

REPUBLIC OF IRAQ
COMMUNICATIONS AND MEDIA COMMISSION



NUMBER PORTABILITY CONSULTATION

August 2015

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1. Summary

1.1 Number Portability consultation

Stakeholders' written input and views on this "*Number Portability Consultation*" are invited by 17/10/2015 and should be addressed to consultation@cmc.iq. Submissions are needed in soft copy only and may be in English or Arabic; dual-language submissions will be extremely helpful. The full consultation document, if this summary is read separately, is also available from this CMC contact point.

1.2 Number Portability in general

Number portability gives a telecom customer the possibility to retain his/her/its telephone number when he/she/it changes telecom operator.

The main advantages when number portability is introduced are on the one hand for a telecom customer, that number portability gives him/her/it:

- the freedom to select the telecom operator of his/her/its choice, without losing the number;
- the possibility to get lower prices, better terms and conditions and/or access to new/exiting services & handsets;
- the opportunity to change telecom operator without informing family, friends and customers; and
- the room for a business customer to keep stationeries, car stickers and other promotion material unchanged, when changing operator.

The main incentives to introduce number portability, from a country perspective, are on the other hand a wish to:

- increase competition and customer experience at the telecom market;
- increase telecom quality of service; and/or
- fulfil requirements by international organisations like WTO, ITU, World Bank and/or EU.

1.3 Number Portability characteristics

Based on analysis made of the environment for number portability in Iraq and on studies of international approaches to number portability, number portability in Iraq is suggested to be implemented based on the below high-level characteristics:

- A centralised solution for all kinds of number portability will be established, maintained and operated by an external, independent supplier, under a contract with CMC.

- Every operator/provider that is required by CMC to offer number portability to its customers shall route calls and messages to Ported Numbers by Query On Release (QOR) or All Call Query (ACQ), and every other operator/provider shall do so by Onward Routing (OR), QOR or ACQ.
- Deactivation in the losing operator/provider network shall be finalised before activation in the gaining operator/provider network starts.
- The porting process shall use one-stop-shopping, i.e. the customer shall be able to port by contacting only the gaining operator/provider.
- Win-back by the losing operator/provider during the porting process, and three (3) months after the porting is not allowed.
- Porting of a single mobile number shall occur within one (1) hour, if the customer is in a sales outlet of the gaining operator/provider. In all other cases the porting shall occur at a time preferred by the customer or, in the absence of any preference, during the night.
- The gaining operator/provider is allowed to charge the porting customer a reasonable administrative fee for porting. The losing operator/provider is not allowed to charge the porting customer for the porting.
- Any active and not suspended number, including vanity, fax and data numbers can be ported.
- It is possible to port under an ongoing contract, but the customer is obliged to pay the losing operator/provider for any outstanding debts, including early termination charges, after the porting.
- It is not possible to port a number used for post-paid services at the losing operator/provider, unless there are no outstanding bills for the number in subject.
- It is only possible to port one time in any 30-days period.

2. Introduction

2.1 Number Portability in Iraq

Communications and Media Commission (CMC) commissioned consultants WRAP International AB to advise on the introduction of number portability. CMC requested advice on good practice internationally in the implementation of number portability and the porting process, a preferred choice between different approaches in the light of international experience conditions in Iraq, and a roadmap for the implementation.

This document discusses the considerations made and the justifications behind the proposed roadmap for the implementation of number portability in Iraq. It also puts forward drafts of the policy on number portability and of the regulation on mobile number portability. These have been discussed with CMC, but before making any decisions CMC wishes to consult stakeholders. All input to the consultation will be carefully considered and taken into account in future decisions, but CMC will not be bound by any stakeholder input.

The “*Number Portability Policy*” document is intended to be self-contained and to apply when customers change the providers of services that do not necessarily depend on numbers.

The “*Mobile Number Portability Regulation*” document refers back to the “*Number Portability Policy*”, as it is intended to provide more details than the “*Number Portability Policy*” for the specific case of Mobile Number Portability (MNP).

As far as possible the definitions in the “*Number Portability Policy*” and the “*Mobile Number Portability Regulation*” are drawn from the licences issued by CMC, with slight adaptations to fit their contexts. Kindly refer to the “*Interpretation*” chapter in the “*Number Portability Policy*” and the “*Mobile Number Portability Regulation*”, included as annexes to this “*Number Portability Consultation*”, for specific number portability definitions.

2.1 Number Portability consultation procedures

Stakeholders’ written input and views are invited by 17/10/2015 and should be addressed to consultation@cmc.iq. Submissions are needed in soft copy only and may be in English or Arabic; dual-language submissions will be extremely helpful.

Comments are welcome on any part of this document, and especially on the questions in section “*Consultation questions*”. Comments should reference the number of the question being addressed or the specific section of this document if not responding to a particular question. Stakeholders are asked to explain the reasons for their views, and wherever possible to include supporting evidence.

In the interests of transparency, the Communications and Media Commission (CMC) expects to publish submissions. Stakeholders should indicate clearly any part of their submission which they would not wish to be included in a published version, explaining why this part should be treated as confidential.

CMC and the consultants will also be happy to discuss the document orally with stakeholders during the consultation period. Stakeholders wishing to take up this opportunity should alert the above contact point as soon as possible.

3. Study findings

3.1 The situation in relation to Number Portability in Iraq

From their assessment of the situation in relation to number portability in Iraq, the consultants conclude that:

- Without any changes to the legal framework CMC is authorised to require that Asiacell, Korek, Zain, Fanoos, Itisaluna and Kalimat implement number portability.
- Number portability is more likely to increase competition if, also, the difference between on-net and off-net prices (for calls and messages) is reduced considerably.
- Encouraging the introduction of Mobile Virtual Network Operators (MVNOs) and more innovative tariff packages would broaden the appeal of mobile services and increase the competition for mobile customers.
- Weakening or removing the limitations on mobility for fixed wireless services would broaden the appeal of fixed wireless services and increase the competition for mobile customers.
- The service providers and other stakeholders should scrutinise their support systems to determine what changes are needed to accommodate number portability.
- Though mobile number portability has highest priority, fixed wireless number portability might follow, mobile-fixed and fixed-mobile variants might be wanted, and MVNOs might come into existence. The implementation of number portability should be designed to provide for mobile number portability first but also to cater for these possibilities without change to the architecture or the processes as seen by customers.
- The success of number portability in lowering prices and raising quality depends on more than the timing and priority of the introduction of number portability. It requires rules that ensure that:
 - Customers can port all the numbers associated with a service when they port the “primary” number.
 - Customers are not locked into contracts irrevocably.
 - Customers are not tied to bundles inextricably.
 - There are very few legitimate reasons for refusing to port numbers.
 - Customers do not need to pay fees that are out of line with costs in order to unlock their SIMs.

- Customers are not subjected to win-back tactics during the porting process.
- Customers are not charged for porting-out their numbers.
- Porting is safe, simple and convenient, with, in particular, an automated process for customer identification.
- Porting proceeds fast enough to minimise the time during which ported numbers receive no service.
- There is good industry co-operation, with a porting process designed to elimination potential sources of contention.
- There is widespread education and awareness about the availability and simplicity of porting.

3.2 International benchmarking on Number Portability

From the international benchmarking exercise made by the consultants on the number portability implementation in some selected countries, the consultants conclude that most of the parameters generally regarded as “Number Portability best practise” are suitable, with subject to a few adaptations to the Iraqi telecom market. Three deviations worth mentioning are:

- Every operator/provider that is required by CMC to offer number portability to its customers shall route calls and messages to Ported Numbers by Query On Release (QOR) or All Call Query (ACQ).
- Deactivation in the losing operator/provider network shall be finalised before activation in the gaining operator/provider network starts.
- It is not possible to port a number used for post-paid services at the losing operator/provider, unless there are no outstanding bills for the number in subject.

Considerations made and justifications behind the above mentioned deviations from, and for other important number portability parameters which are in-line with general “Number Portability best practise”, in the proposed roadmap for the implementation for number portability in Iraq, are detailed in the “*Discussion*” section below.

Kindly note that the “*Discussion*” section and the “*Consultation questions*” section in this “*Number Portability Consultation*” document follow the same structure as the “*Number Portability Policy*” and the “*Mobile Number Portability Regulation*” documents, for simplicity and clarity reasons.

4. Discussion

4.1 Scope

Point 1 in the “*Number Portability Policy*” (hereafter the Policy) and in the “*Mobile Number Portability Regulation*” (hereafter the Regulation) emphasises that: UNDER ITS FOUNDING LAW, ORDER 65, THE COMMUNICATIONS AND MEDIA COMMISSION (CMC) IS SOLELY RESPONSIBLE FOR LICENSING AND REGULATING TELECOMMUNICATIONS, BROADCASTING, INFORMATION SERVICES AND OTHER MEDIA IN IRAQ, AND AMONG ITS FUNCTIONS IS THE DRAFTING AND IMPLEMENTING OF STANDARDS AND RULES FOR COMPETITIVE PROVISION OF TELECOMMUNICATIONS AND ACCESS TO NUMBERING RESOURCES.

Number Portability (NP) is all about numbers and about nothing else than numbers. One of the corner-stones during the drafting of the Policy and the Regulation has been to ensure that the regulatory instrument for and the implementation of NP in Iraq will be future-proof and cost-effective. The same centralised infrastructure, customer processes and IT-processes will therefore be used for all kinds of NP, independently of technology, operation or ownership of networks or the features of services. Hence also virtual network operators will have to offer NP to its customers.

4.2 Interpretation

NP specific terms and abbreviations are defined in the “*Interpretation*” chapter in the Policy and in the Regulation.

4.3 Motivation

Number portability gives a telecom customer the possibility to retain his/her/its telephone number when he/she/it changes telecom operator. This consumer right is generally known as “Service Provider Number Portability” or simply Number Portability.

Service Provider Number Portability can benefit customers in many ways. In particular, it can encourage efforts by operators and providers to attract and retain customers, through improvements to, and innovations in, prices, quality and offerings.

4.4 Plans

The most popular telecom services in Iraq are those that depend on mobile numbers. CMC will therefore introduce NP in a step-by-step approach, beginning with Mobile Number Portability (MNP). CMC will announce the MNP launch date three (3) months in advance.

CMC might decide to introduce NP for Wireless Local Loop (WLL) numbers later, if and when this market has developed robustly and there is a demand to introduce NP from the players on this market.

There are currently no plans to introduce NP for fixed landline numbers or between fixed and mobile networks.

4.5 User rights

Once again; NP is all about numbers and about nothing else than numbers. The number belongs to the customer, not to the operator/provider. This implies for example that a number used for pre-paid, residential services at the old operator/provider can be ported to a post-paid, business service at the new operator/provider if the customer so wishes. The customer process to port is the same in all cases. It is not possible to port the same number more than one time, during any thirty (30) days period.

It is possible to port any active number - including vanity, fax and data numbers, which has been assigned to a customer. The porting should not be refused by the losing operator/provider solely on the ground that the customer still has a contract on the actual number.

Furthermore, the customer is able to request to port multiple numbers, which are under his name at the losing operator/provider, at the same time.

A porting customer is able to subscribe to the same set of services and offerings at the gaining operator/provider, as a customer that is taking a number in the gaining operator/provider's own number ranges.

4.6 Porting process

The main goal for NP is to make the porting safe, simple and convenient for the customer. There are many requirements related to the porting process specified in the Policy and the Regulation. The most important ones are clarified and commented below.

- The porting process shall use one-stop-shopping, i.e. the customer shall be able to port by contacting only the gaining operator/provider.
- The porting customer may ask the losing operator/provider, in an automated message through the gaining operator/provider, for information about any outstanding debt including early termination charges, before he takes the definite decision to port.
- It is possible to port under an ongoing contract, but the customer is obliged to pay the losing operator/provider for any outstanding debts, including early termination charges, after the porting.
- It is only possible to port a number used for post-paid services at the losing operator/provider, if there are no outstanding bills for the number in subject. This deviation from "Number Portability best practice" is due to an intention to minimise the risk of fraud.
- The customer identification process for porting of a single mobile number shall be fully automated, based on stable parameters.

- Porting of a single mobile number shall occur within one (1) hour, if the customer is in a sales outlet of the gaining operator/provider. In all other cases the porting shall occur at a time preferred by the customer or, in the absence of any preference, during the night.
- Deactivation in the losing operator/provider network shall be finalised before activation in the gaining operator/provider network starts. This is required for security reasons, to ensure that a number is only active in one network at any given point in time.
- The time during which ported numbers receive no or reduced service shall last for no more than one (1) hour.
- Win-back by the losing operator/provider during the porting process, and three (3) months after the porting is not allowed.

4.7 Support systems

There shall be a Central Reference Database (CRDB) that manages the Porting Process and holds the master data for all ported numbers in Iraq. A copy of the complete National Numbering Plan for Iraq will be included in the CRDB. The CRDB will not be involved in routing of calls and messages to ported numbers. The CRDB will be established, maintained and operated by an external independent CRDB supplier, under a contract with CMC.

The CRDB supplier will have identical fair and non-discriminatory Service Level Agreements (SLAs) with all of the Participating Providers. These agreements should enable the Participating Providers to provide NP on an equal and neutral basis and to collect and report to CMC every month figures on the experience of the Porting Process.

4.8 Network implementation

Every operator/provider that is required by CMC to offer NP to its customers shall route calls and messages to Ported Numbers by Query On Release (QOR) or All Call Query (ACQ), and every other operator/provider shall do so by Onward Routing (OR), QOR or ACQ.

The main reason for the above proposed deviation from general “Number Portability best practice”, which is to only allow ACQ for Participating Providers, is that;

As long as the number of ported numbers is low – most calls and messages will be routed to the correct network anyway, only by routing it according to the National Numbering Plan, without utilising unnecessary signalling capacity.

4.9 Number management

A customer might terminate the contract with the gaining operator/provider after the number has been ported. If this happens there should then be a quarantine period of six (6) months, after which the number should be returned to its Range Holder. This is an effective way of using the scarce numbering resources.

Range Holders remain responsible for administering all numbers assigned to them even if they have been ported to other operators/providers. Without this requirement – it would not be possible to allow any operator/provider to route calls and messages in accordance with the National Numbering Plan (even if they are not required to offer NP to its customers, like WLL operators when only MNP is implemented), since calls and messages to ported numbers would then be lost or cause looping between networks.

4.10 Cost recovery

The CRDB supplier should recover the costs of establishing, maintaining and operating the CRDB through payments collected by CMC from the Participating Providers. Those payments should be proportional to the quantities of Portable Numbers assigned to each Participating Provider. The reason for this requirement is to ensure that only operators/providers that can gain new customers thru NP shall bear the costs of CRDB.

Every mobile operator/provider shall bear the establishment and maintenance costs due to MNP relating to its own network implementations and support systems, including their interfaces with the CRDB. Every mobile operator/provider shall also bear its own administrative costs due to MNP.

The gaining operator/provider is allowed to charge the porting customer a reasonable administrative fee for porting. The losing operator/provider is not allowed to charge the porting customer for the porting, but the losing operator/provider may charge the customer for any outstanding debts associated with the ported number, including early termination charges after the porting, and the customer is bound to pay this bill.

4.11 Governance

CMC will establish and chair an industry forum to facilitate the introduction of, and developments in, NP in Iraq. All of the Participating Providers, and any other operators/providers that so desire, should take part actively and constructively in the forum both before and after the launch of MNP. A well-functioning and active NP forum, with all NP stakeholders involved, is one of the most important factors for a successful implementation of NP.

CMC will remain responsible for promulgating and enforcing the standards and rules; any developed by the forum will supersede those already in force only after being approved by CMC.

4.12 Dispute resolution

CMC expects that all operators/providers and the CRDB supplier will usually resolve any disputes in relation to NP among themselves without recourse to external intervention. However, any of these entities, or a telecom customer, may make a complaint to CMC, and CMC will duly investigate and take actions to resolve the problem.

4.13 Customer awareness

CMC will promote awareness among customers of the availability and benefits of NP. And every Participating Provider shall promote awareness among its current and prospective customers of the availability and benefits of MNP, to the satisfaction of CMC.

Since there is a difference in on-net and off-net charges for calls and messages for the customer, CMC has decided that an audible tone should be introduced at the start of any call to alert the caller. All Participating Providers must also offer a possibility for their customers to check whether a number is ported via web and Short message Service (SMS).

5. Consultation questions

In keeping with an open, transparent process CMC invites stakeholders to express their general views on the Policy and the Regulation and/or to respond to the questions raised below.

5.1 Scope

No specific questions.

5.2 Interpretation

No specific questions.

5.3 Motivation

No specific questions.

5.4 Plans

Q1: CMC intends to implement NP using a step-by-step approach, beginning with MNP. What is your view about this approach and the timing for the implementation of NP for the different technologies?

5.5 User rights

Q2: CMC is in favour of allowing the customer to request to port multiple numbers in the same porting order. If this will be the case; do you think that the whole order should be rejected if one of the numbers in the order is rejected by the losing operator/provider for legitimate reasons, or should the approved numbers be ported and only the rejected number not be ported?

5.6 Porting process

Q3: Any comments on the parameters listed in chapter 4.6 are welcome.

5.7 Support systems

Q4: CMC aim to have a contract with an external independent CRDB supplier to establish, maintain and operate the CRDB. What is your view regarding which entity/entities should be appointed as the CRDB supplier?

Q5: To ensure that each operator/provider can provide NP on an equal and neutral basis to the telecom customers in Iraq, CMC proposes that the CRDB supplier will have identical, fair and non-discriminatory SLAs with all of the Participating Providers, What is your view of the legal arrangements around the CRDB?

5.8 Network implementation

Q6: CMC suggests that operators/providers that are required to offer NP to its customers shall have the possibility to use either QOR or ACQ for routing of calls and messages to ported numbers. Do you foresee any technical problems with this proposal?

5.9 Number management

Q7: Kindly elaborate on possible commercial arrangements for sharing the number administration costs of the Range Holder, for numbers that have been ported from him to other operators/providers.

5.10 Cost recovery

Q8: The gaining operator/provider is allowed to charge the porting customer a reasonable administrative fee for porting, but the gaining operator/provider can also decide to waive this fee. What is your view about how much this fee would be?

5.11 Governance

Q9: What is your view about when the NP industry forum should be established?

5.12 Dispute resolution

No specific questions.

5.13 Customer awareness

Q10: There are other technical tariff transparency solutions, than an audible tone to alert the caller at the beginning of a call to an off-net destination. Do you think that e.g. a voice message would be more suitable?

ANNEX A: DRAFT NUMBER PORTABILITY POLICY



Number Portability
Policy Version 2 (draft)

(NOTE: The NP Policy document is also copied below)

**REPUBLIC OF IRAQ
COMMUNICATIONS AND MEDIA COMMISSION**



NUMBER PORTABILITY POLICY

Version 2 (draft)

Issued: August, 2015

Number Portability Policy

Version 2 (draft)

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1. Scope

1. Under its founding law, Order 65, the Communications and Media Commission (CMC) is solely responsible for licensing and regulating telecommunications, broadcasting, Information Services and other media in Iraq, and among its functions is the drafting and implementing of standards and rules for competitive provision of telecommunications and access to numbering resources.
2. This Policy sets out the principles that CMC will adopt in drafting and implementing standards and rules relating to Number Portability. It is therefore relevant to all entities that assign Numbers.
3. Many of these principles are applicable more generally, when Customers change the Service Providers for Services that do not necessarily depend on Numbers for their operation. This Policy can be applied to this more general situation also.
4. The requirement to provide Number Portability is associated with Numbers, not with the technology, operation or ownership of networks or the features of Services. In particular, it is a requirement for virtual network operators that use networks provided by other Service Providers and that are assigned Numbers for which CMC requires Number Portability.
5. This Policy supersedes any previous statement by CMC about Number Portability.

2. Interpretation

6. In the event of any conflict between the English version and the Arabic version of this Policy, the Arabic version shall take precedence.
7. In this Policy:

Active Number means a Number such that during the previous three (3) months a Customer has either paid for or used Services that depend for their operation on the Number.

All Call Query means that the network of the Originating Provider for a call or message identifies the network of the Terminating Provider and routes the call or message accordingly, without first routing the call or message to the network of the Range Holder for the Number addressed by the call or message.

Central Reference Data Base means an active data base that processes and manages Porting requests between Service Providers and that serves as the repository for information about Ported numbers.

Central Reference Data Base Supplier means the entity that establishes, maintains and operates the Central Reference Data Base, with the associated hardware, software, communications systems and other infrastructure items.

Customer means an individual or entity that is provided a Service by a Service Provider.

Gaining Provider means the Service Provider that provides a Service to a Customer after the Customer changes provider.

Location Number Portability means Number Portability restricted to the case when Customers change their locations (for example, by moving from one house to another within the same area).

Losing Provider means the Service Provider that no longer provides a Service to a Customer after the Customer changes provider.

Network Operator means an entity that operates a network for call and message routing.

Number means a numbering resource that CMC or a Service Provider might assign to a Customer under the *National Numbering Plan*.

Number Portability means the capability to let Customers keep the Numbers assigned to them when they change their locations, Services or Service Providers.

Onward Routing means that the network of the Originating Provider for a call or message routes the call or message to the network of the Range Holder for the Number addressed by the call or message, and that the network of the Range Holder identifies the network of the Terminating Provider and routes the call or message accordingly.

Originating Provider means, in relation to a call or message, the first Service Provider in Iraq responsible for the routing of the call or message.

Participating Provider means a Service Provider to which CMC or another Service Provider has assigned Portable Numbers for assignment to Customers, not just for communications by the Service Provider itself. I.e. a Service Provider that is required by CMC to offer NP to its Customers.

Portable Number means a Number for which CMC requires Number Portability.

Porting means, in relation to a Number, arranging that the Services that depend on the Number for their operation still operate after their provider is changed, as far as they have the same features before and after the change.

Porting Process means the process by which Numbers are Ported.

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Porting Status means an indication of whether a Number has been Ported.

Postpaid means that a Customer is permitted to pay for a significant portion of a Service after using it.

Prepaid means that a Customer is obliged to pay for a significant portion of a Service before using it.

Quarantine Period means, in relation to a Number, the period during which the Number will not be assigned to any other Customer after a Customer stops taking Services that depend on the Number for their operation.

Query On Release means that the network of the Originating Provider for a call or message routes the call or message to the network of the Range Holder for the Number addressed by the call or message, that the network of the Range Holder returns an indication that the Number has been ported, and that the network of the Originating Provider identifies the network of the Terminating Provider and routes the call or message accordingly.

Range Holder means, in relation to a Number, the Service Provider to which CMC has assigned the Number.

Service means a telecommunications service in Iraq.

Service Number Portability means Number Portability restricted to the case when Customers change their Services (for example, by replacing one voice encoding by another).

Service Provider means an entity that provides a Service to the general public or to other Service Providers.

Service Provider Number Portability means Number Portability restricted to the case when Customers change their Service Providers.

Terminating Provider means, in relation to a call or message, the Service Provider providing the Services that depend for their operation on the Number addressed by the call or message.

Win-Back means an attempt by the Losing Provider to persuade a Customer to stop Porting a Number.

8. In this Policy:

ACQ abbreviates All Call Query.

CMC abbreviates Communications and Media Commission.

CRDB abbreviates Central Reference Data Base.

OR abbreviates Onward Routing.

QOR abbreviates Query On Release.

SMS abbreviates Short Message Service.

WLL abbreviates Wireless Local Loop.

3. Motivation

9. Customers can expect to continue to use the Numbers originally assigned to them when they change their Service Providers. This expectation is widely recognised as a right of Customers; introducing Service Provider Number Portability will fulfil it.
10. Service Provider Number Portability can benefit Customers in other ways. In particular, it can encourage efforts by Service Providers to attract and retain Customers, through improvements to, and innovations in, prices, quality and offerings. The objectives of introducing Service Provider Number Portability include achieving such improvements and innovations; if they are not achieved after introducing Service Provider Number Portability CMC will consider further measures.

4. Plans

11. Service Provider Number Portability is conceivable for all Services that depend on Numbers assigned to Customers. The most popular such Services in Iraq are those that depend on mobile Numbers, as identified in the *National Numbering Plan*. CMC will introduce Service Provider Number Portability for mobile Numbers before introducing it for other Numbers.
12. Services that depend on Wireless Local Loop (WLL) Numbers, as identified in the *National Numbering Plan*, are also available in Iraq. CMC might introduce Service Provider Number Portability for WLL Numbers later. In doing so it would take into account the need for the market to develop robustly and the demand for Service Provider Number Portability from Service Providers or Customers.
13. CMC has no current intentions of introducing Service Provider Number Portability except for mobile Numbers and WLL Numbers. In particular, CMC has no current intentions of introducing Service Provider Number Portability for the Fixed Landline Numbers identified in the *National Numbering Plan*.
14. CMC has no current intentions of introducing Location Number Portability or Service Number Portability. In particular, CMC has no current intentions of introducing Service Number Portability that would allow mobile Services and limited mobility Services to be interchanged without changing Numbers.

5. User rights

15. A Participating Provider should provide Service Provider Number Portability for all Portable Numbers that it might assign to Customers, regardless of whether it is the Range Holder for the Numbers.
16. The right to Port Numbers belongs to the Customers to whom the Numbers are assigned, not to the Service Providers who assign the Numbers. It should not be restricted by any contractual conditions.
17. A Customer should be able to Port a Number regardless of how the features of the Services that depend on the Ported Number differ before and after the change of Service Provider. For instance, a Customer should be able to keep the same Number when changing between Network Operators and other Service Providers, between Prepaid and Postpaid plans, and between residential and business offerings.
18. To Port a Number a Customer should need to take only actions independent of the Number. For instance, the actions by a Customer Porting a mobile Number should be the same as the actions by a Customer Porting a WLL Number. The actions should have maximum durations independent of the Number and of the Customer, if only one Number is being Ported and the networks before and after the change use the same technologies.
19. A Customer might change the provider of several Services at once, though only some of those Services depend on a Number for their operation. To do so the Customer should need to take only the actions that would be needed for changing the provider of the Services that depend on the Number. For instance, changing the provider of broadband and telephony should be no more complicated than just changing the provider of telephony.

6. Porting process

20. A drawing showing "Stakeholders Involved during the Porting Process" is included in Annex 1 to this document.
21. To change a Service Provider a Customer should need to contact only the Gaining Provider and to do so only once. By going through the Gaining Provider the Customer should be able to obtain from the Losing Provider any relevant information and authorisation. However, the Gaining Provider should tell the Customer that the information and authorisation can be obtained without going through the Gaining Provider.
22. After becoming aware that the Customer wants to obtain the information or authorisation the Losing Provider should not contact the Customer unless asked to do so by the Customer or the Gaining Provider. I.e. Win-Back during the Porting Process is not allowed.

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23. The Gaining Provider should not ask the Customer to consent to a change of Service Provider until the Customer has obtained, or decided not to obtain, from the Losing Provider any relevant information. This information should list separately charges for terminating contracts before their expiry dates, charges for Services used, and refunds for Services not yet used.
24. Authorising a change of Service Provider will include checking that the person requesting the change is the Customer receiving the relevant Services. If only one Number is being Ported the checking should be automated, proceed in the same way for every Service Provider and need only standard information such as an up-to-date Identity number.
25. The Losing Provider should authorise a change of Service Provider without unnecessary delay, unless at least one of the following conditions holds:
- The Porting request is not sufficient to identify the person requesting the change, the Services that the Losing Provider is to stop providing and any Number on which the Services depend for their operation.
 - Checks do not confirm that the person requesting the change is the Customer receiving the Services.
 - The Customer has not disputed but has not yet paid a bill for the Services issued by the Losing Provider more than thirty (30) days previously.
 - The Losing Provider has been providing any of the Services to the Customer for less than thirty (30) days.
 - The Losing Provider has suspended any of the relevant Services to the Customer.
 - A Number on which the Services depend for their operation is not Active.
 - There is already an ongoing Porting Process for the Services or the Number.
26. Before the change of Service Provider is complete, the Customer may request that the Gaining Provider or the Losing Provider cancel it. The request should not be refused unreasonably.
27. The Losing Provider should stop providing Services before the Gaining Provider starts. The time at which this happens should be determined by the Customer, subject only to the requirement that all of the Participating Providers be capable of updating the relevant data bases during the period with no Service. The duration of that period should be at most one (1) hour.
28. Following a change of Service Provider the Losing Provider should not contact the Customer that requested the change during the next three (3) months unless asked to do so by the Customer or the Gaining Provider.

7. Support systems

29. There should be a Central Reference Data Base (CRDB) for the purposes of:

- Performing the actions in the Porting Process that do not require the intervention of any Service Provider.
- Prompting the relevant Service Provider to perform the actions in the Porting Process that require the intervention of the Service Provider.
- Maintaining information about each of the assigned Numbers, including its Range Holder, its utilisation, its Porting Status and the current provider of Services that depend on it.
- Providing interfaces to the support systems of CMC, the Service Providers, and other stakeholders such as law enforcement agencies and emergency service centres.

30. The CRDB will not determine the routes of calls and messages through the networks and will not be queried when calls or messages are to be routed.

31. The CRDB should be updated when Numbers are assigned and should therefore be consistent with the National Numbering Plan. However, it will not replace the National Numbering Plan, which would be updated following a review and consultation.

32. The CRDB should maintain information about all of the assigned Numbers, regardless of whether they are Portable, and should be appropriate to all the actions of the Service Providers during the Porting Process, regardless of which Numbers are being Ported.

33. The CRDB should be capable of simple extension to cover processes of changing Providers of Services that generalise the Porting Process.

34. The CRDB should be established, maintained and operated by an external Independent Central Reference Data Base Supplier under a contract with CMC.

35. The Central Reference Data Base Supplier should have identical fair and non-discriminatory service level agreements with all of the Participating Providers. These agreements should enable the Participating Providers to provide Service Provider Number Portability on an equal and neutral basis and to collect and report to CMC every month figures on the experience of the Porting Process.

8. Network implementation

36. A drawing showing "Stakeholders Involved during routing of a call to a Ported Customer - example" is included in Annex 1 to this document.

37. The network of a Participating Provider should be capable of:

- Routing calls and messages to the network of the Gaining Provider, when they are addressed to a Ported Number for which it is the Range Holder.
- Supplying to the networks of other Service Providers the Porting Status of a Ported Number for which it is the Range Holder, when calls and messages addressed to that Number are routed to it.
- Routing calls and messages to the network of the Gaining Provider, when they are addressed to a Ported Number for which it has been supplied the Porting Status.

38. The first point in this list constitutes Onward Routing (OR); the second and third constitute Query On Release (QOR).

39. The network of a Service Provider other than a Participating Provider should route calls and messages addressed to a Ported Number either to the network of the Gaining Provider or to the network of the Range Holder.

40. CMC expects that these arrangements will persist until the frequency of Porting is high, when a Service Provider might choose to introduce All Call Query (ACQ): It would then maintain the Porting Status of every Number, and route calls and messages to the Gaining Provider without the involvement of the Range Holder.

9. Number management

41. A Customer might stop taking the Services that depend on a Number after the Number has been Ported. If this happens there should then be a Quarantine Period of six (6) months, after which the Number should be returned to its Range Holder.

42. Range Holders remain responsible for administering the Numbers assigned to them and in particular for:

- Paying to CMC any fees associated with the Numbers.
- Reporting to CMC the utilisation of the Numbers.
- Recording to which Service Providers the Numbers have been Ported

43. Commercial arrangements could be devised to recover some of the costs of Range Holders if their Numbers are Ported to other Service Providers.

10. Cost recovery

44. The Central Reference Data Base Supplier should recover the costs of establishing, maintaining and operating the CRDB through payments collected by CMC from the Participating Providers. Those payments should be proportional to the quantities of Portable Numbers assigned to each Participating Provider.
45. When a Number Is Ported, the paths for calls and messages addressed to it change and there might need to be data base queries for finding the paths. Any costs of routing the calls and messages along the new paths above the cost of routing them along the old paths should be borne by the Gaining Provider and the Originating Provider. Any additional costs of data base queries should be borne by the Service Provider that requires them (which is not necessarily the Service Provider that performs them).
46. The Losing Provider should not charge a Customer for requesting, cancelling or completing a change of Service Provider. The Gaining Provider may make reasonable charges to cover administrative expenses.

11. Governance

47. CMC will establish and chair an Industry forum to facilitate the introduction of, and developments in, Service Provider Number Portability in Iraq. All of the Participating Providers, and any other Service Providers that so desire, should take part actively and constructively in the forum.
48. The forum will meet regularly for the purposes of:
- Examining matters of common interest concerned with Service Provider Number Portability.
 - Laying down programmes of work related to standards and rules for Service Provider Number Portability.
49. CMC will remain responsible for promulgating and enforcing the standards and rules; any developed by the forum will supersede those already in force only after being approved by CMC.

12. Dispute resolution

50. CMC expects that Service Providers and the company that maintains and operates the CRDB will usually resolve any disputes among themselves without recourse to external intervention. However, any of these entities, or a Customer, may make a complaint to CMC, and CMC will duly investigate and take actions to resolve the problem.

13. Customer awareness

51. CMC will promote awareness among Customers of the availability and benefits of Service Provider Number Portability. However, CMC expects that Service Providers will do so, too.

52. The Service Providers should collect and report to CMC every month figures on the experience of the Porting Process that cover:

- The quantities of Numbers Ported.
- The quantities of accepted Porting requests.
- The quantities of rejected Porting requests per each reason for rejection.
- The proportions of occasions on which the actions in the Porting Process took longer than envisaged in the standards and rules.

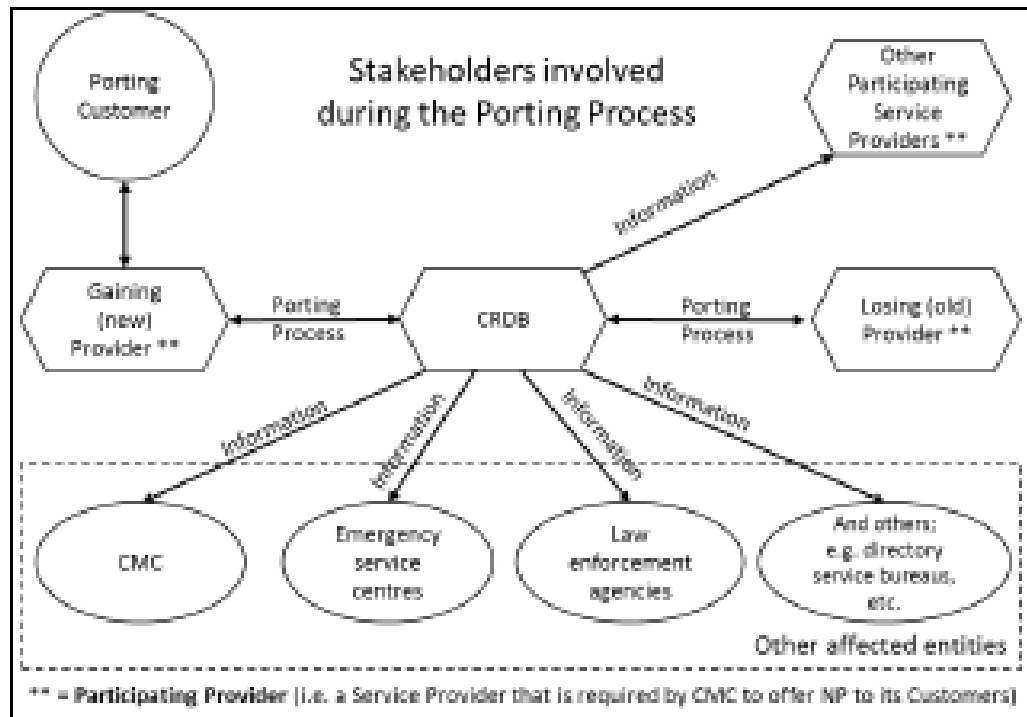
53. CMC might publish or otherwise publicise these figures as it sees fit.

54. In some tariff plans the prices of calls and messages to off-net destinations are significantly different from those to on-net destinations. The prices of calls and messages can therefore increase significantly when Numbers are Ported. Service Providers should ensure that the originators of calls and messages addressed to Ported Numbers can be warned if the prices are likely to be different from those of calls and messages to on-net destinations. For calls there should be a special audible tone when the Ported Numbers have been dialled. For both calls and messages there should be web queries and Short Message Service (SMS) messages with responses that provide the Porting Status of Portable Numbers.

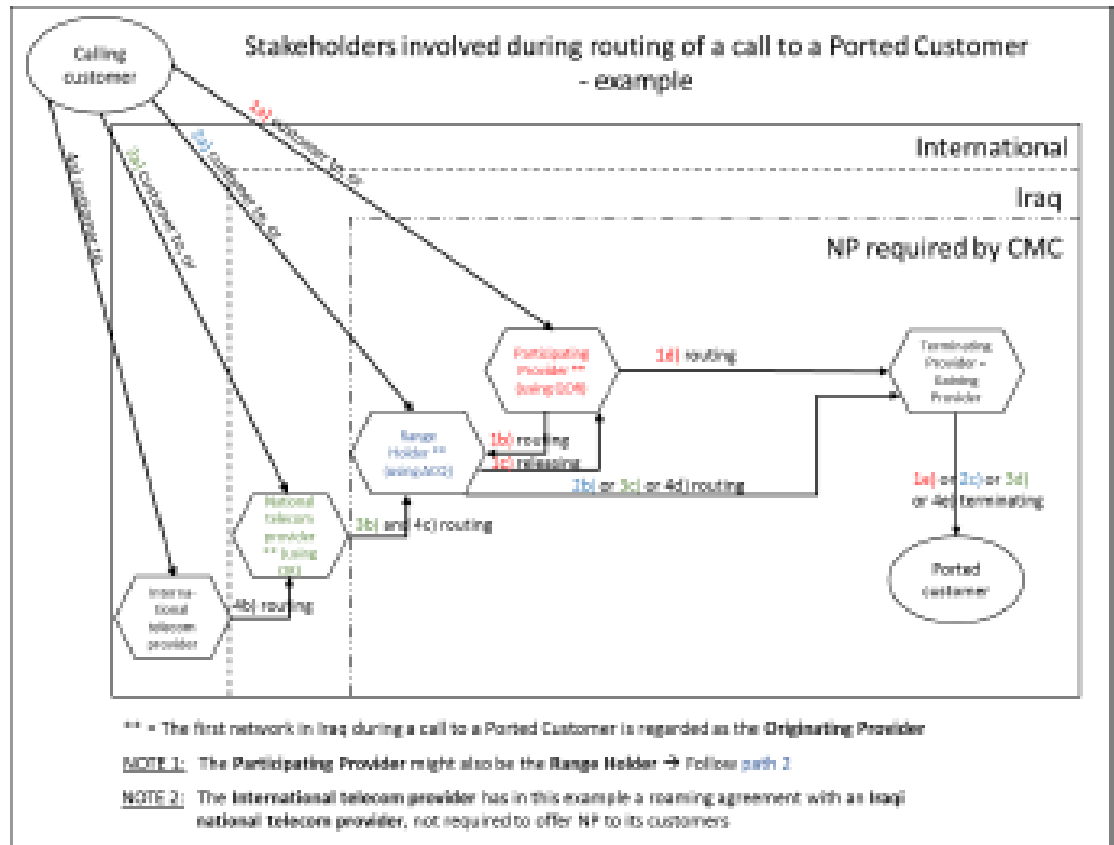
55. CMC considers that significant differences between prices to off-net destinations and prices to on-net destinations could impede Service Provider Number Portability and will encourage Service Providers to reduce or eliminate those differences.

Annex 1 – Number Portability stakeholders

56. Drawing - Stakeholders Involved during the Porting Process



57. Drawing - Stakeholders Involved during routing, example



ANNEX B: DRAFT MOBILE NUMBER PORTABILITY REGULATION



Mobile Number
Portability Regulation

(NOTE: The MNP Regulation document is also copied below)

**REPUBLIC OF IRAQ
COMMUNICATIONS AND MEDIA COMMISSION**



MOBILE NUMBER PORTABILITY REGULATION

Version 2 (draft)

Issued: August, 2015

Mobile Number Portability Regulation

Version 2 (draft)

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1. Scope

1. Under its founding law, Order 65, the Communications and Media Commission (CMC) is solely responsible for licensing and regulating telecommunications, broadcasting, Information Services and other media in Iraq, and among its functions is the drafting and implementing of standards and rules for competitive provision of telecommunications and access to Numbering resources.
2. Under their Licences some Service Providers are obliged to implement Mobile Number Portability (MNP) in accordance with functional specifications to be developed by CMC. However, this Regulation applies more broadly: It places requirements on all of the Service Providers in Iraq that route calls or messages addressed to Numbers which CMC designates as Mobile Numbers under the *National Numbering Plan*. In particular, this Regulation requires entities that are assigned Numbers for which CMC requires Mobile Number Portability to offer MNP to their Customers, regardless of whether the entities operate networks of their own.
3. This Regulation adds details to the *Number Portability Policy* that are specific to MNP.
4. MNP in Iraq lets Customers keep their Mobile Numbers when changing their mobile Service Providers. As such, it is Service Provider Number Portability, not Service Number Portability or Location Number Portability.

2. Interpretation

5. In the event of any conflict between the English version and the Arabic version of this Regulation, the Arabic version shall take precedence.
6. In any conflict between the *Number Portability Policy* and this Regulation this Regulation shall take precedence.
7. The meanings of terms and abbreviations for terms laid down in the *Number Portability Policy* apply also in this Regulation.
8. In this Regulation:

Black-Out Period means the period during the Porting Process when the Customer is unable to take all of the Services that depend on the relevant Number for their operation.

Break-Before-Make Principle means the principle whereby a Number is deactivated by the Losing Provider before being activated by the Gaining Provider.

Cool-Down Period means the period after Porting during which the Losing Provider shall not contact the Customer to attempt to persuade the Customer to take Services from the Losing Provider.

Early Termination Charges means charges incurred by ending a contract for Services before the date of expiry.

Mobile Number means a Number such that mobile Services depend on it for their operation.

Mobile Number Portability means Service Provider Number Portability in which Mobile Numbers are the Portable Numbers.

MNP Commencement Date means the date by which all of the mobile Service Providers in Iraq shall be offering MNP to all of their Customers.

MNP Regulatory Fees means the fees imposed by CMC on the Participating Providers in relation to MNP.

One-Stop Shopping means that the Customer needs to contact only one Service Provider while Porting a Number.

Porting Window means the time in the Porting Process when the deactivation, the activation and the change in routing are performed.

Time-Triggered Porting means that a message stating that Porting is going to happen at a specific time is sent as soon as the Gaining and the Losing Provider have agreed on the Porting.

9. In this Regulation:

IMSI abbreviates International Mobile Subscriber Identity.

MNP abbreviates Mobile Number Portability.

SIM abbreviates Subscriber Identity Module.

3. Motivation

10. Service Provider Number Portability lets Customers continue to use the Numbers originally assigned to them when they change their Service Providers. It can also encourage efforts by Service Providers to attract and retain Customers, through improvements to, and innovations in, prices, quality and offerings.

11. The potential benefits of Service Provider Number Portability are most significant for Mobile Numbers, as mobile Services are the most popular in Iraq. MNP in Iraq is just Service Provider Number Portability for Mobile Numbers.

4. Plans

12. This Regulation shall come into effect on its date of issue.

13. CMC will declare the MNP Commencement Date 3 months in advance.

5. User rights

14. A Customer may Port Active Mobile Numbers, including vanity, fax and data Numbers, to any chosen Service Providers, regardless of whether the Service Providers operate their own networks and offer the same Services. In particular, each Customer may Port Active Mobile Numbers between Network Operators and other Service Providers, between Prepaid and Postpaid plans, and between residential and business offerings.
15. A single request by a Customer for Porting shall suffice to initiate the Porting Process for multiple Numbers.
16. There is no limit to how often a Customer may Port a Number, except that a Customer may only Port the Number once within any period of thirty (30) days.
17. Every Service Provider shall let Customers take the same Services, regardless of whether the Service Provider is the Range Holder for the Numbers of the Customers.

6. Porting process

18. The Porting Process shall use One-Stop Shopping: a Customer will need to contact only one Service Provider while Porting a Number, and that Service Provider will manage the Porting on behalf of the Customer.
19. The Porting Process shall be led by the Gaining Provider: the Service Provider that a Customer contacts while Porting a Number, and that manages the Porting on behalf of the Customer, will be the Gaining Provider. The Losing Provider shall direct the Customer to the Gaining Provider if the Customer contacts the Losing Provider to initiate Porting.
20. The Porting Process, between the Gaining Provider and the Losing Provider, shall be the same, regardless of whether the two Service Providers use the same network.
21. The Porting Process, for the Customer, shall be the same, regardless of whether the Gaining Provider and the Losing Provider use the same network.
22. The request for Porting sent from the Gaining Provider to the Losing Provider, and the master data for Ported Numbers, shall include information on both the Network Operator and the Service Provider, at both the gaining side and the losing side.

Mobile Number Portability Regulation

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23. A Porting Customer may ask the Losing Provider in an automated message through the Gaining Provider for information about any outstanding debt. The Gaining Provider shall tell the Customer that the information can be obtained by asking the Losing Provider directly, without going through the Gaining Provider. The Gaining Provider shall not ask the Customer to consent to Porting until the Customer has obtained, or decided not to obtain, this information from the Losing Provider.
24. The Losing Provider shall provide information about any outstanding debt on request from a Customer. The information shall list separately Early Termination Charges, charges for Services used, and refunds for Services not yet used.
25. The Losing Provider shall not attempt to Win-Back a Customer that is Porting a Number.
26. The Losing Provider shall not restrict the Services of a Customer (whether Postpaid or Prepaid) while the Customer is Porting a Number.
27. Any credit or balance remaining in the account of a Porting Customer, whether Prepaid or Postpaid, with a Losing Provider, shall be treated according to the contract of the Customer with the Losing Provider.
28. Porting stops the provision of Services by the Losing Provider to a Customer. However the contractual obligations of the Customer to the Losing Provider will remain until they are fulfilled or annulled.
29. If a Customer requests Porting of a single Mobile Number and is in a sales outlet of the Gaining Provider, the Porting shall occur within one (1) hour of the Customer consenting to Porting.
30. If a Customer requests Porting of more than one Mobile Number or is not in a sales outlet of the Gaining Provider, the Porting shall occur at a time preferred by the Customer or, in the absence of any preference, during the night.
31. The Porting Process shall include a check that the person requesting Porting is eligible to do so. If the request is for Porting a single Mobile Number the check shall be automated.
32. The Losing Provider shall authorise Porting without unnecessary delay, unless at least one of the conditions listed in the *Number Portability Policy* holds. In any such case, all reasons for rejection shall be included in the response to the Gaining Provider. In particular, the Losing Provider shall not refuse to authorise Porting just because the Customer still has a contract with the Losing Provider.
33. Before Porting is complete, the Customer may request that the Gaining Provider or the Losing Provider cancel it. The request should not be refused unreasonably.

34. The Gaining Provider shall replace or re-configure the Subscriber Identity Module (SIM) when Porting a Number, as MNP will not otherwise change the International Mobile Subscriber Identity (IMSI).
35. The Porting Process shall adhere to the Break-Before-Make Principle: a Number will be deactivated by the Losing Provider before it is activated by the Gaining Provider.
36. Time-Triggered Porting shall be used: a message stating that Porting is going to happen at a specific time will be sent to all Participating Providers, CMC and other affected entities, as soon as the Gaining Provider and the Losing Provider have agreed on Porting.
37. The Black-Out Period, during which the Customer is unable to take all of the relevant Services, shall last for no more than one (1) hour after the time agreed for Porting.
38. The Losing Provider shall not initiate contact with a Customer during a Cool-Down Period of three (3) months after the Customer has Ported a Number.
39. The Service Providers shall devise and submit to CMC for approval a code of practice regarding selling practices. This shall provide, in particular, safeguards against changing the Service Provider for a Customer without obtaining the consent of the Customer.
40. An entity that becomes the Service Provider for a Customer without obtaining the consent of the Customer shall bear all the costs for returning to the situation wanted by the Customer.
41. The Service Providers shall follow normal routines and processes to avoid fraud and overcome problems of credit worthiness.

7. Support systems

42. There shall be a Central Reference Database (CRDB) that manages the Porting Process and holds the master data about Ported Numbers as described in the *Number Portability Policy*.

8. Network implementation

43. Every Participating Provider shall route calls and messages to Ported Numbers by Query On Release (QOR) or All Call Query (ACQ), and every other Service Provider shall do so by Onward Routing (OR), QOR or ACQ as defined in the *Number Portability Policy*.

9. Number management

44. After a Customer stops taking mobile Services there shall be a Quarantine Period of six (6) months for any Number on which the Services depend for their operation. If the Number has been Ported by the Customer, before the Quarantine Period it shall still be regarded as Ported and at the end of the Quarantine Period it shall be returned to the relevant Range Holder.
45. Every Range Holder shall remain responsible for administering the Numbers assigned to it by CMC, regardless of whether the Numbers have been Ported. In particular, it shall have the number administration responsibilities listed in the *Number Portability Policy*.
46. The Service Providers shall devise and submit to CMC for approval commercial arrangements for sharing the number administration costs of the Range Holders among the Service Providers to which the Numbers have been Ported.
47. Every Service Provider shall pay the annual fees for Numbers by the due date, regardless of whether the Numbers have been Ported.

10. Cost recovery

48. Every Service Provider shall bear the establishment and maintenance costs due to MNP relating to its own network Implementations and support systems, including their interfaces with the CRDB.
49. The Participating Providers shall bear the costs to the CRDB Supplier of establishing, maintaining and operating the CRDB, through the payment of the MNP Regulatory Fees to CMC.
50. The Participating Providers shall bear any costs to CMC that CMC identifies as being due to MNP, through the payment of the MNP Regulatory Fees to CMC.
51. Every Service Provider shall bear its own administrative costs due to MNP, except that a Gaining Provider may recover such costs through charges on Porting Customers. CMC may limit these charges, if CMC considers them to be significant disincentives to Porting.
52. A Losing Provider shall not charge a Customer for requesting, cancelling or completing Porting. However a Losing Provider may charge the Customer for any outstanding debts associated with a Number, including Early Termination Charges, after Porting the Number.
53. The Gaining Provider and the Originating Provider shall bear any costs of conveying calls and messages addressed to Ported Numbers above the costs of conveying them from the network of the Originating Provider to the network of the Range Holder.

54. A Service Provider that requires any data base queries about Ported Numbers additional to those needed about Numbers that are not Ported shall bear the costs of the additional queries.

55. CMC will monitor, and may take actions to eliminate or reduce, potentially significant disincentives to Porting, including major differences between prices to off-net destinations and prices to on-net destinations.

11. Governance

56. Every Service Provider shall co-operate fully with other Service Providers, the CRDB Supplier and CMC, to ensure that MNP can be provided to all Customers by the MNP Commencement Date.

57. Every Participating Provider shall take part actively and constructively in the Industry forum with the purposes described in the *Number Portability Policy*, both before and after the MNP Commencement Date.

12. Dispute resolution

58. Every Service Provider shall make its best endeavours to avoid and resolve any disputes with other Service Providers and the CRDB Supplier.

59. A Service Provider, the CRDB Supplier or a Customer, may ask CMC to investigate and take actions to resolve disputes.

13. Customer awareness

60. Every Participating Provider shall promote awareness among its current and prospective Customers of the availability and benefits of MNP, to the satisfaction of CMC.

61. The Service Providers shall collect and report to CMC every month figures on the experience of the Porting Process as specified in the *Number Portability Policy*. CMC may make these figures publicly available.

62. Every Participating Provider shall provide an audible tone at the start of off-net calls to Ported Numbers, to alert the callers, and shall not charge for any calls terminated during the tone. The tone shall be the same for all of the Participating Providers.

63. Every Participating Provider shall provide user interfaces offering responses to web queries and to Short message Service (SMS) messages that request information on whether a Number is Ported. The user interfaces shall be the same for all of the Participating Providers.