

TELECOMMUNICATIONS NUMBERING ADVISORY COMMITTEE

Technical Specifications for the Implementation of Operator Number Portability (ONP)

Purpose

After the consultation with the industry, the Telecommunications Authority (TA) has recently issued four technical specification documents, including a revised document and three new ones, for Fixed Telecommunications Network Services (FTNS) operators to follow in the implementation of Operator Number Portability (ONP). The main purposes of these documents are to revise the existing ONP procedures to make provision for the new local wireless FTNS operators to purchase the database dipping service from existing operators and develop new procedures of porting / migration of non-level 2 numbers amongst FTNS operators.

Revised Document HKTA 2102 (Issue 4) – Procedures for Handling Number Porting by Database Solution

2. HKTA 2102 was first issued in June 1995 and had been revised three times ever since. In the previous issues, number portability is implemented in an environment in which each FTNS operator possesses its own database and there is no need for the provision of database dipping service from one operator to the others. Besides, the procedures laid down in the previous issues of HKTA 2102 are adequate in handling the porting of level 2 and 3 numbers only.

3. In order to facilitate the purchasing of database dipping service by new entrants from existing FTNS operators and extend the scope of application to some non-level 2 numbers / access codes, HKTA 2102 has been revised accordingly to incorporate relevant details for the implementation of database dipping service. The revised document clearly defines the scope of its application and stipulates the procedures and lead-time requirement for processing the porting of level 2 numbers and non-level 2 numbers including 180x, 183x, 187x, 30x, 8x and 900x.

4. In fact, the original title of HKTA 2102 is "Requirement for Number Portability by Database Solution". To avoid confusion and clearly indicate its scope of application, this document is re-titled to "Procedures for Handling Number Porting by Database Solution" in order to reflect the main purpose of the document.

New Documents

5. With the rapid liberalisation of local and external telecommunications services over the past few years, the request for number portability from service providers is on the increase. In the absence of standardised procedures for handling the movement of high traffic numbers / access codes, the number of disputes and complaints among operators over number portability is increasing. In order to minimise unnecessary dispute among operators over cross-network movement of numbers / access codes, the following three new documents have been developed for the operators to follow in handling relevant number portability request.

HKTA 2105 - Implementation of Operator Number Portability

6. This document is developed to classify number portability into "migration" and "porting". The need for such classification is due to the fact that movement of numbers / access codes across networks may involve high traffic volume and may necessitate the application of procedures not yet developed before. The definition of "porting" and "migration" are also given in this document. In general, this document aims at providing the operators a general view on ONP while the specific procedures of number porting and migration are given in HKTA 2102 and HKTA 2106 respectively.

HKTA 2106 - Procedures for Handling Number Migration

7. As the name of this document suggests, this document sets out the standardised procedures that FTNS operators have to follow in handling the migration of numbers not allocated to basic telephone service and mobile phone service. The general procedures for number porting are described in HKTA 2102.

HKTA 2107 – Procedures for the Provision of Operator Number Portability

8. Standardised customer service procedures are defined in this document. This is to help avoid unnecessary dispute over number "porting" / "migration" request raised by customers. Operators are required to conform to the procedures and lead-time requirement as set out in this document in processing the relevant porting / migration request. The criteria and procedures for rejecting and cancelling a porting or migration request are also described in this document. It is expected that the customer service department of each operator should be familiar with the procedures and requirement as laid down in this document so as to provide satisfactory service to their customers.

References

9. Members are invited to download the above technical specification documents from OFTA's web site at URL www.ofta.gov.hk for information.

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