



“Mobile Number Portability in South Africa”

**Training on Competition and Changing Market
Conditions: Impact of Regulation,
6th - 9th November 2007,
Addis Ababa, Ethiopia**

By:

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Councillor, ICASA**

Consultation

- **Introduced 2001 legislative amendment**
- **Service provider appointed – technical expertise**
- **Working groups with industry**
 - **MNP Industry Steering Committee**
 - **Development of functional specifications**
- **Technical problems in the Central Reference Database solution**
- **MNP requires new business processes be designed and implemented between operators and service providers, between operators and operators and between operators and third parties**
- **Result that all operators equally delayed in commencing with vital Inter Operator Testing (IOT)**
- **Scheduled for July, then September 2006 - delayed**

Implementation

- **Consultation on regulations specifying procedures and dispute resolution**
- **9 month implementation date after regulations gazetted**
- **Numerous delays but finally implemented 12 November 2006**
- **Virgin Mobile “Set them free with MNP”**
- **Switching costs**
 - Contractual limitations
 - Handset subsidies
- **Porting statistics low**
- **Newest entrant expected to be net gainer of porting customers**





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Shortcuts

Frequently Asked Questions

- What is Mobile Number Portability (MNP)?
- Can I change my Service Provider but stay with the same Network Provider?
- How do I change my Network Provider?
- How long will it take to port my number to my new Network Provider?
- How much will it cost to port my number?
- Will I need a new SIM card?
- I currently have a contract with my Service Provider; can I still port my number?
- If I am not satisfied with my new Network Provider, can I port my number back?
- I have a voice, data and fax number; will all of these numbers be ported?
- Will all the products and services I currently have be replicated automatically at my new Service Provider?
- If I port my number will I lose any of my free minutes/airtime voicemail etc?
- Can I be refused to port?
- How will I be made aware of when I am calling a number not belonging to the same network as me?
- I am currently a contract customer; can I join the new Network Provider as a...

Practicalities

- Within 30 days
- Recipient network may charge a fee; donor network may not levy a charge.
- Low costs except where contract concerned
 - SIM porting for pre-paid
 - Post-paid 2 year: remaining terms of contracts bought out
 - Month to month can port if they debt free to “donor” network
- Operators required to maintain a free, publicly available list of all numbers that have been ported from one operator to another.
- Operators not allowed to offer discriminatory incentives (offering tariffs and special offers to encourage customers to port without offering the same deal to new or existing subscribers who did not port their number across)

Regulations

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SCHEDULE

DEFINITIONS

In these Regulations any word or expression to which a meaning has been assigned in the Act shall have the meaning so assigned and unless the context otherwise indicates —

‘block operator’ means a network operator that is subject to requirements in respect of number portability and that has been allocated a number block that is subject to number portability;

‘CLI’ means a caller line identity;

‘donor operator’ means a network operator that is subject to requirements in respect of number portability and that ceases to serve a number that is being ported;

‘donor service provider’ means a service provider that ceases to serve a number that is being ported;

‘functional specification’ means a regulation determining the rules applicable to operators and through operators to service providers for the implementation, management and performance of number portability;

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