



هيئة تنظيم الاتصالات  
Telecommunications Regulatory Authority

# **Bahrain Number Portability Implementation Resolution Procedure Specification for Bad Debt Subscribers**

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## Modification History

Issue	Date	Modification
0.1	20-11-2009	First draft
0.2	09-12-2009	Review of specification text, clarifications, and proof-reading in preparation for public consultation
0.3	14-01-2010	Formatting changes

## Distribution

Issue	Date	Addressees
0.1	20-11-2009	Mobile Number Portability Working Group (MNP WG), Fixed Number Portability Working Group (FNP WG), TRA
0.2	09-12-2009	TRA
0.3	14-01-2010	Public Consultation

## Review History

Issue	Date	Review By

## Referenced Documents

Reference	Description
[1]	Number Portability Regulation; TRA Bahrain
[2]	National Numbering Plan; 10-09-2008; final version
[3]	Routing and Charging Specification; DRAFT v0.4; 14-01-2010
[4]	FNP Process Specification; DRAFT v0.4; 14-01-2010
[5]	Central System specification; DRAFT v0.4; 14-01-2010
[6]	MNP Process Specification; DRAFT v0.5; 14-01-2010

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## 1 Introduction

Number portability will be introduced in the Kingdom of Bahrain in two phases:

- Phase 1: Mobile Number Portability (MNP)
- Phase 2: Full NP (including Fixed Numbers, Service Numbers, Universal Numbers, Short codes)

The implementation details of Number Portability for the Kingdom of Bahrain are specified in four specification documents (in addition to this document):

- Routing and Charging Specification
- FNP Process Specification
- Central System Specification.
- MNP Process Specification

The FNP process specification and MNP process specification make reference to this document as the 'Resolution Procedure'.

## 2 Scope of the document

This document describes the Resolution Procedure to be applied between the Recipient Operator, Donor Operator and Subscriber to assist the Donor Operator in collecting any unpaid fees or dues from the Subscriber after completing a Number Port on a post-paid number.

This may result in the Recipient Operator suspending and ultimately disconnecting the ported Subscriber's service if the dues are not settled with the Donor Operator.

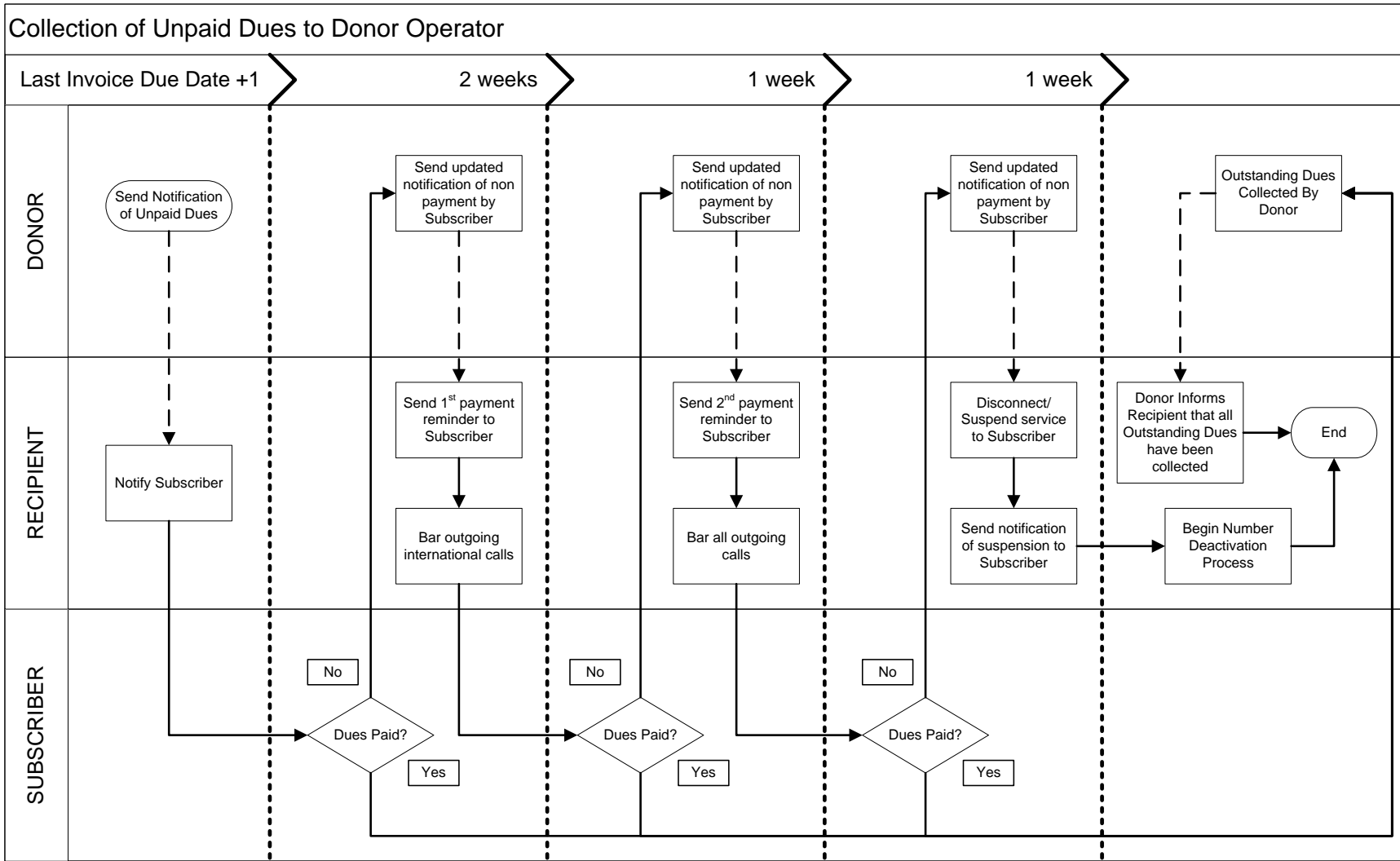
### **3 Requirements**

- 3.1. The Resolution Procedure starts after the Number Porting process has been completed and defines the next steps the Donor Operator should undertake, through the Central Database and Recipient Operator, in order to collect any outstanding dues from the Subscriber.
- 3.2. At no time will the Recipient Operator become responsible or liable for the outstanding dues of the Subscriber to the Donor Operator. The Subscriber that decided to Port a number will remain responsible for any liabilities.
- 3.3. The Donor Operator has the responsibility of issuing the invoices in a timely manner to the Subscriber. The Subscriber has the right to dispute the amounts billed to them by the Donor Operator (incorrect invoices, administrative inconsistencies, dues already settled previously, etc) per normal dispute resolution procedures as described in Section 55 and 56 of the Telecommunications Law of the Kingdom of Bahrain. It is the Subscriber's responsibility to follow up with the Donor Operator to resolve these issues.
- 3.4. 'Bad Debt' is defined as 'unpaid fees, bills or other dues that have been invoiced and notified to a Subscriber – in direct relation to a number that has been ported out – which have passed the due date and are equal to or over BD 3 in value. By this definition, unpaid fees which have not been invoiced or contractual payments which are not yet due (such as installment plans) do not constitute Bad Debt status, neither do any dues that were not communicated or notified to the Subscriber.

## 4 Resolution Procedure

Once a Number Port has been completed for a post-paid number, the following process takes effect:

- 4.1. The Donor Operator must invoice the Subscriber for any outstanding dues, including roaming charges, penalty fees and outstanding contract amounts.
- 4.2. If the Subscriber enters Bad Debt status, the Donor Operator must send a notification via the Central System, informing the Recipient Operator that the Subscriber is now in Bad Debt, without divulging financial details of the Subscriber. The Recipient Operator is obliged to forward this reminder to the Subscriber.
- 4.3. If the Subscriber does not settle his outstanding dues within two calendar weeks of the date of notification, then the Recipient Operator must send a reminder (the "First Reminder") regarding the payment and begin the phased restriction of service by barring all outgoing international calls. This is an automatic reminder and restriction.
- 4.4. If the Recipient Operator does not receive a resolution message from the Donor Operator via the Central System, it is assumed that the Subscriber has not settled his outstanding dues, and must send a second reminder (the "Second Reminder") within one calendar week of the First Reminder, and continue the phased restriction of service by barring all outgoing calls. This is an automatic reminder and restriction.
- 4.5. If the Subscriber does not settle his outstanding dues within one calendar week of the Second Reminder, then the Recipient Operator must send a notification of disconnection to the Subscriber and disconnect the Ported Number. At this point the number deactivation and fallback processes detailed in the MNP and FNP specification documents will start.
- 4.6. At any point at which the Subscriber settles his dues, it is the responsibility of the Donor Operator to send a 'Billing Notification End' message through the Central System to the Recipient Operator which terminates the process and ends all responsibility of the Subscriber towards the Donor Operator.





## Glossary

Back port	A porting where the number ports back to the Block Operator/ original number holder. Participants are informed in the Porting Broadcast message whether there is a back port.
Bad Debt	Bad debt is one of possible reasons to reject a porting request. If the subscriber that wishes to port a number has been issued an invoice for which the stated due date has passed (and a notification of that status to the subscriber has been sent by SMS or mail), and a minimum amount of debt value is exceeded then the DONOR can reject the porting request for reasons of 'Bad Debt'.
Billing Notification Period	If bad debt exists then the Donor may send a Billing Notification message to the Recipient, after a certain time window has expired after the completion of a number porting (Recipient having received Porting executed message).
BLOCK OPERATOR	The Licensed Operator who is the original holder of a ported number-as it has been assigned the range
BNPS	Bahrain Number Portability System (central NP database). Central facility for validation of NP messages, Central NP database, administration and reporting, and customer inquiries.
Debt Clearance Period	If -within a certain period after the Billing Notification was sent- the subscriber has not cleared outstanding debts to the Donor, then a resolution procedure needs to be started between the Donor and the Recipient. E.g. As part of this procedure the Recipient may be forced to disconnect the ported subscriber. This period from Billing Notification until start resolution procedure is called: Debt Clearance Period. The resolution procedure in all details is not defined in the scope of the MNP Process specification.
Donor Operator	Donor Network Operator: the Licensed Operator who is transferring the number to the Recipient.
Fall Back	If a subscription with a previously ported number has ended and retention period has expired (8 days), the number will fall back to the Block Operator. The SUBSCRIPTION NETWORK sends a Deactivation message to the BLOCK OPERATOR and OTHER within 30 days after disconnecting the number. The Block Operator can subsequently start to reuse the number. It is advised that the Block Operator applies a freeze

	period until it re-uses the number.
FNP	Fixed Number Portability
Last Serving Network	Term used in the context of deactivation: this is the status of a subscription network after it has deactivated a number which has been previously ported in.
MNP	Mobile Number Portability
MNP Messages	Messages exchanged via BNPS during the porting process: between Recipient and Donor and Other Operators
NP	Number Portability: the capability for a subscriber to change licensed operator without changing their number
NSN	National Significant Number, for MNP (Mobile/Universal Numbers) in Bahrain this is in the format ABCDEFGH
NP phase: Preparation	This process concerns the information exchange between a Recipient operator and a Donor operator and the negotiation between them to agree or disagree on a number porting request of a customer.
NP phase: Execution process	This process concerns the actual execution of the number porting between a Recipient operator and a Donor operator of the agreed number at the agreed date and time.
NP phase: Deactivation process	This process concerns the fall back of a number to the Block Operator holding the number range to which the previously ported number belongs to. This fall back will take place when the Subscription Network disconnects a number which has been previously ported to this network.
NP phase: Query process	This process concerns the query to BNPS on all ported numbers. The query may concern individual numbers, ranges of numbers, a certain time span or a specific operator's numbers ported in.
NP phase: Billing Notification process	This process concerns the notification process by the Donor (to the Recipient in case a subscriber that has ported a number has outstanding (bad) debt with the Donor. The Billing Notification may be send after expiry of a certain time window after the porting of the number was executed and completed.
OLO	Other Licensed Operator
OTHER	Other operator or other participants in the porting process: other mobile operator and fixed (transit) operators which are informed about porting

	or deactivations (of previously ported numbers) via broadcast messages
Operator Code	A code used in MNP messages to identify a participant (example: ZAIN or BNPS). Used in fields like DONOR_ID, RECIPIENT_ID, ORIGINATION_ID.
RECIPIENT	Recipient Network Operator: the Licensed Operator to whom the number is being ported
Routing Number	A number (example A01) which is used to route voice calls or signaling (like sms) to the correct Subscription Network. This number is used in the Porting Broadcast messages, which allows participants to update their routing tables accordingly (also known as 'pointers')
Service Provider	A Service Provider is a reseller, using the SIM cards and Mobile Numbers of a Licensed Operator
Serving Network	Term used in the context of a call. This is not necessarily the Subscription Network, as a caller can use another network (international roaming)
SUBSCRIPTION NETWORK	a number has ported then the RECIPIENT is further referred to as the Subscription Network
Universal Number	Can be used for both Fixed purposes as Mobile