

PROCEDURE FOR FIX NUMBER PORTABILITY

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1 Introduction

Number portability (NP) is applicable under the conditions defined by the present document, which has been elaborated in co-operation of all interested operators. It describes the procedures applicable to fixed number portability in Luxembourg.

The contracting parties agree to offer the number portability service that allows their subscribers to keep their respective directory number (DN) in case they become a subscriber in the other party's network.

In this document the party offering the number portability service is called "Donor Operator" The party, which will become the new operator of this subscriber, is called "Recipient Operator".

The two contracting parties (affiliates of the GIE FNP) agree to offer the number portability service to their respective subscribers as from the date from which both offer call-termination to numbers for which portability is mandatory.

A technical documentation defining the electronic transfer protocols and messages is available to affiliates of the GIE FNP.

2 Scope

Number portability as defined by the present document refers to the case where a subscriber retains its originally assigned directory number when changing from one network operator (donor network; Donor Operator) to another (recipient network; Recipient Operator).

Number portability will be applicable to numbers as defined by ILR.

This document has been elaborated in cooperation with all the members of the GIE FNP. Number portability is applicable to numbers defined in Art.4 of the current regulation 16/***/ILR du ** 2016.

3 Activation of Number Portability

3.1. Initiation Phase

The subscriber who wishes to use number portability takes contact with an operator of his choice with whom the donor operator is an affiliate of the GIE FNP and signs a new contract with the Recipient Operator.

The Recipient operator must submit an electronic request to the CRDB.

The Recipient Operator's agent will inform the subscriber about the number portability service, the procedure of the number portability activation and about the responsibilities for the delivered service.

The application for number portability is handled on the basis of a "one stop shopping procedure" by the Recipient Operator. The donor operator will not accept applications for number portability to a specific Recipient Operator directly from the subscriber.

The electronic requests for number portability are described in the technical documentation of the CRDB available on request after signing the contract with the GIE FNP.

The Recipient Operator transmits the electronic request to the CRDB which is available 24/7, the Donor Operator will acknowledge receipt of the electronic request within a timeframe as defined in the technical documentation of the CRDB.

The requests for number portability initiated by the recipient operator must provide the following information related to the number to be ported:

- The number to be ported
- The current account holder name as registered at the donor operator
- The customer number as registered at the donor operator

The Donor Operator will treat the requests in a non-discriminatory way based on the principle of "first-in, first served". As long as an order for number portability is open, no additional request for portability to a new Recipient Operator will be accepted for this number by the CRDB. The requested porting date can at the earliest be in n days and at the latest be in m days. (n+m are defined in the technical documentation of the CRDB)

The Donor Operator verifies the submitted porting request.

The Donor Operator of a number being commercialized by an affiliate operator can delegate any porting request to the respective affiliate.

The request may only be rejected due to reasons described in the current regulation 16/****/ILR du ** 2016.

For those porting requests that have been rejected the request will be closed in the CRDB with the appropriate reject reason. The initial NP request is abandoned at this time and the Recipient Operator will have to transmit a new request with the corrected data.

All activated porting (from Monday to Friday from 8.00 to 12.00 and 13.00 to 17.00 hours except legal and public holidays in Luxembourg, this timeframe may be extended by the GIE FNP) by the Recipient Operator has to be validated by all Operators within a timeframe as defined in the technical documentation of the CRDB.

3.2. Implementation

The Donor and Recipient Operator prepare the provisioning for the NP to take place on the agreed activation date.

If, for reasons due to an unexpected delay imputable to the subscriber or the Recipient Operator, or an unexpected technical reason arising during this set-up phase, that NP cannot take place as agreed during the initiation phase, the process is cancelled. To fix a new realization date, a new request has to be handled through the initiating phase.

At the porting date and time the Recipient Operator updates the CRDB and all Operators have to update their routing table and validate this porting with an electronic response to the CRDB, within a timeframe as defined in the technical documentation of the CRDB.

In case the NP could not be activated successfully the initial situation is restored by an electronic request in the CRDB.

Both involved parties will start failure analyses off-line so that the subscriber is not affected by these investigations. To fix a new porting date after the problem is solved, the Recipient Operator transmits an electronic request to the CRDB.

4 Modification of Number Portability

For a modification of a ported number the Recipient Operator transmits the electronic request to the CRDB and has to be validated by all Operators within a timeframe as defined in the technical documentation of the CRDB.

5 Electronic information exchange

The exchange of information will be done by the means of electronic requests to the CRDB as described in the technical documentation of the CRDB

6 Single point of contact

According to the GIE FNP each operator will put into place an entity in order to manage number portability. This entity will be the single point of contact only for the operators and will be accessible from 8.00 to 12.00 and 13.00 to 17.00 hours from Monday to Friday, except legal and public holidays in Luxembourg. A SPOC list is available to affiliates of the GIE FNP.

7 Assistance

The Recipient Operator will take all necessary actions to ensure that all incidents or requests emanating from its ported subscriber are routed towards its own support services. Requests from the ported subscriber addressed to the Donor Operator will be rejected.

All incidents following the implementation of number portability will be notified by the Recipient Operator to the Donor Operator's single point of contact for number portability. The Recipient Operator will assure that the fault is not imputable to its own services. Should the incident belong to the responsibility of the Recipient Operator, the Donor Operator may charge the Recipient Operator for the costs of its intervention.

In case the Recipient Operator detects an anomaly concerning the routing or the handling of the calls to a ported subscriber, he shall inform the single point of contact for number portability of the Donor Operator and will indicate the ported number and the relevant facts. On the other hand, if the Donor Operator detects an abnormal level of failed calls towards the ported number or if one of its subscriber complaints to have problems in reaching the ported number, it shall give a notice to the contact point designated by the Recipient Operator.

8 Tariffs and Billing applicable to Number Portability

Tariffs and billing procedures for number portability have to be defined by the GIE FNP.

9 Definitions

NP	Number portability
Donor Operator	The Party the portable number has been assigned to by the ILR
Donor Network	The network of the Donor Operator
Recipient Operator	Party which will become the new operator of the subscriber that uses the ported portable number
Recipient Network	The network of the Recipient Operator
CRDB	The Central Reference Database