

## **Number Portability\***

\* It means the ability of a subscriber to change the serving operator, the physical location of his/her own and/or the type of service without altering the number assigned for.

### **Information Site: Processes**

#### **Number Porting For Period Of Subscribers Designated In Number Portability.**

By-law on number portability (The by-law) entered in force Official Gazzete No:26421 dated 01/02/2007. In accordance with the by law, number portability means that subscribers are can be changing of service type, operator, physical location without changing of subscriber number. However, in current regulations, operator number portability is that define to changing of operator without changing subscriber number is regulated. More clearly, subscriber may get services from the other operators without changing subscriber number with the practice of regulated number portability.

About Regulations of number portability practices in countries, Different Technologies are used for call is transfered by the right way. However, nowadays the most widely accepted method is all call query this method . Under this method, Common Reference Data Base which ported numbers, routing and information of operators about these numbers, other regarding information is kept and can be used to Exchange of inormation during porting number, is needed. Installation of this system which is known the Number Portability System has been completed on May, 2008. In accordance with povisional article 1 of in the by-law, Operators supposed to put number portability within six month from the date, geographical and non- geographical number portability within twelve monhs into practice. In this case, mobile number portability on 9 Now, 2008 and geographical and non- geographical number poratbility on 9 May,2009 came into effect.

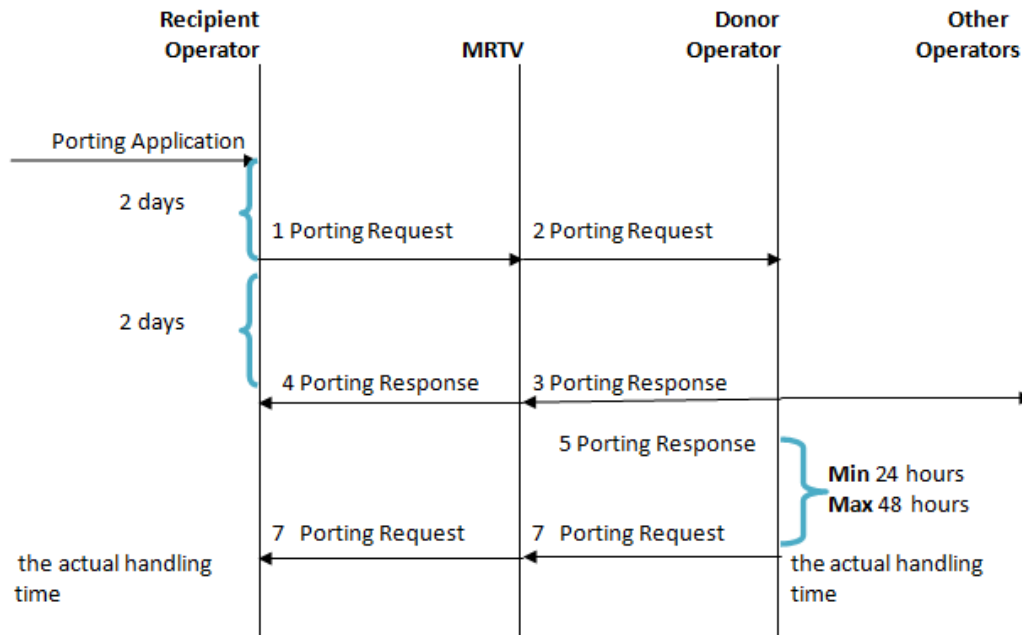
The process regarding number porting by subscribers is explained in detail on the 2nd Chapter which is named “Principles, Rules and Procedures for Number Porting” of By-Law. Accordingly;

- Number porting process, starts upon the application of a subscriber with the request of number porting to the recipient operator. Currently, relevant operators are planning to take number porting applications in customer centers.
- Subscriber informs recipient operator (new operator that wants to be subscriber) about number to be ported, informations that prove the identity (T.R. identity number, name, surname, father’s name, place of birth, year of birth, former name and surname if there is), information of donor operator (current operator), contact informations and preferred porting time with the number transfer request form and signs the subscription agreement with above-cited operator in a way that being valid from the realization of porting process.
- Recipient operator, takes signed request form regarding number porting of subscriber, informations and documents that prove the identity and other related informations and

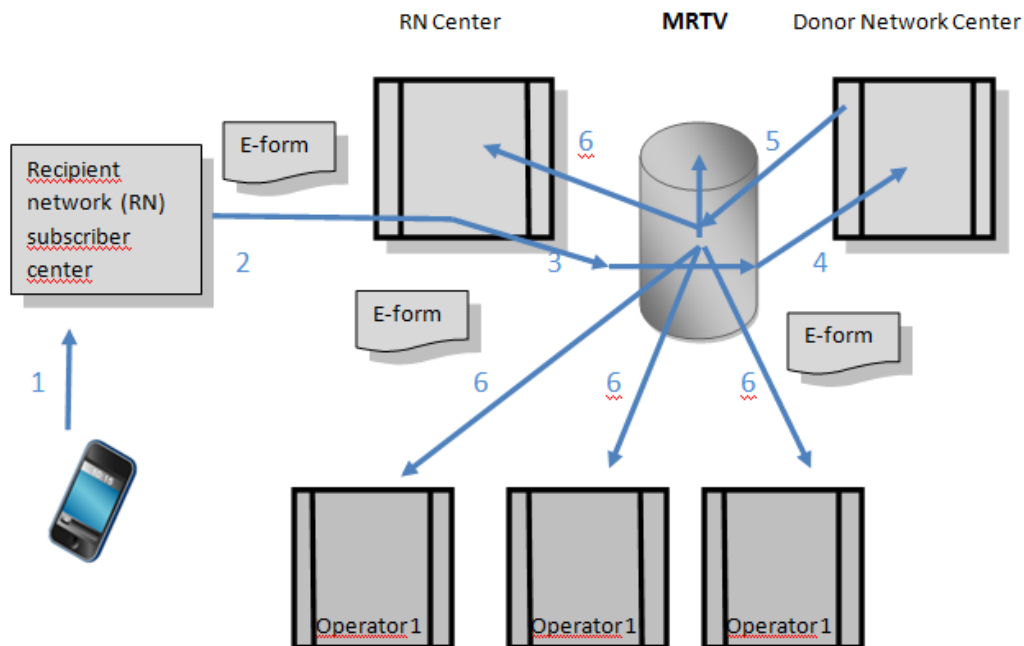
documents and sends the scanned electronic copies of documents to the CRDB with the aim of sending the donor operator, at most in 2 days.

- Number porting requested donor operator compares the rightness of the number and informations that proves the identity belongs to the subscriber with its own records and at most in 2 days donor operator sends the response regarding the request to the NPS. Accordingly there is two situations;
  - If the records of donor operator and identity informations match up, porting request is approved and the actual number porting time and date takes place in the message sending to the NPS. This time shall be minimum one (1) and maximum two (2) days after the date that the donor operator sends its respond to the porting request.
  - Within the context of the taken information, in case of the existence of one of the reason stated in Article 10, donor operator reject the porting request at most in 2 days. Rejection criteria stated in the Ordinance are stated below;
    1. Number to be ported belongs to another subscriber.
    2. Subscriber who requests for porting has a request to change his number from his existing operator.
    3. Identity information of the subscriber is incorrect or missing which could not be considered for proof of the identity of the subscriber.
    4. Existence of already initiated or still continuing number porting process for the porting requested number.
- NPS notifies the porting number and porting time to all of call originating operators after donor operator notifies the response regarding the request to the NPS. Actual time and date of number to be porting is notified by recipient operator to the subscriber. The actual porting date of number will be notified to the Turk Telekom and GSM Operators instantaneously while other related operators will be notified at regular intervals with created files.
- Donor operator deactivates the number in its network at the porting time specified and notifies the deactivation to the recipient operator via the NPS. Recipient operator activates by identifying the ported number in its networks after taking the deactivation message from the donor operator. Other operators made required regulations in their systems and providing of routing calls initiated towards this number to the recipient operator. The consensus is provided between the operators on the requirement of 15 minutes duration for both deactivation of porting number in donor operator and activation of porting number in recipient operator. In this case, the communication failure of subscriber will be an average of 15 minutes. Which timezone of the day this communication failure occurs is determined by the operators in accordance with the preferences of subscribers. For example; the communication failure might be happened in the daytime for a doctor who has a night duty and in the night time for an officer who worked in the daytime.

Porting process, must be completed at most six days after porting application have done. The processes that take in part during number porting shown the diagram at below.



### Number Portability Messaging Diagram



### Number Portability Process Diagram

One of the issues on the agenda in the future after the arrangement of number portability, is that how a subscriber, who initiates a call to a moved number, will know the called number refer which operator. In order to prevent the possible tariff and billing problems, the 19th article of the By-Law obligate a responsibility to the operators, which initiate a call, that the caller will have to subscribe to a distinctive way by giving a warning tone. To provide

transparency, according to this arrangement, the warning tone only will be given by the operator that handled the number to the subscribers which are ported their numbers to other operators network. As a result, when a customer that initiate a call, thinking as a intra-network call, to a number that ported and served by another network operator will be warned and protected to possible high tariffs and bills. The warning tone take 1.6 seconds.