



**Telecommunication  
Development Bureau (BDT)**

Ref. BDT/IEE/RME/DM/12

Geneva, 13 February 2015

To: ITU Member States, Regulators and ITU-D  
Sector Members in the Caribbean region

Subject: **ITU/TAS Number Portability Workshop, Paramaribo, Suriname, 28 -30 April 2015**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to participate in the **“Number Portability Workshop”** to be held in **Paramaribo, Suriname - 28 to 30 April 2015**. The workshop will be hosted by the Telecommunications Authority of Suriname.

Number portability (NP) is another means of increasing consumer choice and stimulating innovation and competition as it allows consumers to change their service providers without changing their phone numbers. As new mobile licences and establishment of local IXPs are becoming more prevalent in the Caribbean region, introduction of NP in local markets are also becoming more urgent. This workshop is part of a regional capacity building training initiative on NP and is intended to educate principally regional telecommunication regulators, policy makers, legislators and other technical staff involved in interconnection and related issues, who are interested in acquiring a better understanding on the cost, benefits, and opportunities of NP. The workshop will be delivered by Mr James Wild, the principal consultant and NP expert at Laurasia associates Ltd, based in the United Kingdom.

In order to benefit from each other's experience, the Telecommunications Authority of Trinidad and Tobago (TATT) and the Utilities Regulation and Competition Authority (URCA) of Bahamas will also give presentations on their case studies.

A draft programme and the Registration Form are attached and will be soon available at ITU Regional web page (<http://www.itu.int/en/ITU-D/Regional-Presence/Americas/Pages/default.aspx>)

Practical information for participants will follow.

Should you require any further information, Mr Cleveland Thomas, ITU Area Office Representative for the Caribbean ([cleveland.thomas@itu.int](mailto:cleveland.thomas@itu.int)) or Ms Sheron Small at [sheron.small@itu.int](mailto:sheron.small@itu.int) or Mr Jai Udit at [j.udit@tas.sr](mailto:j.udit@tas.sr) are at your full disposal.

I look forward to your active participation in this workshop.

Yours faithfully,

**[Original signed]**

Brahima Sanou  
Director

**Annexes:**

1. Draft Programme
2. Registration Form



## ITU Caribbean - NUMBER PORTABILITY Workshop

28-30<sup>th</sup> April, 2015

Paramaribo, Suriname

### Draft Programme

Day 1, Tuesday 28<sup>th</sup> April 2015

Facilitator: Mr. James Wild, Laurasia Associates Ltd

08:00-8:30	<b>Registration</b>
08:30–09:00	<b>Opening Session</b> <ul style="list-style-type: none"> <li>• Welcome remarks: TBD</li> <li>• Opening remarks from ITU: (ITU Barbados Office)</li> <li>• Remarks from primary partner: TAS</li> </ul>
09:00-09:30	<b>Feature Keynote Presentation – Minister</b>
09:30-10:45	<b>SESSION 1: Number Portability Overview</b> <ul style="list-style-type: none"> <li>• Understand current status of NP in the Caribbean Region</li> <li>• Caribbean markets overview &amp; NP requirements</li> <li>• NP in the Caribbean – success factors?</li> <li>• Different NP approaches – Regional vs National NP</li> <li>• Key elements of NP</li> <li>• Key considerations around NP</li> <li>• Pre-requisites for NP</li> </ul>
10:45-11:00	<b>Coffee Break</b>
11:00-13:00	<b>SESSION 1: Number Portability Overview (Con't)</b> <ul style="list-style-type: none"> <li>• Impact of NP on Caribbean markets, consumers &amp; stakeholders</li> </ul>

	<ul style="list-style-type: none"> <li>• Best NP Practices – customer experience</li> <li>• Cost of NP</li> <li>• NP Journey</li> <li>• Regulatory Considerations/ Framework</li> <li>• Role of the Regulator</li> <li>• Starting the NP journey – establishing an effective implementation framework</li> <li>• Future Proofing NP</li> </ul>
<b>12:00-13:30</b>	<b>Lunch</b>
<b>13:30-15:00</b>	<p><b>Session 2: Regulatory Detailed:</b></p> <ul style="list-style-type: none"> <li>• NP Regulatory Challenges &amp; Issues?</li> <li>• Regulatory Framework for NP</li> <li>• Developing Effective Supporting &amp; Punitive Frameworks &amp; Approaches</li> <li>• Regulatory Enablers for NP</li> <li>• NP Charging/ Cost Recovery Models – tailoring for different market types</li> <li>• Central Clearing House Vendor Selection Process</li> <li>• Business Rules Development</li> <li>• Consumer &amp; Inter-operator Codes &amp; Contracts</li> </ul>
<b>15:00-15:15</b>	<b>Coffee Break</b>
<b>15:15-16:00</b>	<p><b>SESSION 2: Regulatory Detailed Workshop (Con't )</b></p> <ul style="list-style-type: none"> <li>• Porting &amp; Transit Charging Approaches</li> <li>• Data Protection &amp; Law Enforcement Authority considerations</li> <li>• Cross-stakeholder implementation management – creating collaborative environments</li> <li>• Encouraging or enforcing stakeholder engagement?</li> <li>• Post launch regulatory considerations</li> <li>• Ensuring appropriate NP behaviours and performance</li> </ul>
<b>16:00-17:00</b>	<b>Q&amp;A &amp; Discussion</b>

Day 2, Wednesday 29 April 2015 Facilitator: Mr. James Wild, Laurasia associates Ltd	
09:00–09:15	Opening remarks for the Day - TBD
09:15-10:15	<b>SESSION 3: Regional Experiences in Establishing NP:</b>  1. Bahamas 2. Trinidad and Tobago  <b>Question and answers</b>
10:15 – 11:00	<b>Session 4: Technical/ Operations Detailed</b>  <ul style="list-style-type: none"> <li>Differences between Fixed &amp; Mobile NP</li> <li>Caribbean NP delivery landscape</li> <li>NP in ETSI &amp; ANSI markets</li> <li>Routing options</li> <li>Routing specification &amp; implementation of changes</li> </ul>
11:00-11:15	<b>Coffee Break</b>
11:15-13:00	<b>Session 4: Technical/ Operations Detailed (Con't)</b>  <ul style="list-style-type: none"> <li>Routing testing</li> <li>Porting process &amp; interworking with central clearinghouse</li> <li>Porting system requirements</li> <li>Central clearing house functional &amp; operational requirements</li> <li>Stakeholder interworking with the central clearinghouse</li> <li>Implementation of porting systems into Operator business systems/ processes</li> <li>End-2-End testing &amp; launch readiness preparations</li> <li>Implications of NGN, MVNO, Mobile Payments, SIM registration &amp; 4G on NP</li> <li>Equivalence of service delivery across operators – review of service delivery mechanisms, ie LLU, fibre to home, Wholesale Line Rental, wireless services etc</li> <li>NP Future - Non Telecoms service porting and switching requirements</li> </ul>
13:00-14:00	<b>Lunch</b>
14:00-15:00	<b>SESSION 5: Commercial/ Process Detailed:</b>  <ul style="list-style-type: none"> <li>Think Caribbean Customer</li> <li>Impact of NP process on customer experience</li> <li>Balancing security against efficiency</li> <li>Driving demand for porting</li> </ul>

	<ul style="list-style-type: none"> <li>NP demand across the Caribbean- key national/ regional factors</li> <li>NP cost modelling – consumer &amp; inter-stakeholder</li> </ul>
<b>15:00-15:15</b>	<b>Coffee Break</b>
<b>15:15-16:45</b>	<b>SESSION 5: Commercial/ Process Detailed (Con't) :</b> <ul style="list-style-type: none"> <li>Optimising ancillary NP functions</li> <li>Establishing effective consumer awareness and education around NP</li> <li>Success NP – impact on public credibility of regulators</li> <li>Realising NP market opportunities</li> <li>Avoiding NP market pitfalls</li> <li>Addressing Key Hygiene Factors</li> <li>Know Your Customer – in-depth understanding is key</li> <li>Building an effective NP Go To Market strategy</li> <li>Different NP Marketing Approaches</li> <li>Post launch operational considerations</li> <li>Future evolution of NP services and functions including data portability</li> </ul>
<b>16:45-17:00</b>	<b>(Q &amp; A Roundup)</b>
<b>Day 3, Thursday 30<sup>th</sup> April 2015</b> <b>Facilitator:</b> Mr. James Wild, Laurasia associates Ltd	
<b>08:30:-08:45</b>	Opening remarks for the Day
<b>08:45 – 10:30</b>	<b><u>Session 6: Implementation Detailed</u></b> <ul style="list-style-type: none"> <li>Simple Central Programme Structures</li> <li>Effective Programme Governance Frameworks</li> <li>Understanding Team Dynamics &amp; Building a Collaborative Programme Environment</li> <li>Identifying &amp; Addressing NP Issues Early</li> <li>Assessing Stakeholder Readiness</li> <li>Driving the NP Implementation Journey</li> </ul>
<b>10:30–11:00</b>	<b>Coffee Break</b>
<b>11:00-13:30</b>	<ul style="list-style-type: none"> <li><b>Session 7 : Regional Case Studies :</b></li> </ul>

	<ul style="list-style-type: none"> <li>• Cayman Islands vs the Bahamas</li> <li>• Panama vs Dominican Republic</li> <li>• Work in Progress</li> <li>• Trinidad &amp; Tobago</li> <li>• Jamaica</li> <li>• Haiti</li> </ul>
<b>13:30-14:30</b>	<b>Lunch</b>
<b>14:30–16:00</b>	<b>Session 8: Remarks and closing Ceremony</b> <ul style="list-style-type: none"> <li>• Closing Comments by TAS:</li> <li>• Closing Comments ITU:</li> <li>• Vote-of-Thanks - Hosting Administration:</li> </ul>



**ITU Caribbean - NUMBER PORTABILITY Workshop**  
**28-30<sup>th</sup> April, 2015**  
**Paramaribo, Suriname**



**REGISTRATION FORM**

*(CAPITAL LETTERS)*

Mr./Mrs. /Ms. \_\_\_\_\_  
(Surname)

\_\_\_\_\_  
(Name)

Company/Organization: \_\_\_\_\_  
\_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Tel.: \_\_\_\_\_

Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Arrival date: \_\_\_\_\_

Departure date: \_\_\_\_\_

Additional Information: \_\_\_\_\_  
(if deemed necessary)

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Please return the duly filled out form to: [Sheron.small@itu.int](mailto:Sheron.small@itu.int)