

NAME: NUMBER PORTABILITY REGULATIONS

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Definitions

Article (1) In the application of these regulations, the following terms and expressions shall have the meanings assigned to each of them unless the text otherwise requires:

- (a) **Number portability(NP):** the ability of end-users of public telecommunications services to retain the same telephone number without impairment of quality, reliability, or convenient when switching to another licensed operator.
- (b) **Recipient operator:** the operator to whom the number is ported to.
- (c) **Donor operator:** the operator from whom the number was initially ported from.
- (d) **Service Set-Up Costs:** the costs incurred by the operator for the introduction of the number portability capability.
- (e) **Administrative and Operational Costs:** the costs incurred by the operator for the number porting process i.e. the costs of transferring a subscriber from the donor operator to the recipient operator including the creation, and periodic updating of database entries.
- (f) **Conveyance Costs:** the costs incurred by the donor operator in each call during the routing process to the ported number.
- (g) **Licensee:** a licensee to provide public telecommunications services pursuant to Article (21) of the Telecom Regulatory Act of the Sultanate of Oman.

Number Portability Principles

Article(2) A customer shall be able to retain his number, without appreciable impairment of service quality, reliability or convenience, when switching from a licensee to another licensee .

Article (3) The technical or administrative and operational arrangements implemented to support number portability shall not impede competition, and support the creation of maximum practical opportunities for entry by new licensees.

Requirements for number portability

Article (4) All licensees shall ensure the implementation of number portability in the Sultanate of Oman.

Article (5) The technical and administrative solution of number portability must meet the following performance criteria:

- (a) Be efficient and contributes towards the success of number portability implementation.
- (b) Support the existing network services, features, and capabilities.

- (c) As far as possible, avoid relying on other network facilities, or services provided by other licensees in order to route calls to the ported numbers.
- (d) Avoid degradation in service quality or network reliability when implemented.
- (e) Avoid adverse effect upon the quality of service offered to the ported and non-ported subscribers.
- (f) Avoid the use of proprietary architectures on inter-operator interfaces, and Applications Programming Interfaces.
- (g) Use the numbering resources efficiently.

Timescale for Implementation

Article (6) All licensees shall cooperate with the licensee ordering number portability and implement the Number Portability and corresponding interconnection arrangements within 90 calendar days of receiving the order.

Costs recovery

Article (7) Each licensee shall bear its own costs and/or shared cost component as associated for the implementation of number portability service including any network hardware changes and software upgrades in their systems for the implementation of number portability functionality.

Article (8) Each licensee shall bear its own administrative and operational costs for adding a new licensee on its network. However, the costs to the donor operator for porting out a subscriber shall be recoverable from the recipient operator. The costs details should be submitted to TRA for approval.

Article (9) Each licensee shall be entitled to recover its conveyance costs from the interconnected licensee.

Transfer process

Article (10) The transfer process shall be agreed between the licensees in a practical and efficient manner with the minimum inconvenience to both the licensees and the subscribers. The agreed transfer process by the licensees shall be approved by TRA.

Article (11) Customers should be informed of the costs of and any other obligations relating to the termination of their existing service prior to the execution of the porting.

Article (12) Customer information received by any licensee in the number portability process shall not be used for purposes other than porting purposes.

Article (13) The recipient operator must obtain a valid customer authorization from a customer seeking to port his number.

Article (14) When a donor operator becomes aware through the ordering process that a given subscriber has ordered to port his number, the donor operator may communicate with the subscriber in a manner to be approved by the TRA to inform them that porting has been ordered and to advise them what action to take in case the porting order is incorrect or has not been correctly authorized. The donor operator may not discuss the services of the recipient operator or make offers to subscribers to cancel the new porting order until one month after the porting order has been put into effect.

Penalties

Article (15) Where a licensee fails to make Number Portability facility available within the time specified in these regulations, TRA reserves the right to impose any penalty as considered reasonable in accordance with article (51) repeat of the Telecom Regulatory Act.