

# Mobile Number Portability Implementation & Management, Ghana's Experience

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# Outline

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- **Key MNP Success factors & Principles of Implementation**
- **Legal basis for MNP in Ghana**
- **MNP Implementation Processes**
- **MNP Policy Statement Highlights**
- **MNP Project Milestones Achieved**
- **Post Implementation of MNP**
- **Statistics**
- **Ongoing activities**

# Key Number Portability Success Factors

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- Regulatory framework
- Public Awareness
- Recipient driven
- All Call Query (ACQ) method with Central Reference Database (CRDB) and local databases (DBs). No transit traffic
- Limited reject reasons permitted (not including debt)
- Per port cost low enough for recipient to cover, even for low ARPU customers
- Consumer Experience (Convenience & Cost)
- ~~Variation in prices, QoS, Coverage & Customer Service~~

# Principles for Successful MNP Implementation, experts' views

- Stakeholders are adequately informed of benefits of MNP, in addition to providing its legal framework/basis.
- A **Policy statement** outlining the key principles under which NP will be implemented.
- Regulator needs to be actively involved.
- The Regulator needs to form an industry working group (Steering Group) to manage the implementation
- The regulator **MUST** chair the group to maintain its focus and drive
- Terms of Reference is essential for the Steering Group's (SG) work
- SG should produce a high-level project plan to manage the implementation (maintaining progress against timescales)
- Decision Making Rules are key
  - Working Groups have to be able to make (binding) collective decision

# Legal basis for MNP

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- **Electronic communications Act, 2008 (Act 775)**
- Section 6(1)(o), states that: *“a network operator or service provider shall provide number portability when required to do so by the Authority.”*
- **Two sections of the mobile licence which refer to NP:**
- **Section 12.3 states;** *“When the Authority in consultation with the Industry decides to introduce number portability as an obligation for all Licensees, the Licensee shall comply.”*
- **Section 15.1 states;** *“The Licensee shall conform to the numbering plan approved by the Authority and any directions given by the Authority in respect of the numbering plan and any direction the Authority may give to facilitate the portability of telephone numbers between mobile cellular Operators.”*


# MNP Implementation Processes

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- First MNP Workshop held on February 23 to 24, 2010
  - MNP Project launch in April, 2010, with formation of **Steering Group & Subgroups**

SG meets in 6 wks

**Steering Group**  
**NCA + All mobile operators representatives**



**Legal/Commercial Working Group**  
(Pricing, Public Comm., legal docs., Business rules, issue RFP)

**Technical Working Group** (Connection with MNP service provider, maintenance, proper routing of traffic)

**Process Working Group** (Business rules, IT aspects of port ordering process)

# Highlights of MNP Policy Statement

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- All networks to route calls & messages by first referring to a database of ported Nos.
- A central NP service provider solution to be adopted
- MNP to be recipient operator led
- Porting must be concluded within 24 hrs worst case
- Mechanisms for tariff transparency
- NCA reserve the right to modify, regulate or cancel any porting fee
- Fair and reasonable rejection reasons, and debt owed to a network cannot be used as a refusal reason to port.
- 30 days lag period before a ported number can be ported again
- 30 days lag period before newly activated numbers can port
- No 'win back' strategy for donor operators, once the porting process has begun.

# MNP Implementation Processes “Cont’d”

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- SG published a Request for Proposal (RFP) for the central service equipment (provider) in July, 2010.
- Nine companies submitted proposals, from which **SG** evaluated and selected PortingXS of the Netherlands based on **capability, pricing** and **experience**.
- NCA issued MNP service provider Authorisation to PortingXS Ghana in Nov., 2010.
- A multilateral contract b/n all operators & PortingXS was drafted with NCA’s involvement.
- PortingXS charges each connected operator a fixed recurring fee, in addition to a descending fee per successful port chargeable to a recipient operator.



# MNP Project Milestones Achieved

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<b>Item</b>	<b>Date</b>
MNP project launch	15/4/2010
Steering Group & Subgroups members confirmed	19/4/2010
MNP Policy Statement accepted as a working document	4/5/2010
Operators Internal Impact Assessment	21/4/2010 – 20/7/2010
Issue Request for Proposal (RFP)	30/7/2010
Tender Evaluation	6/9/2010 – 30/9/2010
Preferred Bidder selected (PortingXS)	4/10/2010
Initial MNP Service Provision Authorisation issued to PortingXS	12/11/2010
MNP System Specification concluded	17/12/2010
Commercial, Legal & Service Level Agreement (SLA) Negotiations	31/01/2011

# MNP Project Milestones Achieved “Cont’d”

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<b>Item</b>	<b>Date</b>
Contracting Signing	10/06/2011
Preparation of Business rules	28/03/2011
Technical Specification Document	28/03/2011
MNP Regulations	20/06/11
MNP System Installation at Primary site & Testing	14/02/2011
MNP System Adjustment & Links to Operators	23/02/2011
Training Session for Operators & NCA	3/03/3011- 4/03/2011
Operator end-to-end Testing	7/03/11-17/06/11
Transfer Maintenance to Operators	1/07/11
MNP Go Live in Ghana	7/07/11

# The Porting Process

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- Recipient submits request to system:
- Authorisation request sent to donor as soon as customer sends validation SMS to system
- Donor responds within 4 hours approving or rejecting request
- Recipient sends instruction request to start the actual port
- Donor sends confirmation that customer is terminated (or system does it within 15 minutes regardless)
- System sends broadcast message to all operators about the newly ported number

# Post Implementation of MNP

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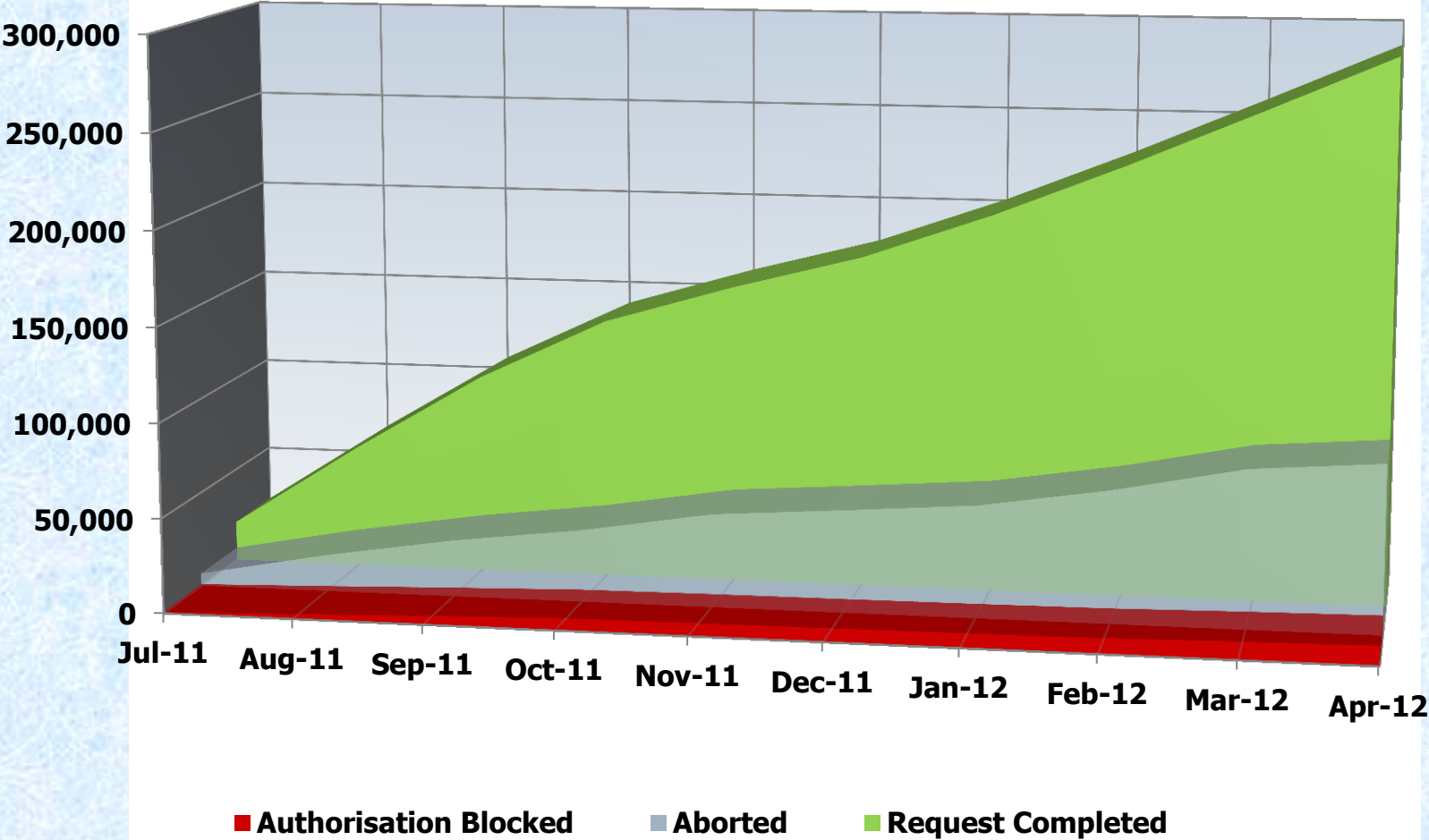
- SG maintained & a Working Group established (IT, Technical, Sales & Helpdesk personnel)
- SG meets in 6-8 weeks intervals and WG meets as and when necessary.

# No. of Ports per Months

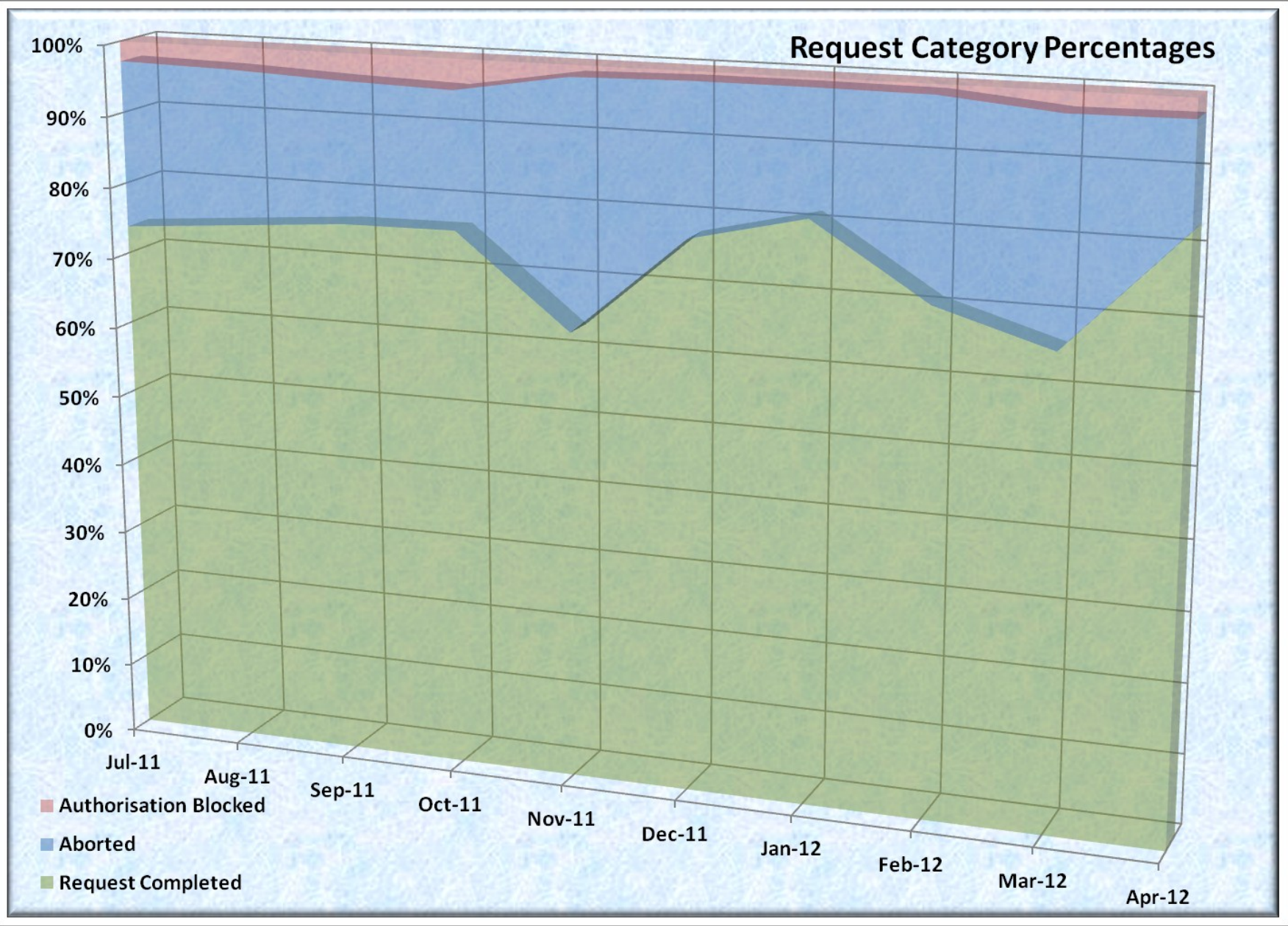
Month	No. of Ports	Average Time (Hrs : mins)
July' 11	21,073	5:21
August' 11	43,593	4:16
September' 11	41,031	3:07
October' 11	32,772	2:53
November' 11	20,188	3:55
December' 11	17,892	3:10
January' 12	23,242	3: 21
February' 12	28,319	3: 15
March' 12	29,424	9:10*
April' 12	29,828	2:37
<b>Total</b>	<b>287,362</b>	<b>4:12</b>

**Fastest port in April took 31 seconds from start to finish**

# Cumulative Requests by Category



# Request Category Percentages



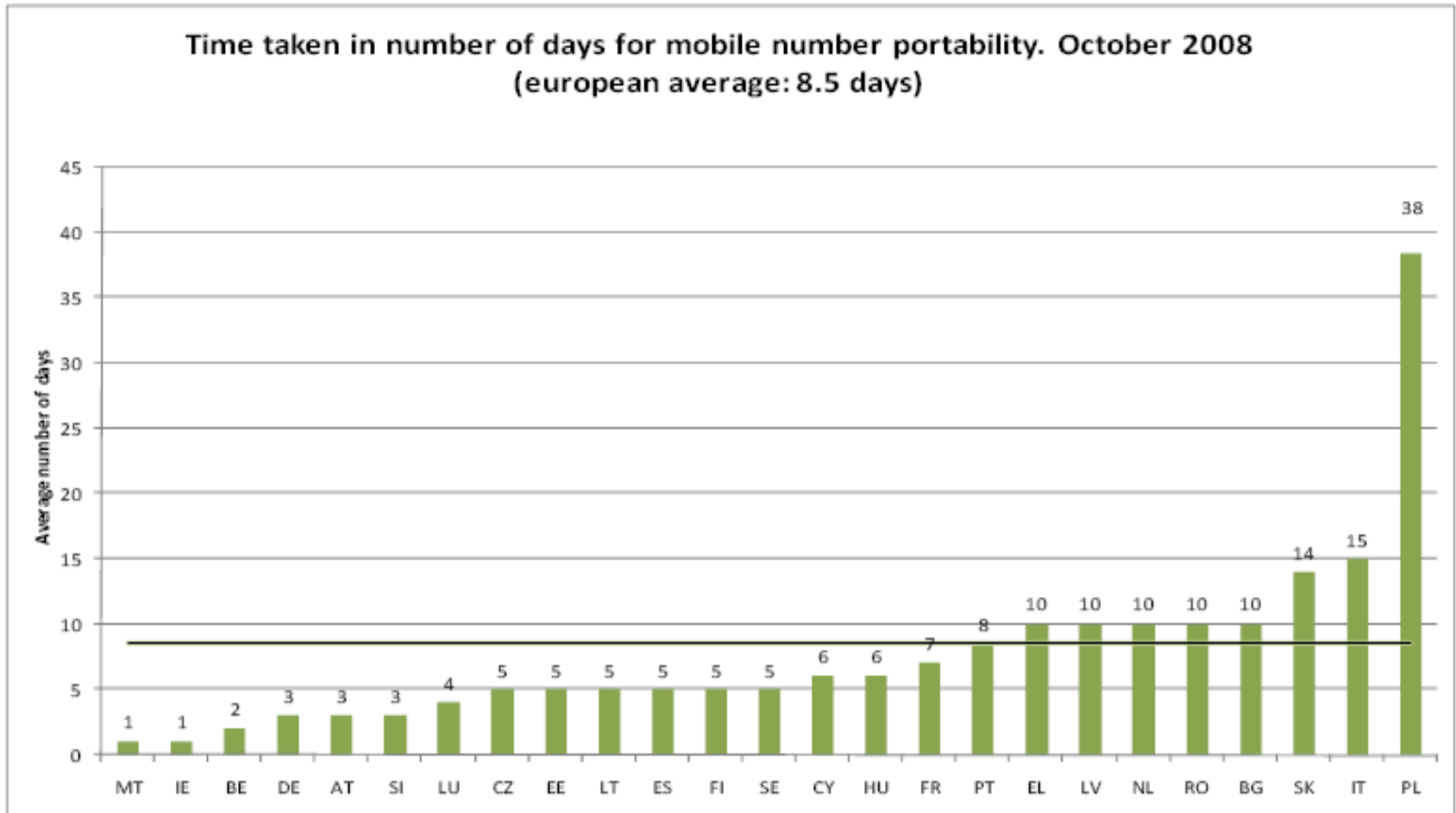
# MNP Statistics for February

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- A typical port timing in February, 2012 is as follows (28,319):
- 5% were completed within 15 minutes
- 48% were completed between 15 minutes and 1 hour
- 30% were completed between 1 and 3 hours
- 16% were completed between 3 and 24 hours
- 1% were completed in more than 24 hours



# Time to Port in European Union



Source: ICC, UK

## Some Examples: Time to Port (MNP) by Country

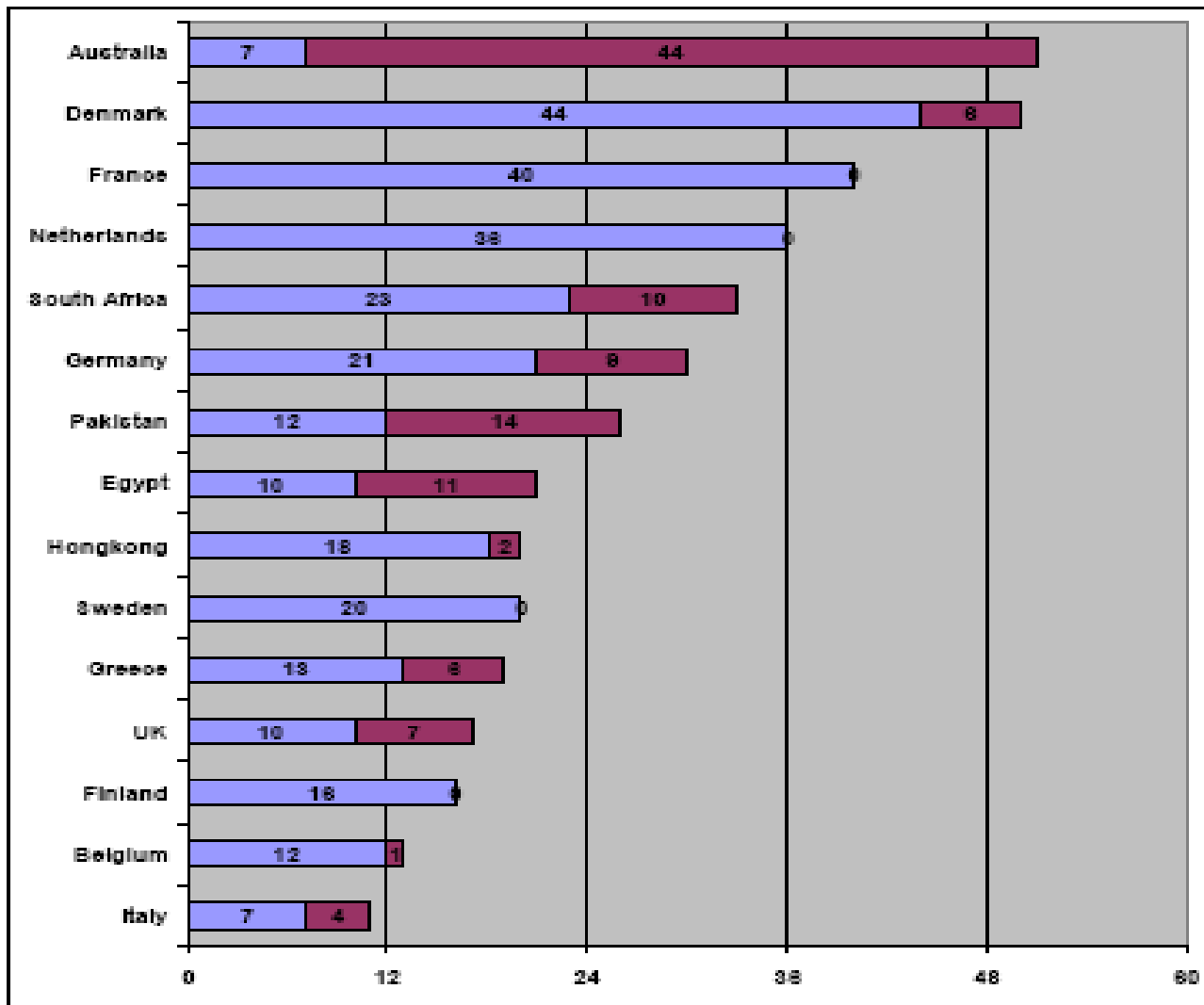
Country	Time (in days)	Country	Time (in days)
Australia	~ 3 hours	Lithuania	5
Austria	3	Luxembourg	1-4
Belgium	2	Malta	1
Canada	~ 3 hours	Netherlands	10
Cyprus	6	Norway	5-7
Czech Rep.	5	Oman	3
Estonia	5	Pakistan	4-21
Finland	5	Poland	8
France	7	Portugal	13
Germany	5	Saudi Arabia	5
Greece	12	Singapore	1
Hong Kong	1-2	Slovak Rep.	20
Hungary	6	Slovenia	7
Ireland	1	South Africa	1
Israel	< 3 hours	Spain	5
Italy	20	Sweden	5
Japan	depends	Switzerland	15-30
Korea	depends	UK	2
Latvia	10	USA	2 hours


Source: TMG

Ghana :

≤ 24 hours

# Time to Implement MNP in months



 *Time provided by Regulator*

 *Delay*

*Average time given by Regulator = 19 m*

*Average implementation delay time = 8 m*

*Average total implementation time = 27 m*

**Ghana took 15 Months to implement MNP**

Source: ICC, UK

# Ongoing Activities for 2012

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- Continue to have general oversight of the process
- Planning stricter enforcement of all rules, including punitive measures where necessary
- Tightening performance requirements to produce faster and more reliable porting processes.

# Thank YOU

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## Questions!!!

**Please ask**