



NUMBERING AND ELECTRONIC ADDRESSING PLAN AMENDMENT NOTICE No.2 of 2008

Pursuant to section 180(1) of the Communications and Multimedia Act 1998 [Act 588], the Malaysian Communications and Multimedia Commission (“the Commission”) is responsible for the development of a numbering and electronic addressing plan. As provided under section 3.3 Part A of the Numbering and Electronic Addressing Plan (“the Plan”), the Commission hereby varies the Plan as follows:

1. Amendment of Part B: Section I - General

The Plan is varied by inserting “Sub-section 5 on Mobile Number Portability in Part B: Section I – General”.

“MOBILE NUMBER PORTABILITY

5.1 Introduction

- 5.1.1 It is the national policy objective of the Commission to regulate for the long term benefit of the end user and to promote a high level of consumer confidence in service delivery from the industry as clearly enunciated in section 3 of the Act.
- 5.1.2 In line with the aforementioned objective, the introduction of Mobile Number Portability (MNP) is targeted to bring forth healthy competition in this sector and this in turn facilitate better consumer choice, improve service quality, lower prices and introduce innovative service offerings in the market.
- 5.1.3 Towards that end, a Ministerial Direction on Number Portability No. 2 of 2004 was issued by the Minister of Energy, Water and Communications (“the Ministerial Direction”) directing the Commission to undertake the effective implementation of MNP and to take all such measures as may be necessary to amend or modify existing regulatory rules or other decisions that may impede or delay the implementation of MNP.

5.2 The implementation of MNP in Malaysia

- 5.2.1 MNP is the ability for end-users to change from one Public Cellular Service provider to another while retaining their mobile telephone number.

- 5.2.2 Realising the importance of constructive engagement with the industry, the Commission initiated the establishment of the Mobile Number Portability Steering Committee (MNPSC) which is chaired by the Chairman of the Commission with members consisting of the Chief Executive Officers of the telecommunications industry.
- 5.2.3 Upon the implementation of MNP, the MNPSC shall then act as the governance body which will discuss and decide on all matters in relation to MNP which is brought to its attention, including but not limited to issues arising from any service level agreements between the Porting and the Non-Porting Participants with the number portability clearinghouse (“NPC”) and where the provisions of the MNP Build Agreement and the MNP Operations and Management Agreement executed between the Commission and the clearinghouse operator requires consultation and decision by the MNPSC.
- 5.2.4 The MNPSC may establish working groups, committees and, if deemed expedient, engage experts and specialists to carry out specific tasks, including but not limited to the review of the MNP Industry Business Rules and the study on the impact on MNP implementation costs upon any variation in the number of Porting Participants.

5.3 Obligation to implement and facilitate the introduction of MNP

- 5.3.1 All licensees providing application services for the delivery of voice and data communications shall:
- (a) do all acts necessary to prepare and/or facilitate the implementation of MNP; and
 - (b) ensure that all calls and data be delivered to the appropriate recipient mobile network,

in accordance with the provisions of this Plan.

5.4 Routing Number for MNP

- 5.4.1 A Routing Number is the number which enables calls to be routed between network operators. The Routing Number (RN) format comprises of two elements i.e. Network Routing Identifier (NRI) and the Regional code, whereby:
- (a) NRI identifies the subscription network of the party to be called (known as the B-party); and
 - (b) Regional code is a code to route the calls to the appropriate region’s point of interconnect.

5.4.2 The RN Format shall consist of a 3 digit NRI plus a 1 digit Regional code as follows:

FIGURE 5.1: ROUTING NUMBER FORMAT

| ROUTING NUMBER | |
|----------------------------|---------------|
| Network Routing Identifier | Regional Code |
| XXX | Y |

Where,

- X = 200 to 899
- Y = 0 – Dummy number
 - 1 – Central
 - 2 – Northern
 - 3 – Southern
 - 4 – Eastern
 - 5 – Sabah
 - 6 – Sarawak
 - 7 to 9 – Spare

5.4.3 The RN assignments for Public Cellular Service providers shall be as follows:

FIGURE 5.2: ROUTING NUMBER ASSIGNMENTS FOR PUBLIC CELLULAR SERVICE PROVIDERS

| PUBLIC CELLULAR SERVICE PROVIDERS | ROUTING NUMBER |
|--|----------------|
| Maxis Mobile Services Sdn Bhd (formerly known as Malaysian Mobile Services Sdn Bhd) | 202 |
| Digi Telecommunications Berhad | 206 |
| U-Mobile Sdn Bhd | 208 |
| Celcom (Malaysia) Berhad | 209 |

5.4.4 All MNOs and MVNOs shall publish in their websites the regions to which the mobile numbers are allocated. Notice of any subsequent re-farming of numbers (and hence changes to the regions in which the numbers are allocated) including the date it is to be effected shall also be published in the website.

5.5 Compliance to MNP Industry Business Rules

5.5.1 The MNP Industry Business Rules was developed by the industry stakeholders with the approval of the Commission.

5.5.2 The MNP Industry Business Rules sets out the operational procedures and processes for the implementation of MNP processes amongst all Public Cellular Service providers including but not limited to the following:

- (a) procedures between Porting Participants to enable a subscriber to retain their mobile numbers when transferring from one Public Cellular Service provider to another;
- (b) competitively neutral and non-discriminatory processes for the implementation and operation of MNP;
- (c) competitively neutral processes by which Porting Participants may exchange information with each other in accordance with applicable regulation; and
- (d) a robust and flexible process that can support the implementation of MNP in a timely manner.

5.5.3 All Porting Participants shall comply with the MNP Industry Business Rules as set out in Schedule P-1 of this Plan. Certain parts of the MNP Industry Business Rules which contain proprietary information are omitted and such information shall be issued by the Commission to the Porting Participants by way of a notice in writing. All Porting Participants shall comply with the MNP Industry Business Rules and such requirements on the MNP Industry Business Rules issued by way of a written notice.

5.6 Responsibilities and obligations of Public Cellular Service Providers

5.6.1 All Public Cellular Service providers shall implement MNP in accordance with this Plan. The Commission shall inform all Porting Participants and Non-Porting Participants on the launch date for MNP by way of a notice in writing.

5.6.2 All Public Cellular Service providers shall make available to end-users information about the process and effect of porting their mobile number.

- 5.6.3 The Public Cellular Service provider who is the Donor Network Operator (DNO) shall not hinder, delay or prevent the porting process on the basis except for issuing a reject code as specified in the MNP Industry Business Rules.
- 5.6.4 Only the Public Cellular Service provider who is the Recipient Network Operator (RNO) shall be allowed to impose porting charges to the end-users subject to the maximum amount provided for under this Plan while the DNO is not allowed to impose any porting charges on the end-users.
- 5.6.5 Only the RNO is allowed to initiate the first contact with the end-users during the porting process. The DNO is prohibited from doing so.
- 5.6.6 There shall be no change in the service offering that is provided to the end-users during the porting process except for international roaming services where the DNO has the discretion to suspend the service during the porting process.

5.7 Porting charges to the end-user

- 5.7.1 The maximum charge that may be imposed on end-users by the RNO shall not exceed RM25.00 per MSISDN (“porting charges”).
- 5.7.2 The porting charges may be reviewed by the Commission in consultation with the Porting Participants from time to time.

5.8 Donor compensation

- 5.8.1 The inter-operator porting compensation shall be at RM10.00 per successful ported MSISDN (“Donor Compensation”) whereby the RNO shall compensate the DNO for a successful port request based on the report produced by the NPC. Any disputes between the RNO and DNO in relation to the report produced by the NPC shall be dealt with in accordance with the dispute resolution procedures provided in this Plan.
- 5.8.2 The sum of the Donor Compensation may be reviewed by the Porting Participants from time to time.

5.9 Consumer protection

- 5.9.1 All Porting Participants shall comply with the following provisions:
 - (a) The DNOs shall not harass, entice or call their end-users who are porting to persuade them to remain with the DNOs upon the initiation of a port request;

- (b) The Porting Participants shall:
 - (i) inform their end-users of the cost and other obligations relating to the termination of their existing service prior to porting; and
 - (ii) ensure that end-users are able to obtain information about the effect of porting and any costs and obligations relating to the termination of the services;
- (c) The Porting Participants shall not hinder, delay or prevent a port on the basis except for issuing a reject code as specified in the MNP Industry Business Rules;
- (d) The RNO shall not enter into contracts which will bind end-users who port to the RNO for any period of time except for such contracts that provides incentives to the end-users and the duration of such contracts shall not exceed twelve (12) months;
- (e) In addition to the above paragraph, the RNO shall also offer other packages which does not entail any commitment period to the end-user; and
- (f) such other matters that the Commission may consider necessary.

5.10 Dispute resolution

- 5.10.1 Disputes in relation to the operations and implementation of MNP between Porting Participants shall be resolved in accordance to the dispute resolution process and procedures as set out in Schedule P-2 of this Plan.

5.11 Compliance to Technical Specifications

- 5.11.1 All Porting Participants and where relevant, Non-Porting Participants, shall comply with the technical specifications for the MNP Clearinghouse ("MNP Technical Specifications").
- 5.11.2 As the MNP Technical Specifications contain proprietary information, the MNP Technical Specifications shall be issued by the Commission to the Porting Participants by way of a notice in writing. All Porting Participants shall comply to the the MNP Technical Specifications.

5.12 Relationship of parties and costs for the establishment and operations of the MNP Clearinghouse

- 5.12.1 The Commission has entered into an agreement dated 5 December 2007 with Talian Gerak Alih Sdn. Bhd. ("TGA")(Co.

No: 733527-K), appointing TGA to build the MNP Clearinghouse.

- 5.12.2 The Commission in exercise of its power under section 181 of the Act, will appoint TGA to operate and manage the MNP Clearinghouse for a term of five (5) years, with an option for the Commission to renew the same subject to TGA's performance of the terms in the Operations and Management Agreement.
- 5.12.3 All Porting Participants and Non-Porting Participants shall enter into standard Service Level Agreements with TGA in relation to the MNP services.
- 5.12.4 The costs for the establishment and the operations of the NPC shall be borne by the Porting Participants in accordance with the principles of allocation as contained in the "Allocation of Costs for the Establishment, Operations and Maintenance of the Number Portability Clearinghouse" as contained in Schedule P-3 of this Plan.

2. Amendment of Abbreviations

The Plan is varied by inserting the following abbreviations after the abbreviation "MNI":

| | |
|----------|---|
| "MNO" | Mobile Network Operator |
| "MSISDN" | Mobile Subscriber Integrated Services Digital Network |

4. Amendment of Glossary of Terms

The Plan is varied by inserting the following definitions:

- (a) to insert the following definition after the definition of "Domain Specific Part or DSP":

| | |
|-----------------------------------|--|
| "Donor Network Operator" or "DNO" | A Public Cellular Service Provider from which a mobile number has been or is to be ported out. |
|-----------------------------------|--|

- (b) to insert the following definition after the definition of "Mobile Network Identifier or MNI":

| | |
|--------------------------------|--|
| "MNP Technical Specifications" | The technical specifications for the NPC and all other updates and modifications to the technical specifications which may be issued to the Porting Participants by way of a |
|--------------------------------|--|

notice in writing by the Commission

- (c) to insert the following definition after the definition of “Network service provider”:

“Non-Porting Participant” Refers to Telekom Malaysia Berhad (128740-P) and TIME dotCom Berhad (413292-P), and as may be updated by the Commission from time to time.

- (d) to insert the following definition after the definition of “Number or Numbering”:

“Participant” The party that can be categorised as the Porting or Non-Porting Participants.

- (e) to insert the following definition after the definition of “the Plan or this Plan”:

“Porting Participant” Refers to Celcom (Malaysia) Berhad (167469-A), Digi Telecommunications Sdn Bhd (201283-M), Maxis Mobile Services Sdn Bhd (formerly known as Malaysian Mobile Services Sdn Bhd) and U-Mobile Sdn Bhd (223969-U), and as may be updated by the Commission from time to time.

- (f) to insert the following definition after the definition of “Public Mobile Satellite System”:

“Recipient Network Operator” or “RNO” A Public Cellular Service provider to which a mobile number has been or is to be ported in.

4. Amendment of Part D: Schedules, Abbreviations & Glossary

The Plan is varied by inserting after Schedule O-3 the following Schedules:

- (a) Schedule P-1 on “MNP Industry Business Rules”;
- (b) Schedule P-2 on “Dispute Resolution”; and
- (c) Schedule P-3 on “Allocation of Costs for the Establishment, Operations and Maintenance of the Number Portability Clearinghouse”

which are attached in the Appendix.

5. Other provisions of the Plan intact

Save for the variation expressly provided herein, all other provisions as contained in the Plan shall remain unchanged and continue to be in full force and effect.

6. Effective Date

This Numbering and Electronic Addressing Plan Amendment Notice No. 2 of 2008 shall come into effect on 22 August 2008.

Malaysian Communications and Multimedia Commission

Off Persiaran Multimedia

63000 Cyberjaya

Selangor Darul Ehsan

Tel: +60 3-8688 8000

Fax: +60 3-8688 1000

Website: www.mcmc.gov.my

SCHEDULE P-1

MOBILE NUMBER PORTABILITY (MNP)

INDUSTRY BUSINESS RULES

TABLE OF CONTENTS

| | |
|---|-----------|
| TABLE OF CONTENTS | 11 |
| BACKGROUND | 13 |
| PARTICIPANTS..... | 14 |
| 1.0 DEFINITION, ACRONYMS AND INTERPRETATIONS | 15 |
| 1.1 Definition | 15 |
| 1.2 Acronyms | 19 |
| 1.3 Interpretation..... | 20 |
| 2.0 GENERAL..... | 21 |
| 2.1 Definition of Mobile Number Portability (MNP)..... | 21 |
| 2.2 Who is entitled to MNP?..... | 21 |
| 2.3 Implementation of MNP | 21 |
| 2.4 Protection of Personal Information..... | 21 |
| 2.5 Review | 21 |
| 2.6 Geographical Porting | 21 |
| 3.0 SCOPE, OBJECTIVES AND STRUCTURE OF MNP INDUSTRY BUSINESS RULES | 22 |
| 3.1 Scope..... | 22 |
| 3.2 Objectives | 22 |
| 3.3 Structure of MNP Industry Business Rules | 23 |
| 4.0 CONSUMER PORTS..... | 24 |
| 4.1 Rules | 24 |
| 4.1.1 Non-discriminatory | 24 |
| 4.1.2 Validation of Port Request by DNO – Using principle of “Port All or Nothing At All” | 24 |
| 4.1.3 Responsibilities of the Customers..... | 24 |
| 4.1.4 Obligations and Responsibilities of the Mobile Service Providers | 25 |
| 4.1.6 Porting Timeframe for Consumer Porting | 26 |
| 4.2 Timers for Inter-operator Porting Processes | 27 |
| 4.2.1 Introduction..... | 27 |
| 4.2.2 Business Hours for Inter-operator Porting Processes | 27 |
| 4.2.3 Timer Definition | 28 |
| 4.2.4 Timer Expiry | 28 |
| 4.3 Porting Processes | 28 |
| 4.3.1 Introduction to Porting Processes | 28 |
| 4.3.2 Types of Porting Processes | 29 |
| 4.3.2.1 Port Initiation Process..... | 30 |
| 4.3.2.2 Port Activation Process..... | 3 |
| 4.3.2.3 Port Cancellation Process | 33 |
| 4.3.2.4 Ported Number Termination Process | 34 |
| 4.3.3 Port Expiry Handling | 35 |
| 5.0 NON-CONSUMER PORTS | 36 |
| 5.1 Rules | 36 |
| 5.1.1 Non-discriminatory | 36 |
| 5.1.2 Validation of Port Request by DNO | 36 |
| 5.1.3 Responsibilities of the Customers..... | 37 |
| 5.1.4 Obligations and Responsibilities of the Mobile Service Providers | 38 |
| 5.1.5 Porting Timeframe for Non-Consumer Porting | 39 |
| 5.2 Timers for Inter-operator Porting Processes | 39 |
| 5.2.1 Introduction..... | 39 |

| | | |
|------------|---|-----------|
| 5.2.2 | Business Hours for Inter-operator Porting Processes | 39 |
| 5.2.3 | Timer Definition | 40 |
| 5.2.4 | Timer Expiry | 40 |
| 5.3 | Porting Processes | 41 |
| 5.3.1 | Introduction to Porting Processes | 41 |
| 5.3.2 | Types of Porting Processes | 42 |
| 5.3.2.1 | Port Initiation Process | 43 |
| 5.3.2.2 | Port Activation Process..... | 45 |
| 5.3.2.3 | Port Cancellation Process | 46 |
| 5.3.2.4 | Ported Number Termination Process | 47 |
| 5.3.3 | Port Expiry Handling | 48 |
| 5.4 | Unauthorised Non-Consumer Port Requests | 48 |
| 6.0 | ADMINISTRATIVE ISSUES..... | 49 |
| 6.1 | Dispute Resolution..... | 49 |
| 6.2 | Fallout Management | 49 |
| 6.3 | Port Authorisation Escalation | 50 |
| | Table 1 - Mandatory information and documentations required for Port Request. | 51 |
| | Table 2 – Timer value for Porting | 52 |
| | Table 3 – Reject Code – Used by Mobile Service Providers when validating Port Request..... | 53 |
| | Appendix 1 - Standard MNP Terms and Conditions for Customer Service | |
| | Authorisation..... | 54 |

MOBILE NUMBER PORTABILITY (MNP) MNP INDUSTRY BUSINESS RULES

BACKGROUND

Pursuant to the Ministerial Direction on Number Portability Direction No. 2 of 2004 issued on September 10, 2004, Suruhanjaya Komunikasi dan Multimedia Malaysia (“ the Commission”) has spearheaded efforts to ensure the effective implementation of number portability for Public Cellular Services in Malaysia (“Mobile Number Portability” or “MNP”). The Commission has undertaken a study of the implementation of MNP in Malaysia and its implications and impacts to the industry stakeholders. The Commission’s stated goals for MNP implementation include enhancing competition, deployment of advanced technologies, lowering of costs to users and stimulating economic developments in Malaysia. Key to ensuring the development of competitive markets and expanding the Customer’s choice is the provision of MNP.

PARTICIPANTS

The Industry Task Force that developed the MNP Industry Business Rules consisted of the following organizations and their respective representatives:

Organization

Maxis

DiGi

Celcom

TIME

TM

U Mobile

INDUSTRY BUSINESS RULES FOR THE IMPLEMENTATION OF MOBILE NUMBER PORTABILITY IN MALAYSIA

The purpose of this document is to define the agreed operational procedures for the implementation of the MNP processes in Malaysia. This document will not address matters pertaining to call routing except for such matters directly relating to the use and interaction with the Number Portability Clearinghouse.

1.0 DEFINITION, ACRONYMS AND INTERPRETATIONS

1.1 Definition

In this document, unless the context requires otherwise:

| Terms | Definition |
|------------------------|--|
| Access Agreement | Means an agreement entered into between Operators whereby the access provider provides access to an access seeker in accordance with the terms contained in such agreement which shall be registered with the Commission in accordance with the Act. |
| Account Number | Means the unique reference number used by a Service Provider for a given Customer, which should appear on invoices. |
| Act | Means the Communications and Multimedia Act 1998 (Act 588). |
| Assignment Holder | Means the person to whom a number or electronic address is assigned pursuant the Numbering and Electronic Addressing Plan (NEAP). |
| Business Days | Means every day except for National Public Holidays and any replacement days set by the Government of Malaysia. |
| Business Hours | The business hours for the purpose of this document shall be from 08:00 to 22:00 of every Business Day. |
| Central Clearing House | Means the third party appointed by the Commission to manage a centralized service for MNP to facilitate message exchanges between all Participants and to maintain a database of ported Mobile Numbers. |
| Commission | The Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM), also known as Malaysian Communications and Multimedia Commission, |

| | |
|---------------------------|---|
| | established under the Malaysian Communications and Multimedia Commission Act 1998. |
| Consumer Port | A NPR transaction which uses individual identification (for example, new NRIC, old NRIC, passport or Police/Army ID). |
| Customer | A person/entity who subscribes to service(s) provided by a Mobile Service Provider. |
| Donor Network Operator | Means a Mobile Service Provider from which a Mobile Number has been or is to be ported out. |
| Industry | Means all telecommunication Service Providers within the meaning of the Act. |
| Local Query Database | Means the database which resides in each Service Providers' network, and allows the network's system to obtain routing information for call or non-call traffic to port-in/port-out Customers. |
| Message | Means an identifiable step in the Porting Process. It is a defined communication between Recipient Network Operators, Central Clearinghouse, Donor Network Operator or other Network Operators. |
| Mobile Number | Mobile Station International Subscriber Directory Number (MSISDN) |
| Mobile Number Portability | The ability for Customers to change from one Mobile Service Provider to another and retain their Mobile Number. |
| Mobile Service Provider | Means a provider of cellular mobile services within the meaning of the Act. |
| Non Consumer Port | A NPR transaction which does not use individual identification (for example, business registration number, society number, etc.). |
| Non-Business Days | Means the National Public Holidays and any replacement days for National Public Holidays set by the Government of Malaysia. |
| Non-Business Hours | Means any other hours besides the Business Hours. |
| NP Activated | Means an acknowledgment from the DNO and other Participants in response to the NP RFS Broadcast. The DNO must deactivate the ported Mobile Number in their network |
| NP Cancel | Means a request by the RNO to NPC to cancel a NPR submitted earlier. NPC forwards the cancellation Message to the DNO. |
| NP Deact Broadcast | Means a Message that is broadcast to all Participants (except RNO) to inform of the termination of ported Mobile Number in the RNO. |
| NP Deact Done | Means an acknowledgment by all Participants (except RNO) to the NPC that the NP Deact Broadcast message has been successfully received. |

| | |
|----------------------------|---|
| NP Deactivated | Means a message sent by the RNO to NPC to signify the termination of ported Mobile Number in the RNO. It also signifies the return of this terminated Mobile Number to the Assignment Holder. |
| NP RFS | Means a Message from the RNO to NPC to signify the successful activation of ported Mobile Number in the RNO. |
| NP RFS Broadcast | Means a Message that is broadcast to all Participants (except RNO) to inform of the successful activation of ported Mobile Number in the RNO. |
| NP Accept | Means an approval of the NPR. |
| NPR Ack | Means an acknowledgment from NPC. |
| NPR Reject | Means a rejection of the NPR. |
| Number Portability Request | Means an initial Message from the RNO to NPC to initiate a Port Request. |
| Port Activation | Means a process initiated by the RNO to activate the Porting of the Mobile Number upon receiving the NP Accept Message from the DNO via the NPC. |
| Port Cancellation | Means a process to cancel Port Request still in progress. |
| Port ID | Means a unique identification assigned by the NPC for each NPR submitted by the RNO. |
| Port Initiation | Means the first step in the Port Request by the Customer at the RNO or by its appointed agents. |
| Port or Porting | Means the transfer of Customer's Mobile Number from one Mobile Service Provider to another. |
| Port Request | Means the Customer's request to Port the Mobile Number and subject to validation and approval and subsequently managed by the NPC. <ul style="list-style-type: none"> ▪ Each Consumer port request supports up to 100 voice mobile numbers, 100 data mobile numbers (optional) and 100 fax mobile numbers (optional). ▪ Each Non-Consumer port request supports up to 1,000 voice mobile numbers, 1,000 data mobile numbers (optional) and 1,000 fax mobile numbers (optional). |
| Porting Process | Means the process described in Section 4.3 and Section 5.3. |
| Recipient Network Operator | Means a Mobile Service Provider to which a Mobile Number has been or is to be ported in. |
| Region Code | Means the geographical area code of one digit which is to be part of the routing number appended to the Mobile Number in the NP Accept Message. |
| Reject Code | Means the agreed list of reasons the DNO can deny NPR as per Table 3 of the Code |

| | |
|---------------------------|---|
| Response Due Date | Means the response time frame required for timers T1, T2, T3 and T4. |
| Routing Number | A Service Provider identifier allocated to a ported Mobile Number |
| Service Provider | Means a provider of communication and multimedia services, within the meaning of the Act. |
| Service Registration Form | Means an application form used by the respective Service Providers to register new customers. |
| Technical Specifications | Means all technical specifications required for the successful implementation of MNP in Malaysia. |

1.2 Acronyms

For the purposes of this document, the following acronyms apply:

| | |
|-----------|--|
| Acronyms | |
| ACQ | All Call Query |
| NPC | Central Clearing House |
| DNO | Donor Network Operator |
| Local QDB | Local Query Database |
| MNP | Mobile Number Portability |
| MVNO | Mobile Virtual Network Operator |
| NEAP | Numbering and Electronic Addressing Plan |
| NP RFS | Number Portability Ready For Service |
| NPR | Number Portability Request |
| NRIC | National Registration Identity Card |
| ON | Originating Network |
| PAR | Porting Authorisation Representative |
| RNO | Recipient Network Operator |
| SIM | Subscriber Identification Module |

1.3 Interpretation

In this document, unless otherwise required:-

- 1.3.1 Words importing the singular number include the plural number and vice versa; words denoting persons shall include firms and corporations and vice versa;
- 1.3.2 A reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- 1.3.3 Sections, clauses and other headings are for ease of reference only and will be ignored in constructing this document;
- 1.3.4 The word person includes a firm, body corporate, unincorporated association or an authority;
- 1.3.5 A reference to a person includes the person's executors, administrators, successors, substitutes and assigns;
- 1.3.6 A reference to a section or clause is a reference to a section or clause of this document and a reference to a paragraph is a reference to a paragraph of this document;
- 1.3.7 Any reference to a "party", is to a party of this document (unless otherwise specifically provided) and will be deemed to include its successors and permitted assigns

2.0 GENERAL

2.1 Mobile Number Portability (MNP)

In general, MNP allows end-users to switch from one Mobile Service Provider to another whilst retaining their Mobile Number. Pursuant to the requirements of the NEAP, MNP shall be provided and supported by all Mobile Service Providers including MVNOs.

2.2 Who can port?

All customers of Mobile Service Providers may port, subject always to the provisions of this document.

2.3 Implementation of MNP

Malaysia has opted to implement NPC by using a centralised clearinghouse which will function as a reference database and order processing engine together with an All-Call-Query (ACQ) routing method whereby each Service Provider will set up its own database to determine the latest porting status of the party being called. An independent third party will build, operate and manage the NPC clearinghouse.

2.4 Protection of Personal Information

All Service Providers shall take all reasonable care to protect personal information from loss, misuse or alteration.

2.5 Review

This document will be reviewed at least once in every two years.

2.6 Geographical Porting

The ported Mobile Number shall be registered in the same Region as the original registration.

3.0 SCOPE, OBJECTIVES AND STRUCTURE OF MNP INDUSTRY BUSINESS RULES

3.1 Scope

The scopes of this document is as follows :

- 3.1.1 This document applies to all Service Providers involved in Mobile Number Portability.
- 3.1.2 A Mobile Service Provider must provide MNP in accordance with the requirements set out in this document and all relevant legislation and/or regulatory instruments.
- 3.1.3 If there is an inconsistency between this document and any legislation or the NEAP or any other regulatory instrument, then that legislation or the NEAP or any other regulatory instruments shall prevail.
- 3.1.4 This document sets agreed operational procedures that do not unnecessarily limit Service Providers ability to improve on the operational procedures.
- 3.1.5 This document is subject to review and enforcement by the Commission by way of the NEAP.

3.2 Objectives

The objectives of this document are as follows :

- 3.2.1 To set out procedures between Mobile Service Providers to enable a Customer to retain their Mobile Number when transferring from one Mobile Service Provider to another Mobile Service Provider;
- 3.2.2 To set out a neutral and non-discriminatory processes for the implementation and operation of MNP;
- 3.2.3 To set out a neutral processes by which Service Providers may exchange information with each other in accordance with applicable regulation;
- 3.2.4 To set out criteria against which the compliance of all Mobile Service Providers with this document may be assessed;
- 3.2.5 To provide robust processes that support MNP.

3.3 Structure of the MNP Industry Business Rules

In the deployment of MNP in Malaysia, there are two types of Porting – Consumer (Simple Port) and Non-Consumer (Complex Port). Each of the Port types has different timer values and mandatory data requirements.

Each of the Port type is determined as follows:

- (a) Consumer (Simple Port) is Port Request transaction which uses individual identification (for e.g. New NRIC, Old NRIC, Passport or Armed Forces ID).
- (b) Non-Consumer (Complex Port) is Port Request transaction which does not use individual identification (for example, business registration number, society number, etc.).

The rest of this document is structured into the following two (2) sections.

- Consumer
- Non-Consumer

Each of these sections covers areas of rules, Timers and Porting Processes.

4.0 CONSUMER PORTS

The contents of Section 4.0 of this document (Consumer Ports) are applicable to Customers who will port under the category “Consumer Port”, as defined in Section 1.1 (Definition).

4.1 Rules

4.1.1 Non-discriminatory

In implementing this document each Service Provider and the NPC must act in a neutral and non-discriminatory manner.

4.1.2 Validation of Port Request by DNO – Using principle of “Port All or Nothing At All”

For Consumer Ports, in addition to the validation criteria as detailed in Table 3 – Reject Code, the principle of “Port All or Nothing At All” will be applied at the DNO’s side when validating the Port Request received from the RNO. The following is summary of validation using the “Port All or Nothing At All”:

- All Mobile Numbers under the Customer Account shall be ported (principal and all associated supplementary lines within the same account number).
- Each line will undergo the same validation as per a single line port. If any lines fail the validation, the whole Port Request will be rejected.
- All lines shall be placed in the Port Request, failure of which the Port Request will then be rejected.

4.1.3 Responsibilities of the Customers

4.1.3.1 The Customer wishing to port will submit a Port Request to their chosen Service Provider (RNO).

4.1.3.2 The Customer shall identify himself as the user of the Mobile Number.

4.1.3.3 The Customer may appoint a proxy or an agent to transact his number portability request. The following documentations are required by the RNO during the service registration:

- i) A proxy authorisation letter signed by Customer.
- ii) Photocopy of Customer’s identification.
- iii) Photocopy of proxy’s or agent’s identification.

- 4.1.3.4 The Customer must have no overdue amounts and any other contractual obligations with the DNO and shall comply with the standard MNP terms and conditions for service registration as per Appendix 1 of this document.
- 4.1.3.5 The Customer shall provide all information necessary to satisfy the RNO to proceed with the Port Request.
- 4.1.3.6 The Customer has the option of cancelling the Port Request before the request is approved (i.e. NP Accept) by the Donor network. However, the Porting fee (if applicable) will not be able to be refunded.
- 4.1.3.7 The Customer must accept and abide by the standard MNP terms and conditions for service registration as per Appendix 1.
- 4.1.3.8 The RNO may charge the Customer for the Port Request.

4.1.4 Obligations and Responsibilities of the Mobile Service Providers

- 4.1.4.1 The Mobile Service Providers shall implement MNP in accordance with the MNP Technical Specifications developed and maintained by the MNP Industry stakeholders and enforced by the Commission.
- 4.1.4.2 The Mobile Service Providers must ensure that the Customers are able to obtain information about the effect of Porting their Mobile Number.
- 4.1.4.3 The DNO must not hinder, delay or prevent the Porting Process on the basis other than that of the agreed reasons for issuing a Reject Code.
- 4.1.4.4 The DNO is not allowed to charge the Customer for the Porting Process.
- 4.1.4.5 The DNO is not allowed to initiate the first contact with customer during the porting process.
- 4.1.4.6 The RNO shall compensate the DNO for a successful Port Request based on the report produced by NPC.
- 4.1.4.7 Any disputes pertaining to the report shall be dealt with in accordance to the Dispute Resolution Procedure as per the Access Agreement.
- 4.1.4.8 Except for international roaming service, there should be no change in the service offerings already subscribed by the Customer during the Porting Process provided all timers as detailed in Table 2 are adhered to. However, with regards to international roaming service, the DNO reserves the right to suspend this service during the Porting Process.

4.1.6 Porting Timeframe for Consumer Porting

The porting timeframe shall be as stipulated by SKMM from time to time subject that it shall not exceed 5 days.

4.2 Timers for Inter-operator Porting Processes

4.2.1 Introduction

4.2.1.1 To ensure Porting Participants adhere to the provisions of this document and respond to the NPC within the agreed time, the NPC will define a set of timers for different Porting Processes.

4.2.1.2 Timers identify constraints that govern the order of execution of the Mobile Number Porting Processes, and help ensure requests are entertained to in a timely manner.

4.2.2 Business Hours for Inter-operator Porting Processes

4.2.2.1 In the NPC system, timer units are configurable and the unit applicable is Business Hours. The timer expiration rules for the Business Hours are explained as follows.

4.2.2.2 Business Hours

4.2.2.2.1 Business Hours are the hours in a Business Day where timers will continuously run. In the NPC system, Business Hours are configurable parameters and will always be the same hours every Business Day.

4.2.2.2.2 If a timer is set as X Business Hours, this means the timer will expire X Business Hours later. For example, if the T2 Timer is set to 6 Business Hours, and the Business Hours in a Business Day is set at 08:00 to 22:00, a valid NP RFP Message processed by NPC at 13:10 will have a Response Due Date for the NP Activated Message at 19:10 of the same day. If NPC receives and processes a valid NP RFP at 18:50, and the following day is a Non-Business Day, the Response Due Date set in the RFP Broadcast will be at 12:50 the next Business Day.

4.2.2.2.3 The Business Hours are from 08:00 to 22:00 of every Business Day.

4.2.3 Timer Definition

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.2.4 Timer Expiry

In the event of the timer expiry of the Message the NPC will still accept a late Message but will log timer violation against the Participant. The NPC will submit the log timer violation on a periodic basis to the Commission for further action.

4.3 Porting Processes

4.3.1 Introduction to Porting Processes

4.3.1.1 For Consumer Porting, the NPC accepts:

- (a) Single line Porting
- (b) Multiple lines Porting (random and not sequential Mobile Numbers). The system supports up to 100 voice mobile numbers, 100 data mobile numbers (optional) and 100 fax mobile numbers (optional).

4.3.1.2 All Port Requests applicable to Consumer Port are initiated by the RNO, subject to the following criteria:

- (a) Each Port Request from the RNO must contain only Mobile Number belonging to each Customer only.
- (b) All the Mobile Numbers within a single Port Request must belong to the same DNO. If there are different DNOs, separate Port Requests must be submitted by the RNO.
- (c) If the Mobile Numbers exceed the maximum permissible per Port Request, the RNO must submit multiple requests.
- (d) The Mobile Numbers in the Port Request are not allowed to be changed while the Port Request is being processed.
- (e) A Port Request transaction is identified by a unique Port ID assigned by the NPC.
- (f) Partial acceptance, partial rejection or partial cancellation of Mobile Numbers within a Port Request is not allowed, i.e. the whole Port Request will be rejected in the event of partial validation.

4.3.2 Types of Porting Processes

There are four (4) major Porting Processes defined in this section:

4.3.2.1 Port Initiation Process

4.3.2.2 Port Activation Process

4.3.2.3 Port Cancellation Process

4.3.2.4 Ported Number Termination Process

4.3.2.1 Port Initiation Process

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

Port Initiation Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.1.1 Customer Initiates Port Request at the RNO

- (a) The Customer makes a request to Port the Mobile Number assigned to that Customer to the RNO.
- (b) The RNO will conduct appropriate Port Request authorisation process to ensure that relevant and required information are obtained. Objectives of this authorisation process are to:
 - i. Validate the identity of the person requesting for the Port Request;
 - ii. Collect the information and documentations required for the Port Request (refer to Table 1 for details on required information).
 - iii. The RNO reserves the right to reject the Customers request for service.
- (c) RNO to explain key MNP related Terms and Conditions as per Appendix 1 to the Customer and obtain any other specific registration requirements of the RNO.
- (d) The Customer is required to accept the RNO's service registration terms and conditions, including the MNP Terms and Conditions as per Appendix 1.
- (e) Upon the completion of the above, the RNO can formally submit the NPR Message to the NPC (refer to Table 1 for details on required data for the Port Request).

4.3.2.1.2 NPC processes the Port Request

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.1.3 DNO processes the Port Request

- (a) The DNO shall perform the validation of the Port Request (refer to Table 3 for reasons/basis for issuing a Reject Code).
- (b) *[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]*
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]*
- (d) *[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]*

4.3.2.1.4 NPC forwards the NP Accept Message or NPR Reject Message to the RNO

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.1 Port Activation Process

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

Port Activation Process Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.2.1 RNO activates the Port Request

- (a) The RNO will perform all related service provisioning to activate the Mobile Number in the accepted Port Request in the RNO network.
- (b) All Mobile Numbers in the Port Request must be activated in the RNO's network within the T2 timer as per Table 2. The Customer's SIM is now activated. To ensure minimal service disruption to the Customer, the DNO should only proceed with service disconnection at the DNO network upon successful activation of the ported Mobile Number in the RNO network based on Broadcast received from the NPC.
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]*

4.3.2.2.2 NPC processes the NP RFS Message

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.3 Port Cancellation Process

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

Port Cancellation Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.3.1 RNO processes the Port Cancellation

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.3.2 NPC processes the Port Cancellation

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.4 Ported Number Termination Process

Ported Number Termination Process is a process for RNO to return terminated ported Mobile Numbers to the Mobile Number Assignment Holder. This occurs when Customers who ported to the RNO decided to terminate the service(s) while still at the RNO network.

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

Ported Number Termination Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.4.1 RNO processes the termination of the ported Mobile Numbers

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.2.4.2 NPC processes the NP Deactivated Message

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

4.3.3 Port Expiry Handling

4.3.3.1 In the event a Port Request cannot be completed within the stipulated Timers as per Table 2, such Port Request will be considered as an outstanding Port Request.

4.3.3.2 The RNO shall ensure that the Fallout Management and Escalation processes detailed in Clause 6 are followed to resolve each outstanding Port Request.

4.3.3.3 In the event the outstanding Port Request:-

- i. still cannot be resolved pursuant to the processes set out in Clause 6.2; and
- ii. twenty one (21) Business Days from the creation of the Port Request have elapsed;

then the RNO may cancel the outstanding Port Request using the Port Cancellation process and inform the Customer who requested for the Port.

4.3.3.4 The RNO shall conduct periodic review/housekeeping of long outstanding incomplete Port Requests.

4.3.3.5 Additionally, the NPC will send out to respective RNOs, a list of long outstanding incomplete Port Requests of more than thirty (30) calendar days from Timer expiry.

5.0 NON-CONSUMER PORTS

The contents contained in Section 5.0 (Non-Consumer Ports) are applicable to Customers that will port under the category “Non-Consumer Ports”, as defined in Section 1.1 (Definition).

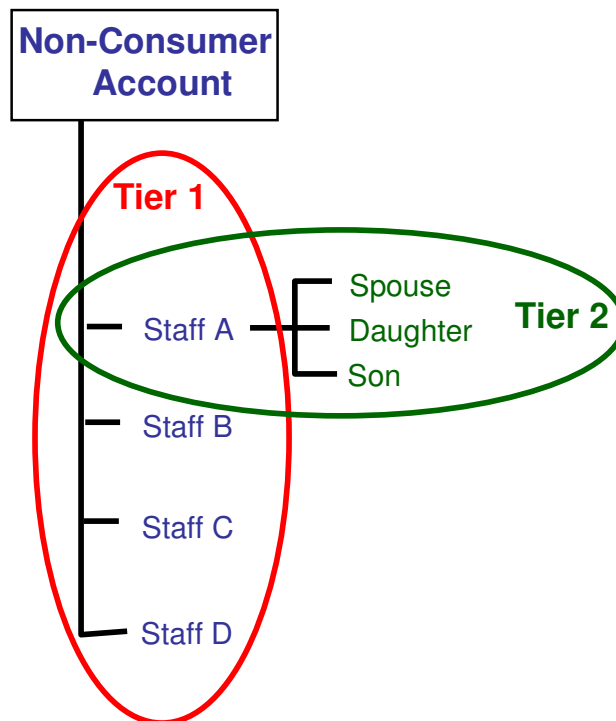
5.1 Rules

5.1.1 Non-discriminatory

In implementing this document each Service Provider and the NPC must act in a neutral and non-discriminatory manner.

5.1.2 Validation of Port Request by DNO

The validation of Port Request by DNO for Non-Consumer is more elaborate and complex than those for Consumer. Refer to diagram below.



The validation logic for Non-Consumer is summarized below :

Tier 1

- Principle of “Port All or Nothing At All” does not apply to MSISDNs in Tier 1.
- Porting of partial MSISDNs in Tier 1 is allowed, i.e. All lines need not be in the Port Request.

Tier 2

For Non-Consumer Porting, in addition to the validation criteria as detailed in Table 3 – Reject Code, the principle of “Port All or Nothing At All” will be applied at the DNO’s side when validating the Port Request received from the RNO. The following is summary of validation using the “Port All or Nothing At All”:

- All Mobile Numbers under the Customer account shall be ported (principal and all associated supplementary lines within the same account number).
- Each line will undergo same validation as single line port. If any line failed the validation, the whole Port Request will be rejected.
- All lines shall be in the Port Request, otherwise the Port Request will be rejected.

5.1.3 Responsibilities of the Customers

5.1.3.1 The Customer wishing to Port will submit a Port Request to their chosen Service Provider (RNO).

5.1.3.2 The Customer shall identify himself as the user of the Mobile Number.

5.1.3.3 The Customer may appoint an agent to transact his number portability request.

5.1.3.4 The Customer must have no overdue amounts and/or any other contractual obligations with DNO and comply with the standard MNP terms and conditions for service registration as per Appendix 1 of this document.

5.1.3.5 The Customer shall provide all information necessary to satisfy the RNO to proceed with the Port Request.

5.1.3.6 The Customer has the option of cancelling the Port Request before the request is approved (i.e. NP Accept) by the Donor network. However, the Porting fee (if applicable) will not be able to be refunded.

5.1.3.7 The Customer must accept and abide by the standard MNP terms and conditions for service registration as per Appendix 1.

5.1.3.8 The RNO may charge the Customer for the Port Request.

5.1.4 Obligations and Responsibilities of the Mobile Service Providers

5.1.4.1 The Mobile Service Providers shall implement MNP in accordance with the MNP Technical Specifications developed and maintained by the MNP Industry stakeholders and enforced by the Commission.

5.1.4.2 The Mobile Service Providers must ensure that the Customers are able to obtain information about the effect of Porting their Mobile Number.

5.1.4.3 The DNO must not hinder, delay or prevent the Porting Process on the basis other than that of the agreed reasons for issuing a Reject Code.

5.1.4.4 The DNO is not allowed to charge the Customer for the Porting Process.

5.1.4.5 In most cases, the handling and porting process for Non-Consumer is likely to be complex and complicated. As such, the DNO is allowed to initiate the first contact with the Customer during the porting process for the sole purpose of facilitating and expediting the porting process, if necessary.

5.1.4.6 The RNO shall compensate the DNO for a successful Port Request based on the report produced by NPC.

5.1.4.7 Any disputes pertaining to the report shall be dealt with in accordance to the Dispute Resolution Procedure as per the Access Agreement.

5.1.4.8 Except for international roaming service, there should be no change in the service offerings already subscribed by the Customer during the Porting Process provided all timers as detailed in Table 2 are adhered to. However, with regards to international roaming service, the DNO reserves the right to suspend this service during the Porting Process.

5.1.5 Porting Timeframe for Non-Consumer Porting

The porting timeframe for Non-Consumer ports will be as stipulated by SKMM from time to time subject that it shall not exceed 10 days. However Mobile Service Providers may exceed this timeframe in the event that it is so requested by and is mutually agreed with the Customer.

5.2 Timers for Inter-operator Porting Processes

5.2.1 Introduction

5.2.1.1 To ensure Participants adhere to this document and respond to the NPC within the agreed time, the NPC will define a set of timers for different Porting Processes.

5.2.1.2 Timers identify constraints that govern the order of execution of the Mobile Number Porting Processes, and help ensure requests are implemented in a timely manner.

5.2.2 Business Hours for Inter-operator Porting Processes

5.2.2.1 In the NPC system, timer units are configurable and the unit applicable is Business Hours. The timer expiration rules for the Business Hours are explained as follows.

5.2.2.2 Business Hours

5.2.2.2.1 Business Hours are the hours in a Business Day where timers will continuously run. In the NPC system, Business Hours are configurable parameters and will always be the same hours every Business Day.

5.2.2.2.2 If a timer is set as X Business Hours, this means the timer will expire X Business Hours later. For example, if the T2 Timer is set to 6 Business Hours, and the Business Hours in a Business Day is set at 08:00 to 22:00, a valid NP RFP Message processed by NPC at 13:10 will have a Response Due Date for the NP Activated Message at 19:10 of the same day. If NPC receives and processes a valid NP RFP at 18:50, and the following day is a Non-Business Day, the Response Due Date set in the RFP Broadcast will be at 12:50 the next Business Day.

5.2.2.2.3 The Business Hours are from 08:00 to 22:00 of every Business Day.

5.2.3 Timer Definition

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.2.4 Timer Expiry

In the event of the timer expiry of the Message the NPC will still accept a late Message but will log timer violation against the Participant. The NPC will submit the log timer violation on a periodical basis to the Commission for further action.

5.3 Porting Processes

5.3.1 Introduction to Porting Processes

5.3.1.1 For Non-Consumer Porting, the NPC accepts:

- (a) Single line Porting
- (b) Multiple lines Porting (random and not sequential Mobile Numbers). The system supports up to 1,000 voice mobile numbers, 1,000 data mobile numbers (optional) and 1,000 fax mobile numbers (optional).

5.3.1.2 All Port Requests applicable to Non-Consumer Port are initiated by the RNO, subject to the following criteria:

- (a) Each Port Request from the RNO must contain only Mobile Number belonging to each Customer only.
- (b) All the Mobile Numbers within a single Port Request must belong to the same DNO. If there are different DNOs, separate Port Requests must be submitted by the RNO.
- (c) If the Mobile Numbers exceed the maximum permissible per Port Request, the RNO must submit multiple requests.
- (d) The Mobile Numbers in the Port Request are not allowed to be changed while the Port Request is being processed.
- (e) A Port Request transaction is identified by a unique Port ID assigned by the NPC.
- (f) Partial acceptance, partial rejection or partial cancellation of Mobile Numbers within a Port Request is not allowed, i.e. the whole Port Request will be rejected in the event of partial validation.

5.3.2 Types of Porting Processes

There are four (4) major Porting Processes defined in this section:

5.3.2.1 Port Initiation Process

5.3.2.2 Port Activation Process

5.3.2.3 Port Cancellation Process

5.3.2.4 Ported Number Termination Process

5.3.2.1 Port Initiation Process

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

Port Initiation Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.1.1 Customer Initiates Port Request at the RNO

- (a) The Customer makes a request to Port the Mobile Number assigned to that Customer to the RNO.
- (b) The RNO will conduct appropriate Port Request authorisation process to ensure that relevant and required information are obtained. Objectives of this authorisation process are to:
 - i. Validate the identity of the person requesting for the Port Request;
 - ii. Carry out the following:
 - request for and receive a letter of authorisation from the relevant subscriber company which wishes to port;
 - the letter of authorisation shall be worded clearly and be executed by authorized signatories of the said subscriber company; and
 - the RNO shall verify the authenticity of the letter by contacting the subscriber company to obtain and record an oral confirmation of the request.
 - iv. Collect the information and documentations required for the Port Request (refer to Table 1 for details on required information).
 - v. The RNO reserves the right to reject the Customers request for service.
- (c) RNO to explain key MNP related Terms and Conditions as per Appendix 1 to the Customer and obtain any other specific registration requirements of the RNO.
- (d) The Customer is required to accept the RNO's service registration terms and conditions, including the MNP Terms and Conditions as per Appendix 1.

- (e) Upon the completion of the above, the RNO can formally submit the NPR Message to the NPC (refer to Table 1 for details on required data for the Port Request).

5.3.2.1.2 NPC processes the Port Request

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.1.3 DNO processes the Port Request

- (a) The DNO shall perform the validation of the Port Request (refer to Table 3 for reasons/basis for issuing a Reject Code).
- (b) *[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]*
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]*
- (d) In the event of more than one Reject Code per Mobile Number, the DNO has to specify all the reject criteria for the Mobile Number(s), up to five (5) reject criteria for the Mobile Number(s).

5.3.2.1.4 NPC forwards the NP Accept Message or NPR Reject Message to the RNO

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.2 Port Activation Process

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

Port Activation Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.2.1 RNO activates the Port Request

- (a) The RNO will perform all related service provisioning to activate the Mobile Number in the accepted Port Request in the RNO network.
- (b) All Mobile Numbers in the Port Request must be activated in the RNO's network within the T2 timer as per Table 2. The Customer's SIM is now activated. To ensure minimal service disruption to the Customer, the DNO should only proceed with service disconnection at the DNO network upon successful activation of the ported Mobile Number in the RNO network based on Broadcast received from the NPC.
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]*

5.3.2.2.2 NPC processes the NP RFS Message

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.3 Port Cancellation Process

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

Port Cancellation Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.3.1 RNO processes the Port Cancellation

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.3.2 NPC processes the Port Cancellation

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.4 Ported Number Termination Process

Ported Number Termination Process is a process for RNO to return terminated ported Mobile Numbers to the Mobile Number Assignment Holder. This occurs when Customers who ported to the RNO decided to terminate the service(s) while still at the RNO network.

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

The RNO must send NP Deactivated Message to NPC within seven (7) Business Days of successful termination of services in the RNO.

Ported Number Termination Process Diagram

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.4.1 RNO processes the termination of the ported Mobile Numbers

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.2.4.2 NPC processes the NP Deactivated Message

[This paragraph contains proprietary information and has been omitted pursuant to section 5.5.3 of the NEAP]

5.3.3 Port Expiry Handling

5.3.3.1 In the event a Port Request cannot be completed within the stipulated Timers as per Table 2, such Port Request will be considered as an outstanding Port Request.

5.3.3.2 The RNO shall ensure that the Fallout Management and Escalation processes detailed in Clause 6 are followed to resolve each outstanding Port Request.

5.3.3.3 In the event the outstanding Port Request:-

- i. still cannot be resolved pursuant to the processes set out in Clause 6.2; and
- ii. twenty one (21) Business Days from the creation of the Port Request have elapsed;

then the RNO may cancel the outstanding Port Request using the Port Cancellation process and inform the Customer who requested for the Port.

5.3.3.4 The RNO shall conduct periodic review/housekeeping of long outstanding incomplete Port Requests.

5.3.3.5 Additionally, the NPC will send out to respective RNOs, a list of long outstanding incomplete Port Requests of more than thirty (30) calendar days from Timer expiry.

5.4 Unauthorised Non-Consumer Port Requests

In instances of fraud leading to the commission of an unauthorised port, upon receiving a formal notification by the subscriber company an investigation shall immediately be carried out by the RNO and completed within seven (7) calendar days upon receipt of notification of fraud by the DNO.

If there has been an instance of fraud, the RNO shall then terminate the services (via the Ported Number Termination Process) to the fraudulent subscriber and thereafter the subscriber number shall be returned to the DNO within twenty-four (24) hours so that the services to the subscriber company can be resumed.

6.0 ADMINISTRATIVE ISSUES

6.1 Dispute Resolution

The Dispute Resolution shall be in accordance with the dispute resolution procedure of the operators' bilateral MNP agreement.

6.2 Fallout Management

6.2.1 Each Mobile Service Provider will establish and maintain a MNP department or equivalent unit to handle all technical Porting related issues, send and receive all notifications of problems and delays, and nominate a Porting Authorisation Representative (PAR) to handle and resolve all Port authorization related issues.

6.2.2 Technical Problems Notification and Escalation

When a Mobile Service Provider is experiencing any technical problem which will impact on its ability to carry out the Porting Process during the Porting Business Hours, the MNP Department or equivalent unit of the Mobile Service Provider shall via agreed procedures notify the other Mobile Service Provider and NPC. Such notification shall include details of the nature of the technical problem and the estimated time during which porting will be affected.

6.2.3 The MNP Department or equivalent unit's PAR of the DNO or RNO may, having not received the Message or response 120 minutes after the expiry of the timer, *manually* escalate the non-compliance by contacting the Head of MNP Department or equivalent unit of the defaulting DNO or RNO.

6.2.4 In the event that there is no resolution of the dispute by the MNP Department or equivalent unit's PAR of the defaulting DNO or RNO within the period specified in Section 6.2.3 above, the dispute shall be escalated to the Heads of the MNP Department of the DNO and RNO who shall resolve the non-compliance within 120 minutes.

6.2.5 In the event that the Head of the MNP Department of the DNO or RNO fails to resolve the non-compliance within the period specified in Section 6.2.4 above, then any party may escalate the matter in accordance with section 5.10.1 of the NEAP.

6.3 Port Authorisation Escalation

- 6.3.1 A NPR may be rejected for the reasons given in Table 3.
- 6.3.2 If the Customer disputes the reject reason(s), the RNO may assist the Customer to escalate the rejection disputes to the relevant department in the DNO provided they have sufficient documentation to support the disputes.
- 6.3.3 If the relevant department or the DNO's MNP department or equivalent unit's PAR fails to resolve the problem within one (1) Business Day of receiving the notification from the RNO, the RNO may escalate the issue to the DNO's Head of Regulatory.
- 6.3.4 The PAR of MNP department or equivalent unit of each Mobile Service Provider shall meet regularly, at least once a month, during the first six months after the implementation of MNP to review the Porting time statistics, with the view to resolving any technical issues impacting on Porting response times.
- 6.3.5 In the event the issues which have been escalated are not resolved satisfactorily, the aggrieved party may, within fourteen days (14) declare a dispute in accordance to section 5.10.1 of the NEAP.

Table 1 - Mandatory information and documentations required for Port Request

| Consumer porting | Description |
|-----------------------------|--|
| Customer Name | This data is used for reference only. |
| Old NRIC | This data is required if New NRIC, Passport or Police/Army ID is not provided. This data is used for validation by the DNO. However, if new NRIC is provided together with Old NRIC, Old NRIC should not be used for validation by the DNO in the event that new NRIC is available in the DNO. |
| New NRIC | This data is required if Old NRIC, Passport or Police/Army ID is not provided. This data is used for validation by the DNO. However, if new NRIC is provided together with Old NRIC, only New NRIC should be used for validation by the DNO. |
| Passport | This data is required if Old NRIC, New NRIC or Police/Army ID is not provided. This data is used for validation by the DNO. |
| Police/Army ID | This data is required if Old NRIC, New NRIC or Passport is not provided. This data is used for validation by the DNO. However, if new NRIC is provided together with Police/Army ID, Police/Army ID should not be used for validation by the DNO in the event that new NRIC is available in the DNO. |
| Mobile Number(s) | The telephone number(s) to which the Customer is requesting to port. This data is used for validation by the DNO. This field shall be based on International format. |
| DNO | The name of service provider which the Customer wants to port out from. |
| Non-Consumer Porting | Description |
| Company Name | This data is used for reference only. |
| Company Registration Number | This data is used for validation by DNO. |
| Account Number | This data is used for validation by DNO. |
| Mobile Number(s) | The telephone number(s) to which the Customer is requesting to port. This data is used for validation by the DNO. This field shall be based on International format. |
| DNO | The name of service provider which the Customer wants to port out from. |

- For Customer who is using a proxy or agent to request for Port Request, a proxy authorisation letter signed by Customer, photocopy of Customer's and proxy's identifications are required.

Table 2 – Timer value for Porting

| Timers | Consumer Porting | Non-Consumer Porting |
|---------------|-------------------------|-----------------------------|
| T1 | 12 Business Hours | 70 Business Hours |
| T2 | 6 Business Hours | 70 Business Hours |
| T3 | 1 Business Hour | 4 Business Hours |
| T4 | 1 Business Hour | 4 Business Hours |

Table 3 – Reject Code – Used by Mobile Service Providers when validating Port Request

| Reject Code | Consumer Porting | Reject Code | Non-Consumer Porting |
|--------------------|--|--------------------|-----------------------------------|
| SP10 | New NRIC is incorrect | SP30 | Company Registration is incorrect |
| SP11 | Old NRIC is incorrect | SP31 | Account Number incorrect |
| SP12 | Police/Army ID is incorrect | | |
| SP13 | Passport Number is incorrect | | |
| | | | |
| Reject Code | For both, Consumer and Non-Consumer Porting | | |
| SP51 | Non fulfilment of contract obligation | | |
| SP52 | Account overdue | | |
| SP54 | Some or all lines numbers do not belong to the Donor | | |
| SP55 | Some or all numbers is not in service | | |
| SP56 | Principal line has supplementary line(s) that should be ported | | |
| SP57 | Supplementary line has principal line that should be ported | | |
| SP58 | Some or all numbers do not belong to principle subscriber or company | | |
| SP59 | Credit limit exceeded | | |
| SP61 | Customer numbers are temporarily disconnected - involuntarily | | |

Appendix 1 - Standard MNP Terms and Conditions for Customer Service Authorisation

1. The Mobile Numbers requested for Porting by the Customer must be in the range of Mobile Numbers as approved by the Commission from time to time.
2. Mobile Number Porting is subject to existing geographic numbering requirements.
3. Porting from Prepaid to Postpaid and vice versa are allowed. However, all Porting requests are subject to the respective RNO's existing terms and conditions for new registration.
4. For Porting of a Prepaid number, any balance of credit with the DNO will be forfeited.
5. All the Customer's services associated with the Mobile Number provided by the DNO will be terminated when the SIM card is deactivated.
6. The Customer is responsible for identifying the supplementary Mobile Numbers (e.g. Voice, Fax and Data) that the Customer wishes to Port along with their primary Mobile Numbers.
7. Only active Mobile Numbers are eligible for Porting.
8. A Customer's request to RNO to Port his/her Mobile Number represents a notice to terminate his/her subscription with the DNO.
9. Customer is responsible to fully settle all outstanding bills from the DNO. In the event of non payment, the services with RNO may be disrupted.
10. The Service Registration Form will only be effective upon activation of the ported number at the RNO.
11. Fees paid for Porting, if any, will not be refundable.

SCHEDULE P-2

GUIDELINES FOR DISPUTE RESOLUTION IN THE IMPLEMENTATION OF MOBILE NUMBER PORTABILITY

Objective

- 1 The Malaysian Communications and Multimedia Commission (“the Commission”) has prepared the following guidelines (“these Guidelines”) to set out the principles and procedures for the resolution of disputes or a class of disputes by the Commission in relation to any matter under Part B Section I - General, Sub-section 5 of the Numbering and Electronic Addressing Plan (“MNP Chapter”).

Introduction

- 2 It is important to note that a dispute between two or more persons (“the parties”) regarding any matter under the MNP Chapter shall first be attempted to be resolved by the parties.
- 3 The parties may seek resolution of the dispute by the Commission if they cannot or have otherwise failed to reach an agreement to the dispute.
- 4 The dispute resolution process outlined in these Guidelines are in addition to and not in derogation of the Commission’s existing powers and functions under the Act.

The Dispute Resolution Process

A. Commencement of the Dispute Resolution

- 5 The party seeking recourse from the Commission for the resolution of the dispute (“the Claimant”) shall submit to the Commission and serve on the other party in the dispute (“the Respondent”) a notification of dispute as prescribed in Form 1 annexed hereto (“the Notification of Dispute”).
- 6 The Notification of Dispute shall include the following:
 - (a) a demand that the dispute be referred to the Commission for resolution;
 - (b) the names and addresses of the parties;
 - (c) a reference to the specific provision of the MNP Chapter and the general nature of the claim;

- (d) the relief or remedy sought; and
 - (e) proof of previous attempts to resolve the dispute by negotiation between the parties.
- 7 The Claimant may at its option include the following documents together with the Notification of Dispute :
- (a) the Statement of Case as provided below; and
 - (b) the certified true copies of any agreement, undertaking or document out of or in relation to which the dispute arose, if any.
- 8 The fee for filing a dispute with the Commission is RM1,000.00 (Ringgit Malaysia One Thousand only) (“the Fee”) and shall be paid upon the submission of the Notification of Dispute to the Commission. Payment shall be by way of bank draft or money order and be made in favour of “SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA”. The Fee paid is non-refundable.

B. Preliminary Inquiry

- 9 The Commission shall, within fourteen (14) days from the date of receipt of the Notification of Dispute hold a preliminary inquiry to determine as to whether the claim merits the Commission to convene to decide the dispute (“Preliminary Inquiry”).
- 10 The Commission shall be bound to convene to decide the dispute if the Commission is satisfied that :
- (a) an agreement will not be reached between the parties or will not be reached within a reasonable time;
 - (b) the dispute is not trivial, frivolous or vexatious; and
 - (c) the resolution of the dispute would promote the objects of the Act.

C. Written Submissions

- 11 Upon the conclusion of the Preliminary Inquiry, the Commission shall then inform the parties in writing of its decision as to whether it will convene to resolve the dispute or not. If the Commission decides that it will convene to resolve the dispute, the Commission shall notify the Claimant to submit a Statement of Case (as prescribed in Form 2 annexed hereto) to the Commission and to serve a copy of the Statement of Case on the Respondent (if the Claimant had not annexed the Statement of Case together with the Notification of Dispute earlier). The Statement of Case must be submitted to the Commission and shall be served on the Respondent within Fourteen (14) days from the date of the notification by the Commission.

- 12 The Statement of Case shall include the following particulars:
 - (a) the names and addresses of the parties;
 - (b) a statement of the facts supporting the claim;
 - (c) the point(s) at issue;
 - (d) the relief or remedy sought; and
 - (e) the supporting written statements by relevant persons, if any.
- 13 Within Fourteen (14) days from the date of the receipt of the Statement of Case, the Respondent shall submit a Statement of Reply (as prescribed in Form 3 annexed hereto) to the Commission and shall serve the same on the Claimant.
- 14 The Respondent shall, in the Statement of Reply, reply to the Statement of Case in particular to items (b), (c) and (d) of the Statement of Case as stated above.
- 15 The Respondent may, in his Statement of Reply, make a counterclaim arising out of the same matter or rely on a claim arising out of the same matter for the purpose of a set-off.
- 16 Within Fourteen (14) days from the date of his receipt of the Respondent's counterclaim ("the Counterclaim") or such other period to be determined by the Commission, the Claimant shall submit his reply to the Counterclaim (as prescribed in Form 4 annexed hereto), if any, to the Commission and shall serve a copy of the same to the Respondent.
- 17 The parties shall have the burden of proving the facts relied on to support their respective claim or reply. The parties shall present evidence by relevant persons in the form of a written statement made by way of a statutory declaration.
- 18 The Commission may, at any time before deciding on the dispute, require relevant individuals to attend before the Commission to respond to queries and/or to give clarifications that the Commission may require. The admissibility, relevance, materiality and weight of any of the information gathered shall be determined by the Commission.
- 19 The Commission may decide on the dispute based only on the written submissions and evidence presented to it by the parties. In such an instance the Commission shall, where practicable, come to a decision within 30 days from the date of its receipt of the last written submission by the parties.

General Provisions

- 20 The terms and conditions of any resolution of a dispute by the Commission shall be accompanied with reasons and be in writing. The Commission shall provide the parties with a copy of its decision as soon as practicable.
- 21 The Commission's decision shall be binding on the parties.
- 22 For the purposes of calculating a period of time under these Guidelines, such period shall begin to run, on the day following the day when a notice, notification, communication or document is received. If the last day of such period is an official holiday or a non-business day at the residence or place of business (as the case may be) of the addressee, the period shall be extended until the first business day which follows. Official holidays or non-business days occurring during the running of the period of time are included in calculating the period.
- 23 A provisional timetable for the conduct of the dispute resolution shall be communicated to the parties in writing at the earliest possible moment and whenever possible, at the very start of the proceedings. Unless otherwise agreed by the parties, this provisional timetable should result in the issuance of the final decision within the period of 90 to 150 days from the date of submission of the Statement of Case, depending on the circumstances of the case. However, the period of time as stated in the provisional timetable may be extended by the Commission if circumstances so warrant and/or if the Commission deems it fit to do so.
- 24 The Commission shall conduct the dispute resolution proceedings with a view to expedite the resolution of the dispute. The Commission may instruct parties to attend a preliminary conference to organise and schedule subsequent steps in the proceedings. The Commission may state in advance what evidence would be needed to establish proof of complex facts, exclude or limit irrelevant evidence, and proceed by successive determination of issues, in order to expedite the proceedings.
- 25 The Commission may take measures to protect trade secrets and confidential information.
- 26 The Dispute Resolution Proceeding shall be held in Cyberjaya, Selangor, Malaysia.
- 27 For avoidance of doubt :
- (a) references to the singular includes the plural and vice versa;
 - (b) headings in these Guidelines are for ease of reference only; and
 - (c) words denoting natural persons include any body corporate or incorporate and vice versa.

Malaysian Communications and Multimedia Commission

Guidelines for Dispute Resolution
Form 1 - Notification of Dispute
Claim No:.....

Between

.....
("the Claimant")

and

.....
("the Respondent")

To the Respondent:

Please be informed that a Notification of Dispute has been filed against you. The Commission will hold a preliminary inquiry to determine as to whether the resolution of the dispute in question by the Commission is expressly provided under the Act or its subsidiary legislation and as to whether the Commission will convene to resolve the dispute. The Commission will notify the Claimant and the Respondent of the decision.

Malaysian Communications and Multimedia Commission

Guidelines for Dispute Resolution
Form 1 - Notification of Dispute
Claim No:

The Parties

1. I/We (Name of Claimant)
with my/our address/registered address at
.....do
hereby request that my/our dispute with (Name of Respondent)
..... with his / its address/registered
address at
.....
is referred to the Malaysian Communications and Multimedia Commission
("the Commission") for resolution.

General nature and details of the dispute

2. The general nature and details of the dispute are as follows :
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Remedy sought

3.....
.....
.....
.....
.....

Proof of attempts to resolve dispute between Parties

4.....
.....
.....
.....
.....
.....
.....
.....

.....
Date

.....
Signature of Claimant
(To affix company chop where relevant)

.....
Date of filing

.....
Acknowledgement

Instructions to Claimant

1. The Claimant shall fill in his/her name in full and new identity card number in the column provided. In the case of body corporate, the Claimant shall provide the registered company name and number.
2. The Claimant shall fill in the name of the Respondent in full and address in the column provided.
3. The Claimant shall provide general explanation for the nature and details of dispute in the column provided. The Claimant may refer to contract or document out of or in relation to which the dispute arose.
4. Clear declaration of remedy or relief sought should be written in the column provided.
5. If the column provided is insufficient, please continue on a separate sheet of paper and write "see overleaf". Any separate sheet of paper used should be attached to this Form.

6. The Claimant should attach with this document all evidence or proof of previous attempts to resolve the dispute with the Respondent.
7. Having filled in the particulars, the Claimant shall sign this Form personally. In the case of body corporate, this Form shall be signed by a director, secretary or other similar officer.
8. Having completed this Form, the Claimant shall file this Form in the Commission's Office (Dispute Resolution Unit). The Claimant shall pay a filling fee RM1000.00 (Ringgit Malaysia One Thousand Only). This amount is payable to "**Suruhanjaya Komunikasi dan Multimedia Malaysia**" and should be made by bank draft or money order only. This fee is non-refundable.
9. The Claimant must represent self at any meeting or hearing called by the Commission.

Malaysian Communications and Multimedia Commission

Guidelines for Dispute Resolution
Form 2 – Statement of Case
Claim No:

Between

.....
(“the Claimant”)

and

.....
(“the Respondent”)

To the Claimant:

Pursuant to the Notification of Dispute submitted to the Commission, you are required , within **fourteen (14) days** to submit to the Commission, a Statement of Case in relation to the case by delivering to the Commission office during office hours or by A.R. Registered Post of such Statement of Case.

To the Respondent:

Pursuant to the Notification of Dispute submitted to the Commission, we will forward to you a copy of Statement of Case submitted by the Claimant together with Form 3 (Statement of Reply) and the instruction to fill the form.

Dated thisday of20.....

.....
Signatory (Commission)

Malaysian Communications and Multimedia Commission

Guidelines for Dispute Resolution
Form 2 – Statement of Case
Claim No:

1. Particulars of the Claimant

Name :
Company Registration No:
Registered address (where applicable):
Business address (if different from registered address):

2. Particulars of the Respondent

Name :
Company Registration No:
Registered address (where applicable):
Business address (if different from registered address):

3. Point(s) at issue

.....
.....
.....
.....
.....
.....
.....
.....
.....

4. Remedy sought

.....
.....
.....
.....
.....
.....
.....

5. Supporting documents (if any)

.....
.....
.....
.....
.....
.....
.....
.....
.....

6. Supporting written statements (if any)

.....
.....
.....
.....
.....
.....
.....
.....

.....
Date

.....
Signature of Claimant
(To affix company chop where relevant)

.....
Date of filing

.....
Acknowledgement

SCHEDULE P-3

ALLOCATION OF COSTS FOR THE ESTABLISHMENT, OPERATIONS AND MAINTENANCE OF THE NUMBER PORTABILITY CLEARINGHOUSE

General

1. The costs for the setting up and running of the Number Portability Clearinghouse (NPC) consists of the following :

- 1.1 costs for the setting up and establishment of the NPC (CAPEX); and
- 1.2 costs for the operations and maintenance of the NPC (OPEX).

Allocation of CAPEX costs

2. The costs for CAPEX shall be borne by all Porting Participants and SKMM by way of a straight line cost apportionment method whereby the CAPEX costs will be divided equally between all Porting Participants and SKMM.

3. As discussed and decided in the Mobile Number Portability Steering Committee (MNPSC), the Commission will facilitate the Porting Participants in relation to the costs for CAPEX. The details and terms in relation to this, including but not limited to the sum payable, payment terms and schedules shall be specified by SKMM with each Porting Participant in writing.

Allocation of OPEX costs

4. The costs for OPEX shall be borne by all Porting Participants. The methodology to be used for the cost allocation for OPEX costs shall be by way of a straight line cost apportionment model where the OPEX costs will be divided equally between all the Porting Participants.

5. As discussed and decided in the MNPSC, the Commission will not participate with the Porting Participants in relation to the costs for OPEX. The details and terms in relation to this, including but not limited to the sum payable, payment terms and schedules shall be specified in the Service Level Agreements executed by each Porting Participant and TGA.

Change in number of Porting Participants

6. In the event that there is a change in the number of Porting Participants, the MNPSC will be convened to discuss and decide on matters in relation to the change, including but not limited to the new allocation of costs. The MNPSC may then establish working groups and committees or

engage experts, if deemed expedient, to study and propose the calculation and redistribution of the share of payment by the new line-up of Porting Participants.

7. New Porting Participants shall start to contribute towards the costs for CAPEX and OPEX upon the commencement of their services and the amount to be paid shall be calculated by way of a straight line cost apportionment method whereby the relevant CAPEX and OPEX costs will be divided equally.

8. New Porting Participants shall also bear a one-off payment upon their entrance into the market, the payment of which will be used to defray the costs for any upgrading, addition in capacity, addition in resources or any such costs relating to the clearinghouse set-up and operations, if deemed necessary. The assessment of necessity and the quantum of the one-off entry costs to be paid by the new entrants shall be done by SKMM together with the MNPSC which may then establish working groups and committees or engage experts, if deemed expedient, to study and recommend the same.

(the rest of this page has been intentionally left blank)