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INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

GENERAL NOTICE 748 OF 2021

INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA

NOTICE TO AMEND THE ORDERING SYSTEM SPECIFICATION FOR NUMBER PORTABILITY

The Independent Communications Authority of South Africa ("**the Authority**") hereby amends the Ordering System Specification for Geographic, Non-Geographic and Mobile Number Portability, to the extent reflected in the Schedule.

A copy of the Ordering System Specification will be made available on the Authority's website at http://www.icasa.org.za

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DR KEABETSWE MODIMOENG
CHAIRPERSON
DATE: 10 / 12 /**2021**

SCHEDULE

The Independent Communications Authority of South Africa has, under regulation 7 of the Number Portability Regulations, 2018 made the Ordering System Specification for Geographic, Non-Geographic, and Mobile Number Portability.

SECTION B

1. Definitions

In this schedule "the Ordering System Specification" means the specifications published by Government Notice No. 518 (Government Gazette No. 42358) of 29 March 2019.

2. Substitution of regulation 3 of the Ordering System Specification

The following regulation is hereby substituted for regulation 3 of Ordering System Specification:

"3. Activation and deactivation on the network and updating of routing tables shall only take place during NST on all days except Sundays and Public Holidays. Activation and deactivation on the network and updating of routing tables due to a Port Reversal process can also take place during normal Business Hours."

3. Amendment of regulation 14 of the Ordering System Specification

is hereby amended by the substitution for "Figure 2: Port Request, Port validation and Activation" with the following Figure:
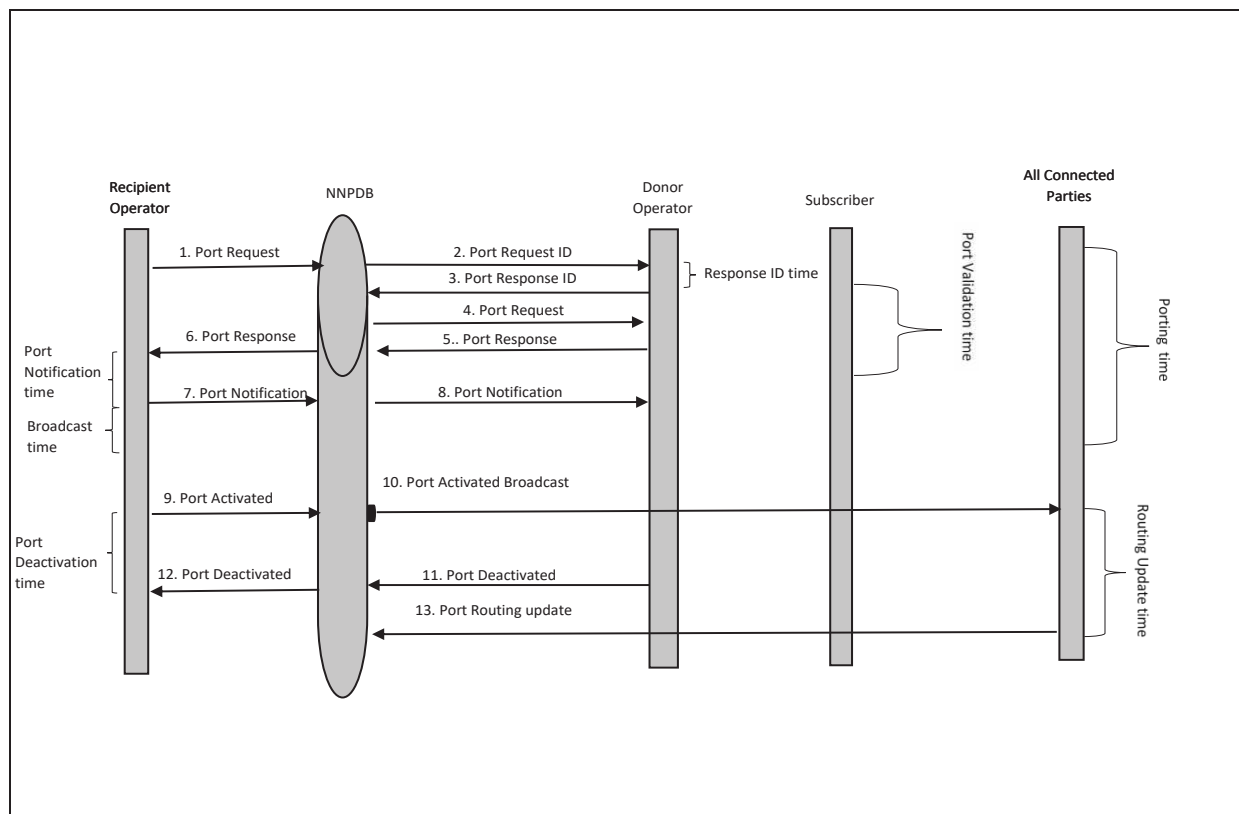
Figure 2: Port Request, Port validation and Activation"

4. Repeal of regulation 23 of the Ordering System Specification

Regulation 23 of the Specification is hereby repealed.

5. Amendment of regulation 24 of the Ordering System Specification

Regulation 24 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Activated – Message 10**" with the heading "**Port Activated - Message 9**".

6. Amendment of regulation 25 of the Ordering System Specification

Regulation 25 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Activated Broadcast - Message 11**" with the heading "**Port Activated Broadcast - Message 10**".

7. Substitution of regulation 26 of the Ordering System Specification

The following regulation is hereby substituted for regulation 26 of the Ordering System Specification:

"**26. Port Deactivated - Message 11**

Once the DO has deactivated the geographic or non-geographic number (s) and updated its routing tables, the DO sends a Port Deactivated Message to the NNPDB within the Port Deactivation Time."

8. Amendment of regulation 27 of the Ordering System Specification

is hereby amended by the substitution for the heading "**Port Deactivated - Message 13**" with the heading "**Port Deactivated - Message 12**".

9. Amendment of regulation 28 of the Ordering System Specification

9.1. Regulation 28 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Routing Updated – Message 12**" with the heading "**Port Routing Updated - Message 13**".

9.2. Regulation 28 of the Ordering System Specification is hereby amended by the substitution for "Figure 3: Port Cancellations" with the following Figure:
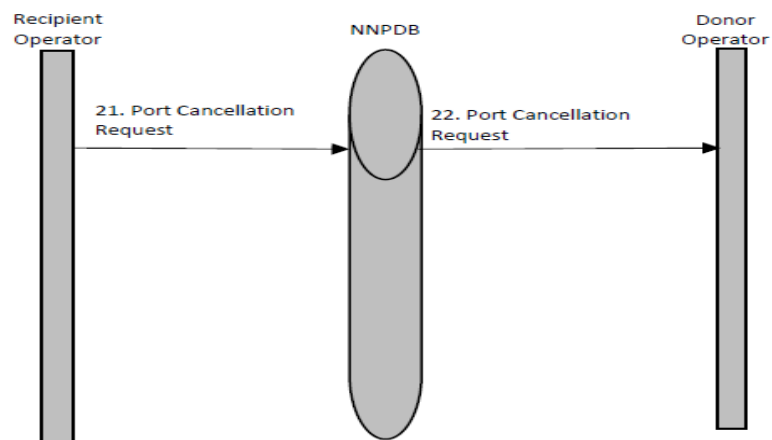"

Figure 3: *Port Cancellations"*

10. Substitution of regulation 55 of the Ordering System Specification

The following regulation is hereby substituted for regulation 55 of the Ordering System Specification:

"**55. GNP and NNP Port Timers**

All timers referred are timers during business hours.

NAME	VALUE	DESCRIPTION
Port Authorisation Time (Individual process)	16 hours	The maximum time between the NNPDB sending the Port Request to the DO and the NNPDB receiving the Port Response from the DO, for an individual port process. The Port Authorization time shall include the time confined for port validation processes

NAME	VALUE	DESCRIPTION
Port Authorisation Time (Managed process)	40 hours	The maximum time between the NNPDB sending the Port Request to the DO and the NNPDB receiving the Port Response from the DO, for a managed process. The Port Authorization time shall include the time confined for port validation processes
Deferred Porting Time (Individual Process)	1 calendar month	The maximum deferred porting time. Calculated from when the RO sends the Port Notification.
Deferred Porting Time (Managed Process)	2 calendar months	The maximum deferred porting time. Calculated from when the RO sends the Port Notification.
Deferred Termination Time (Individual Process)	(Deferred Porting Time + 3 days)	Three-day grace period before the NNPDB will terminate a Port Request and Activation process if the Port Activated message did not arrive before the Deferred Porting Time.
Deferred Termination Time (Managed process)	(Deferred Porting Time + 3 days)	Three (3) day grace period before the NNPDB will terminate a Port Request and Activation process if the Port Activated message did not arrive before the Deferred Porting Time.

NAME	VALUE	DESCRIPTION
Network Synchronisation Time	1 hour	Means the hours of low network traffic (17h00 – 18h00 during all days excluding Sundays and Public Holidays) when the operators will update their networks to activate and deactivate porting Subscribers.
Port Deactivation Time	1 hour	The amount of time specified to remove a Subscriber from active service on a network. Measured from when the NNPDB sends the Port Activated Broadcast Message 11 or the Port Reversal Activated Broadcast Message 36.
Port Notification Time (Individual Process)	40 hours	The maximum time between the RO receiving the Port Response (Message 6) and the RO sending the Port Notification. NNPDB will terminate the port if this timer is exceeded.
Port Notification Time (Managed Process)	80 hours	The maximum time between the RO receiving the Port Response (Message 6) and the RO sending the Port Notification. NNPDB will terminate the port if this timer is exceeded.
Port Lock Time	1 calendar month	The time where subsequent port request on a number or number range will be rejected

NAME	VALUE	DESCRIPTION
Port Return Time	1 hour	The maximum time between the RO sending the Port Return Number Request (Message 42) and the Block operator sending the Port Return Number Response (Message 43).
Port Reversal Limit	Porting Hours to 1 month	A Port Reversal Request can be issued by the RO during Porting Hours but not more than 1 month after the Porting Time.
Port Reversal Time	16 hours	The maximum time between the NNPDB sending the Port Reversal Request to the DO and the NNPDB receiving the Port Reversal Response from the DO.
Response SPID Time	5 minutes	The maximum time in which the DO responds with the SPID to the NNPDB.
Routing Update Time	1 hour	The maximum time in which all Operators must confirm to the NNPDB that the new call routing has been effected. Measured from when the NNPDB sends the Port Activated Broadcast Message 11, or the Port Reversal Activated Broadcast Message 36, or the Port Number Return Broadcast Message 44. Operators that do not route directly must respond that they have noted the update.

NAME	VALUE	DESCRIPTION
Address Change Time	22 hours	The maximum time between the Block Operator receiving an Address Change request and responding to that request.

SECTION C

11. Amendment of regulation 8 of the Ordering System Specification

regulation 8 of the Ordering System Specification is hereby amended by the substitution for "Figure 11: Port Request, Port validation and Activation" with the following Figure:
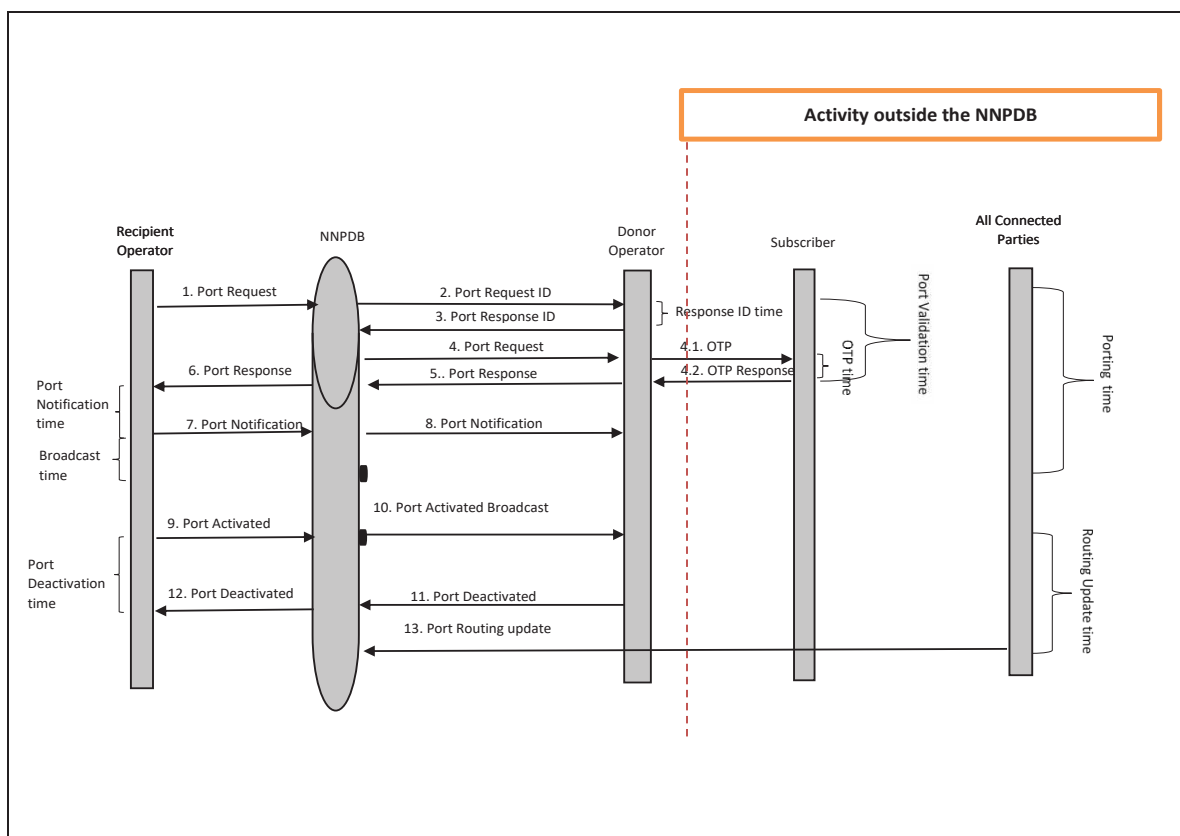
"

Figure 11: Port Request, Port validation and Activation"

12. Amendment of regulation 9 of the Ordering System Specification

Regulation 9 of the Ordering System Specification is hereby amended by the substitution for sub-regulation (1) of the following sub-regulation:

"(1) The RO shall request the information required to initiate a port in line with Regulation 3 of the FSS, as amended."

13. Amendment of regulation 13 of the Ordering System Specification

Regulation 13 of the Ordering System Specification is hereby amended by the substitution for the heading "**OTP Request – Message 5**" with the heading "**OTP Request - Message 4.1.**".

14. Amendment of regulation 14 of the Ordering System Specification

14.1 Regulation 14 of the Ordering System Specification is hereby amended by the substitution for the heading "**OTP Response – Message 6**" with the heading "**OTP Response - Message 4.2.**"

14.2 Regulation 14 of the Ordering System Specification is hereby amended by the substitution for sub-regulation (3) with the following sub-regulation:

"(3) In the event the DO receives no response to the OTP Request, the DO will still send Port Response SPID Message to the NNPDB indicating the error code and error explanation (Subscriber did not respond to the OTP Request). The NNPDB will continue the process by sending Message 6 including the rejection code (Subscriber did not respond to the OTP Request)."

15. Amendment of regulation 15 of the Ordering System Specification

Regulation 15 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Response – Message 7**" with the heading "**Port Response - Message 5**"

16. **Amendment of regulation 16 of the Ordering System Specification**

Specification 16 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Response – Message 8**" with the heading "**Port Response - Message 6**"

17. **Amendment of regulation 17 of the Ordering System Specification**

17.1 Regulation 17 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Notification – Message 9**" with the heading "**Port Notification - Message 7**"

17.2 Regulation 17 of the Ordering System Specification is hereby amended by the substitution for sub-regulation (4) of the following sub-regulation:

"(4) Should the RO send a Port Notification Message declining the Port, the process continues with Message 8 and is then terminated."

18. **Amendment of regulation 18 of the Ordering System Specification**

Regulation 18 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Notification – Message 10**" with the heading "**Port Notification- Message 8**"

19. **Repeal of regulation 19 of the Ordering System Specification**

Regulation 19 of the Ordering System Specification is hereby repealed.

20. **Amendment of regulation 20 of the Ordering System Specification**

Regulation 20 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Activated – Message 12**" with the heading "**Port Activated - Message 9**"

21. **Amendment of regulation 21 of the Ordering System Specification**

Regulation 21 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Activated Broadcast– Message 13**" with the heading "**Port Activated Broadcast - Message 10**"

22. **Amendment of regulation 22 of the Ordering System Specification**

Regulation 22 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Deactivated – Message 14**" with the heading "**Port Deactivated - Message 11**"

23. **Amendment of regulation 23 of the Ordering System Specification**

Regulation 23 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Deactivated – Message 15**" with the heading "**Port Deactivated - Message 12**"

24. **Amendment of regulation 24 of the Ordering System Specification**

24.1　Regulation 24 of the Ordering System Specification is hereby amended by the substitution for the heading "**Port Routing Updated – Message 16**" with the heading "**Port Routing Updated - Message 13**"

24.2　Regulation 24 of the Ordering System Specification is hereby amended by the addition of "Figure 12A: Port Cancellations" :
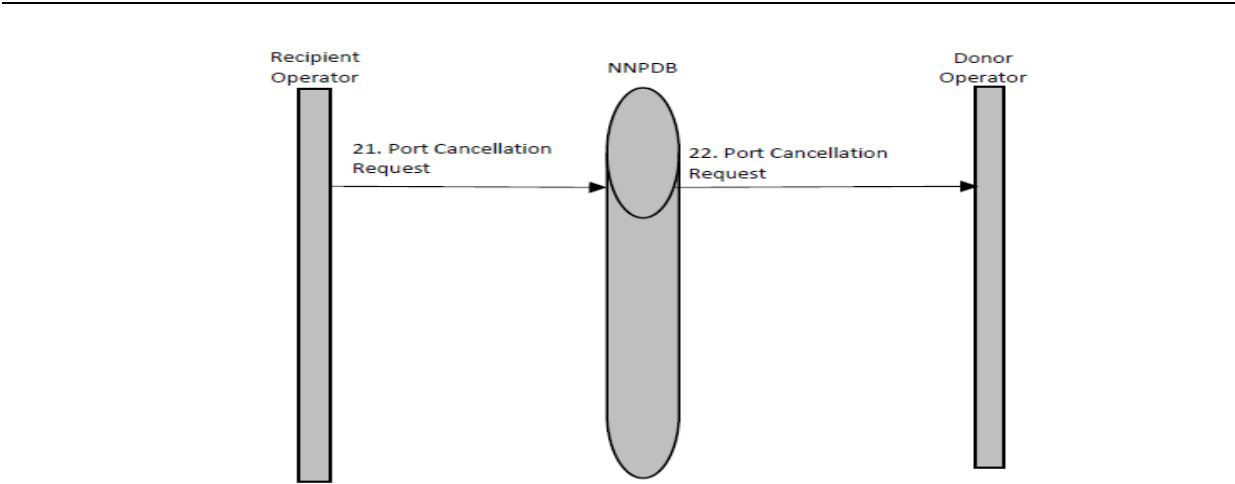
Figure 12A: *Port Cancellations*

25. Short Title and Commencement

These specifications are called the Ordering System Specification for Geographic, Non-Geographic and Mobile Number Portability, 2021 and will come into effect on 7 March 2022.

Independent Communications Authority of South Africa

REASONS FOR THE AMENDMENT TO THE ODERING SYSTEMS SPECIFICATIONS, 2019.

1. Introduction

1.1 The Authority published the final Number Portability Regulations ("the Regulations") on 01 October 2018, Government Gazette no 41949 (See Annexure A) after an extensive public consultation process which started in 2016. To support of the implementation of the Regulations, the Authority published the ordering system specifications ("the OSS") on 29 March 2019.

1.2 On 29 March 2019, immediately after the publication of the OSS, Cell C filed an application to review the published regulations at the Pretoria High Court challenging certain aspects of the Regulations. As a result, the Authority resolved to delay the implementation of the Regulation until the pending court review application is finalised.

1.3 On 12 April 2019, 15 May 2019 and 26 November 2020, the Authority received e-mail correspondences and a letter respectively from the Number Portability Company ('"the NPC") regarding the implementation of the Regulations.

1.4 On 03 November 2020, Cell C, submitted a letter to the Authority withdrawing its Review Application.

1.5 The Committee met with the NPC on 11 December 2020 to discuss the contents of correspondences received on 12 April 2019,15 May 2019 and 26 November 2020 from the NPC. The NPC expressed that the Authority made fundamental changes to the process flow and the sequence of the message numbers as of the introduction of the One-time Pin ("the OTP") into the Central reference Database (CRDB) for Mobile Number Portability ("the MNP") process flow.

1.6 The outcomes of the meeting were that that Authority will consider the removal of the additional messages for the OTP section from the MNP process because it does not form part of the MNP process flow within the

system. The OTP is sent by the Donor Operator to its subscribers and the approach simplifies the process in term so the time and process.

1.7   The NPC also pointed out the port cancellation flow process in the OSS needs to be aligned with its text and the original schematic diagram.

1.8   Consistent with the above, the Authority published draft amendment of the OSS in government gazette 44618 on 27 May 2021 inviting industry participants to comment on the proposed amendments to the draft OSS 2019 by 17 June 2021.

Part A –   PARTICIPANTS

2. A list of industry participants

2.1   **The Authority received submissions from the following five (5) industry participants:**

2.1.1   Cell C (Pty) Ltd

2.1.2   ISPA

2.1.3   Telkom LTD

2.1.4   Switch Telecoms (Pty) Ltd

2.1.5   Vodacom (Pty) Ltd

Part B –   SUBMISSIONS FROM INDUSTRY PARTICIPANTS

Cell C (Pty) Ltd

2.2   Cell C's submission regarding regulation 55 of Section B of the OSS on Port timers for GNP and NNP is that, to avoid confusion, the port validation and confirmation timers should be placed in the OSS, Regulations and the FS. Cell C further submitted that Port timers for the RNO, DNO and NNPDB, for responding to messages, should be placed in

the Regulations, OSS with port timer violation rules for GNP and NNP ports.

Cell C's submission regarding section 26 and 36 of OSS of section B is these provisions provide for the DO to deactivate/ and NNPDB to return the Mobile Numbers (s). Cell C's further indicated that the Authority'sproposition is at odds with this section as this section provides for GNP and NNP porting. Cell C recommended that the specification be amended accordingly.

ISPA

2.3   ISPA's submitted that the use of "calendar months" leads to inconsistencies in process times and inconsistent consumer experiences. Therefore, ISPA recommeded that timers be defined in terms of "calendar days" and not "calendar months" (i.e. the position under the 2010 Ordering System Specification).

Telkom LTD

2.4   Telkom submitted that Figure 1 of the 2019 OSS does not distinguish between operator and service provider, which makes Messages 2 and 3 (Port Request ID and Port Response ID) obsolete. Telkom further stated that service providers remain a means through which an operator can implement number porting, and they may have their own separate interfaces into the porting system. Telkom recommended that the definitions of donor and recipient service providers be reinstated in the OSS since they are essential parts of the porting environment defined in the 2005 number portability framework.

Switch Telecoms (Pty) Ltd

2.5   Switch Telecoms (Pty) Ltd's submitted that the use of "calendar months" leads to inconsistencies in process times and inconsistent consumer experiences. Therefore, Switch Telecoms recommedned that timers be

defined in terms of "calendar days" and not "calendar months" (i.e. the position under the 2010 Ordering System Specification).

Vodacom (Pty) Ltd

2.6   Vodacom submitted that the message flow evidenced by 4.1 and 4.2 suggests that the OTP will be generated by the Donor Operator, however, the text of the Regulations suggest that this will be done the by the CRDB/NNPDB system. Vodacom submitted that the interpretation of this regulation is that when the port is activated, the Donor Operator will send a request to the CRDB/NNPDB system and then the system will activate the port and give the Donor Operator 4 hours to conclude the port, if not it will be automatically rejected. However, Vodacom requested that the Authority advise if this is the correct interpretation of this regulation.

Part C –   THE AUTHORITY RESPONSES TO THE SUBMISSIONS

3. Authority's position on key issues raised in the submissions.

Below is a summary of the Authority responses on industry participants in the order presented in the analysis section, part B.

Cell C (Pty) Ltd

3.1 The Authority noted that Cell C has incorporated submissions in respect of amendments which it believes ought to be made to the Regulations. However, Cell C, did not respond to the draft notice to amend the OSS, despite being afforded a reasonable opportunity to do so. This submission fall outside the scope of the OSS process and the Authority has accordingly limited its response to the following two issues:

3.1.1 The port authorisation time (individual and Managed) as per the description in regulation 55 includes the validation process. As such, it is the view of the Authority that any validations and confirmations with

regard to GNP and NNP will be done within the port authorisation time. It is unnecessary to specify port validation and confirmation timers.

3.1.2 Regulation 26 of the OSS has been corrected in line with other submissions and regulation 36 falls outside the scope of the amendments.

ISPA

3.2 The Authority has maintained the use of calendar month from the previous OSS. In this submission, ISPA did not state the harm or inconvinience to licensees other than that it will cause confusion to consumers. However, the application of the provisions of this document is restricted to "licensees" and not "consumers".

Telkom LTD

3.3 The Authority mantains that service providers are part of the porting framework and that there is no justification to distinguish them from donor and recipient operators. The model adopted in the regulation details the participants in the process sufficiently. Therefore, there is no need to redefine the terminology used. The term operator as a service provider is maintained in the OSS.

Switch Telecoms (Pty) Ltd

3.4 The Authority has maintained the use of calendar month from the previous OSS. In this submission, Switch Telecoms (Pty) Ltd did not state the harm or inconvinience to licensees other than that it will cause confusion to consumers However, the application of the provisions of this document is restricted to "licensees" and not "consumers".

Vodacom (Pty) Ltd

3.5 Regulation 13(1) stipulates that the OTP will be initiated by the DO. In addition, there is no automatic rejection of a port, the donor is obligated to provide reasons for rejection in line with NP regulations. Should the DO not provide reasons for rejection, that will amount to a timer violation resulting into a potential non-compliance by the DO.