15 calendar days of the receipt of invoice
 - e. The payment shall be on gross value without netting off counterpart operator's invoice
 - f. In case of dispute, the undisputed amount will be paid in due time of within 15 calendar days of the receipt of invoice. The full amount shall however be paid (or payable) if the disputed amount is less than two percent (2%) of the invoice amount.
 - g. The issue of disputed amount shall be referred to PMD by disputing operator within 7 calendar days of receipt of invoice who will analyze the data and give its verdict within 7 days whose decision will be final. The disputed amount will be paid within 7 days of PMD decision.
8. All operators ensure that any change to the porting process agreed between Operators and/or between Operators and PMD shall be done in accordance with the change control framework mutually developed and agreed by and between the operators.
9. All operators shall ensure to agree to provide MNP to each others' prepaid and post-paid Subscribers in a fair and transparent manner and on non-discriminatory basis.
10. All operators shall ensure to establish efficient and easy-to-use system(s) to promptly receive, process, and respond to complaints, claims or suggestions by Operators or their customers.
11. All operators shall ensure to make all reasonable efforts to resolve complaints or disputes without delay and avoid recourse to the Authority as much as possible. However, in the event of non-resolution, the same shall be escalated in line with the MNP guidelines and regulations.
12. All operators shall ensure to be responsible for administration of ported numbers and promptly update their relevant databases in their respective systems in line with the updates provided by the NPC systems.
13. All operators shall ensure to promptly provide updated information to each other and to Central Database related to the number ranges belonging to their respective networks included within the scope of applicability of the MNP.
14. All operators shall ensure to cooperate with each other on mutually determining necessary elements of information to be exchanged on mutually agreed terms and conditions regarding exchange of such necessary information pertaining to their Subscribers who avail Mobile Number Portability services.
15. All operators, when in the role of Recipient Operator, shall ensure not to allow transfer (change of ownership), at their respective networks, of ported-in numbers to any other subscriber.