



MNP Code of Practices v9.0

MNP System Implementation

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1. Introduction

As per section (20) of MNP regulations 2005, all CMTOs are directed to develop and publish a mutually agreed code of practice duly approved by the Authority prior to the implementation date of MNP.

This document is aimed at defining the Code of Practice to be adhered to by all operators and is to be considered in addition to terms and conditions for provision of included and related services and facilities as laid down in the Act, MNP Regulations, and related guidelines.

2. Definition of terms

- (a) **AUTHORITY** refers to Pakistan Telecommunications Authority.

- (b) **ACT** refers to the Pakistan Telecommunication (Re-organization) Act, 1996 (XVII of 1996)

- (c) **OPERATOR** refers to Cellular Mobile Network Operator providing Cellular Mobile Telephony and related services under license granted by Government of Pakistan.

- (d) **CDBA or CENTRAL DATABASE AUTHORITY** refers to central clearinghouse authority established as a legal entity under the name of **PAKISTAN MNP DATABASE (GUARANTEE) LIMITED** and abbreviated as **PMD**.

- (e) **CENTRAL DATABASES** refer to electronic database(s) holding all relevant details regarding all mobile Subscriber number ranges for all Operators together with history of any Porting activity for any particular Subscriber number and is available for port inquiries, recording Porting request status, and for providing specific statistical information created and housed in the **PMD**.

- (f) **NPC SYSTEM** refers to **NUMBER PORTABILITY CLEARINGHOUSE** software and involved application systems housed in the **PMD**.

- (g) **SUBSCRIBER** shall refer to any individual / company / corporation or legal entity holding one or more cellular mobile phone connections from one or more cellular mobile operators.

3. Code of Practice Statements

1. The Operators shall not disclose, or share the contents of information obtained from the NPC Systems to any one except as authorized by the operators except to the extent necessary for the purpose of maintaining or repairing any part of the involved systems at the operator's end or except if required by the Authority as per Pakistan Telecommunication (Re-organization) Act 1996 (XVII of 1996) and MNP Regulations and Guidelines issued by PTA. The Operators shall also take all reasonable measures to protect the data / databases from unauthorized interception or unauthorized access.
2. Operators shall maintain the confidentiality of Subscribers' information as required by the provisions of the Pakistan Telecommunication (Re-organization) Act 1996 (XVII of 1996) and the latest MNP Regulations and Guidelines issued by PTA with the exceptions as elaborated under section 54 of the Act.
3. The operators shall comply with the MNP process specifications in line with the latest NPC process specifications agreed between all Operators, MNP Regulations and Guidelines issued by PTA.
4. Upon termination of a ported-in mobile number, the same shall be returned by the current Operator to the Original number range holder immediately without applying any quarantine period.
5. The Number Porting Request received and processed at the Recipient Operator shall not be accumulated for periods of time or over a day at the Recipient Operator and released in bulk numbers to the Donor Operator.
6. The operators shall perform Porting process steps within the timelines agreed in the NPC process specifications, MNP Regulations and guidelines issued by PTA.
7. The operators shall process the financial settlement of the Porting fee applicable to be paid by the Recipient Operator to the Donor Operator on monthly basis relating to accumulated porting fees on terms and conditions mutually agreed.
8. Any change to the porting process agreed between Operators and/or between Operators and PMD shall be done in accordance with the change control framework mutually developed and agreed by and between the operators.
9. All operators shall provide MNP to each others' prepaid and post-paid Subscribers in a fair and transparent manner and on non-discriminatory basis.

10. All operators shall establish efficient and easy-to-use system(s) to promptly receive, process, and respond to complaints, claims or suggestions by Operators or their customers.
11. All operators shall make reasonable efforts to resolve complaints or disputes without delay and avoid recourse to the Authority as much as possible. However, in the event of non-resolution, the same shall be escalated in line with the MNP guidelines and regulations.
12. All operators shall be responsible for the necessary administration of ported numbers and would promptly update their relevant databases in their respective systems in line with the updates provided by the NPC systems.
13. All operators shall promptly provide updated information to each other and to the Central Database related to the number ranges belonging to their respective networks included within the scope of applicability of MNP.
14. All operators shall cooperate with each other on mutually determined necessary elements of information to be exchanged, on mutually agreed terms and conditions regarding exchange of such necessary information pertaining to their Subscribers who avail MNP services.
15. All operators, when in the role of Recipient Operator, shall not allow transfer (change of ownership), at their respective networks, of ported-in numbers to any other subscriber, unless allowed by the Number Range Holder.
16. The operators shall not engage in “*Unethical Marketing Practices*” as defined below:
 - At Recipient End:*** A practice where the Recipient violates the MNP Regulations by attempting to entice the customer for porting through special benefits.
 - At Donor:*** A practice where the Donor violates the MNP Regulations by attempting to entice the customer, for whom porting request is already initiated, through special benefits into deciding not to port.
17. The operators shall not allow Porting of a number without the knowledge and /or approval of the titled owner.