



هيئة الاتصالات وتقنية المعلومات  
Communications and Information Technology Commission



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## Introduction

In accordance with the responsibilities of the Communications and Information Technology Commission (CITC) as stated in the Telecom Act and the Telecom Bylaws, CITC has aimed to provide Mobile Number Portability (MNP) which is a service that enables mobile subscribers to keep their existing telephone numbers when changing mobile service providers. CITC intends through this service to give subscribers the flexibility and freedom to choose among different mobile operators, thus encouraging competition, improved service quality, and ultimately price reduction. For this reason, the Commission has established a national database to facilitate and monitor number portability procedures between service providers and to maintain a central database for the ported numbers. Moreover, CITC has issued a decree which obliges mobile service providers to apply the MNP feature in their networks and to connect it with the number portability database. This service was launched on 11 Jumada-al Thani 1427 AH, that corresponds to 8 July 2006. It should be noted that Saudi Arabia is one of the leading countries in the world in offering this feature to subscribers. MNP is provided by only a small number of countries, and Saudi Arabia is the first country to offer this feature in the Middle East, Africa, and the Islamic world.

## Benefits of Offering Mobile Number Portability Service

The benefits of offering Mobile Number Portability are summarized below:

- Subscribers are free to choose among service providers without any constraints.
- Encourages competition among service providers by offering high quality services at affordable prices.
- Eliminates costs which occur when subscribers must change their number when changing service provider; such as the costs of reprinting business cards and communicating with others to inform them of the number change.

## Requirements for a Portability Request

1. The mobile number to be ported must be working and in service.
2. The data submitted with the request must match the data registered at the donor provider (that is, the service provider from whom the number will be ported; or the number donor).
3. A minimum of two months since the number was previously ported.

## Steps of the MNP Service Request

1. The subscriber must visit a customer service office of the recipient service provider (that is, the service provider to whom the number will be ported) to submit the portability request by setting up a new service based on the existing subscriber number.
2. The customer service agent will register the request and provide the subscriber with a new SIM card.

## Regulations and Procedures

CITC has established specific and detailed regulations and procedures to coordinate the implementation of the Mobile Number Portability process. The MNP process takes place in two or more phases, depending on the type of subscription (prepaid or postpaid) and the amounts of the preliminary and final bills. After requesting the service, the portability request goes through the first phase, the Preparation Phase. In this phase, the request is sent to the donor provider. Once the donor provider receives the request, and ALL requirements of a portability request have been met, the request will take one of two paths:

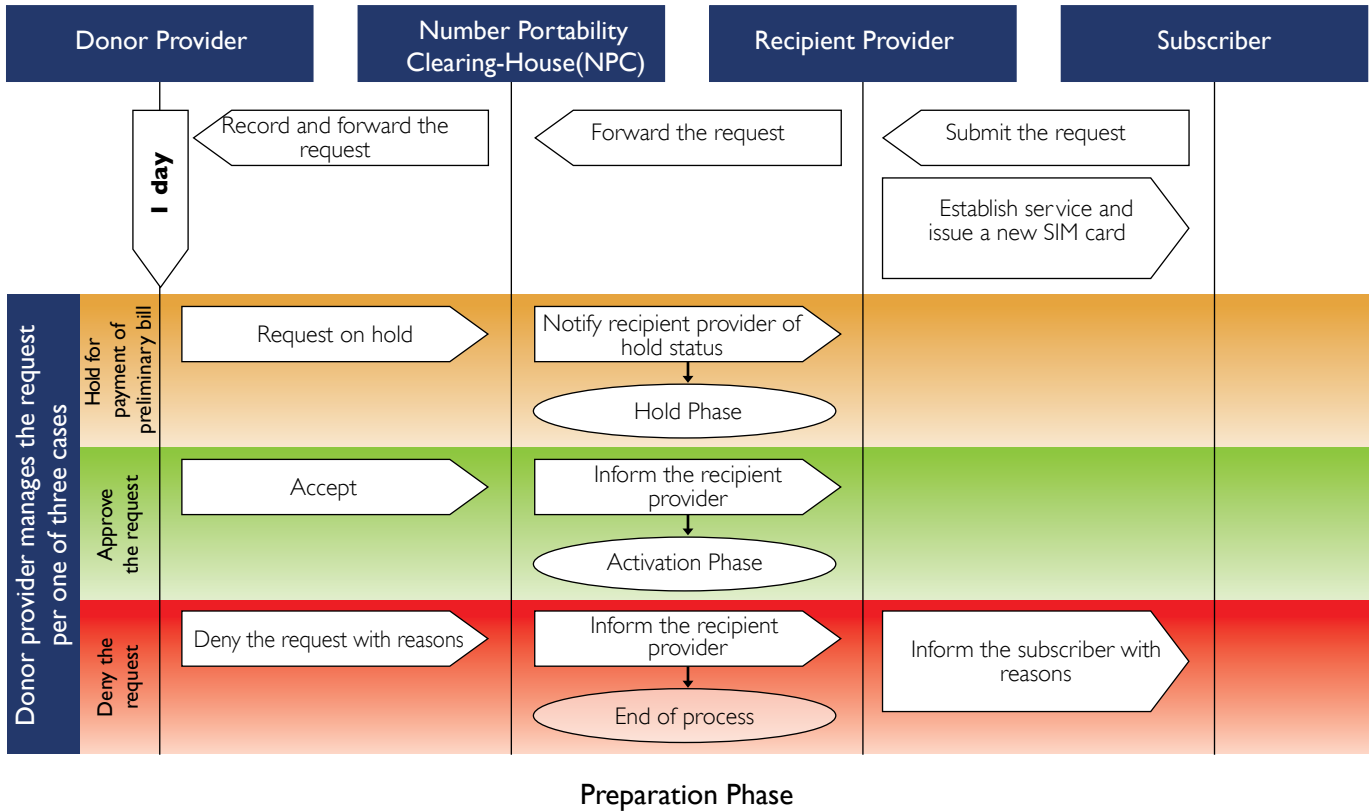
1. Direct acceptance. In the case of a prepaid subscription, or a postpaid subscription with a preliminary bill of 10 SR or less, the request is transferred directly to the Activation Phase.
2. Hold. In the case of a postpaid subscription with a preliminary bill more than 10 SR, the subscriber will receive an SMS message to inform him of the amount to be paid. The request will initially be transferred to the Hold Phase and then to acceptance if the bill is paid or to rejection if it is not.

If the portability request does not satisfy one of the requirements mentioned above, the request will be rejected and the subscriber will be informed by SMS message.

The following illustrations outline the phases, the parties involved, the roles of each party, and the maximum timeframe for each activity in the process.

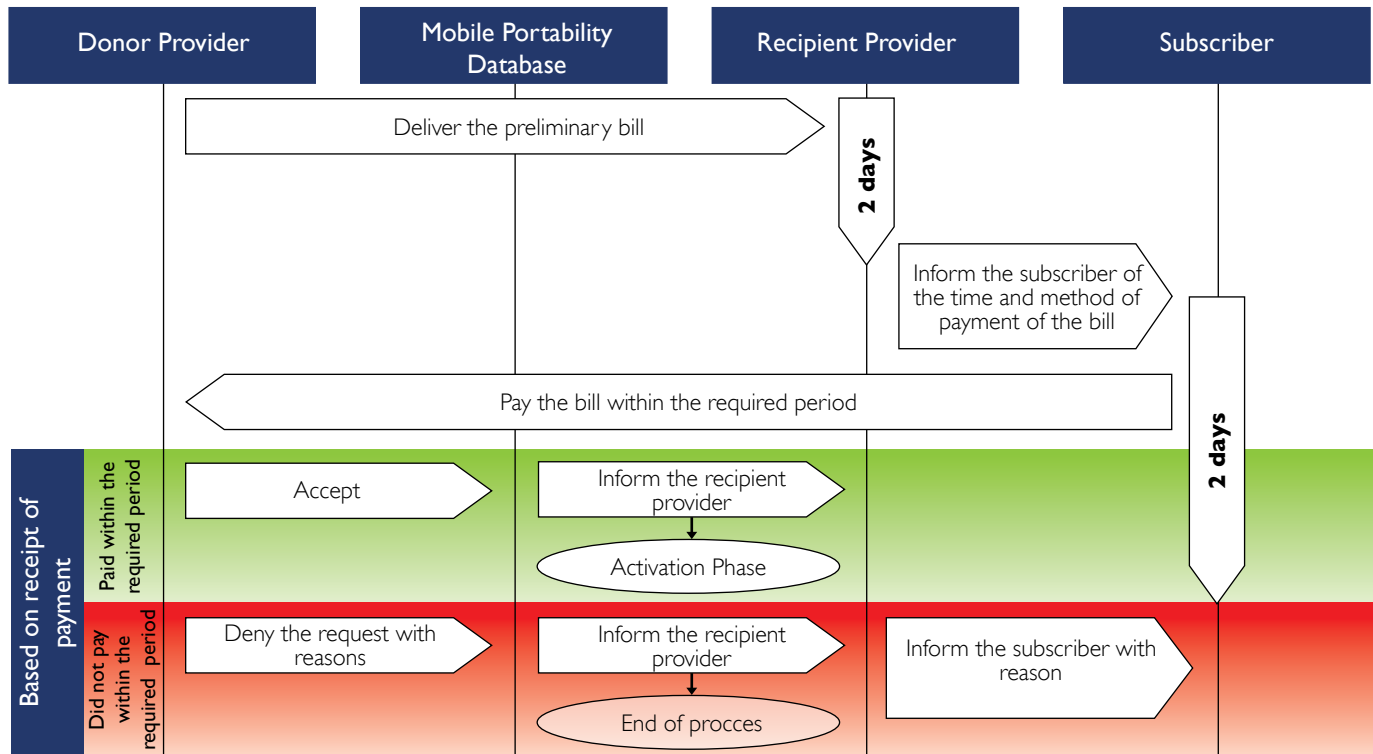
## First Phase: Preparation

During this phase, data exchange takes place in preparation for the Activation Phase.



## Second Phase: Hold

This phase starts when the donor provider requests a hold for payment of the preliminary bill. During this phase, the MNP process is on hold until the preliminary bill is delivered to the subscriber and is paid, before moving to the Activation Phase and completion of the porting process.

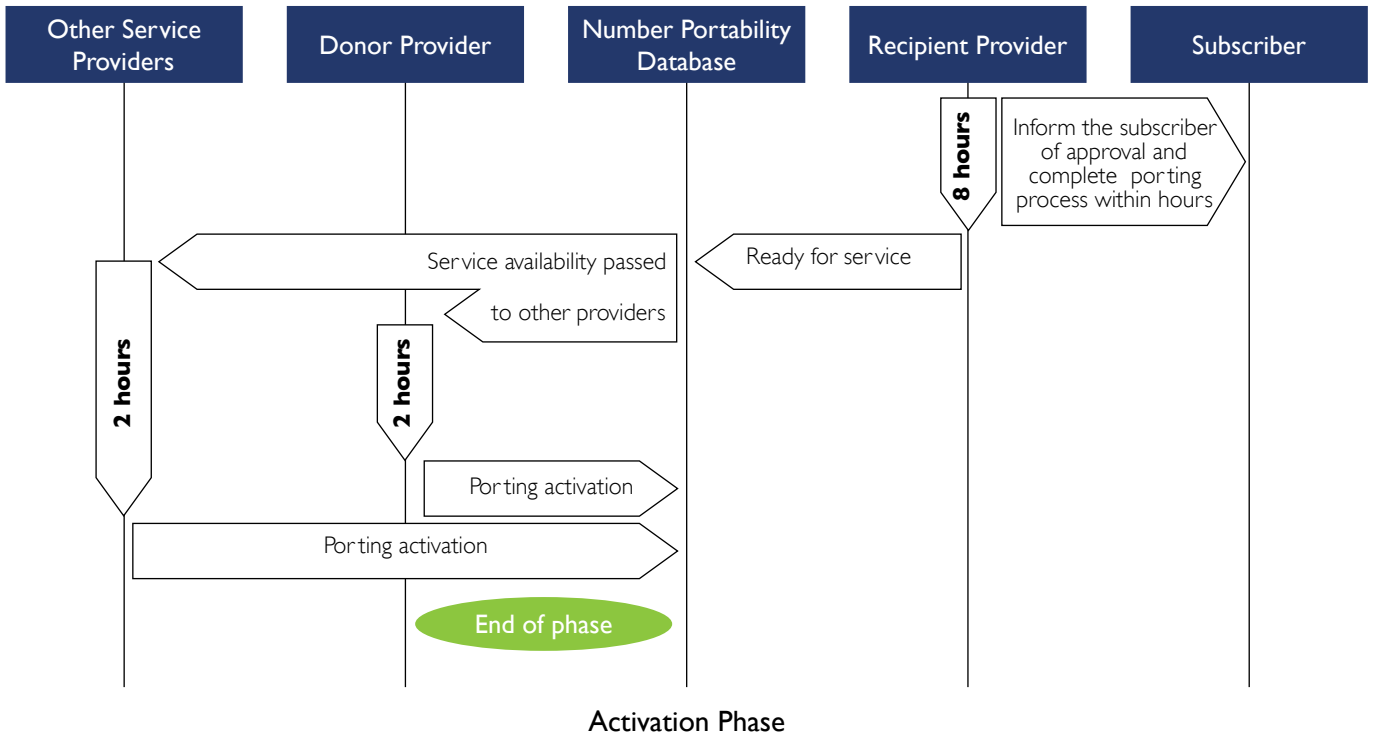


Hold Phase



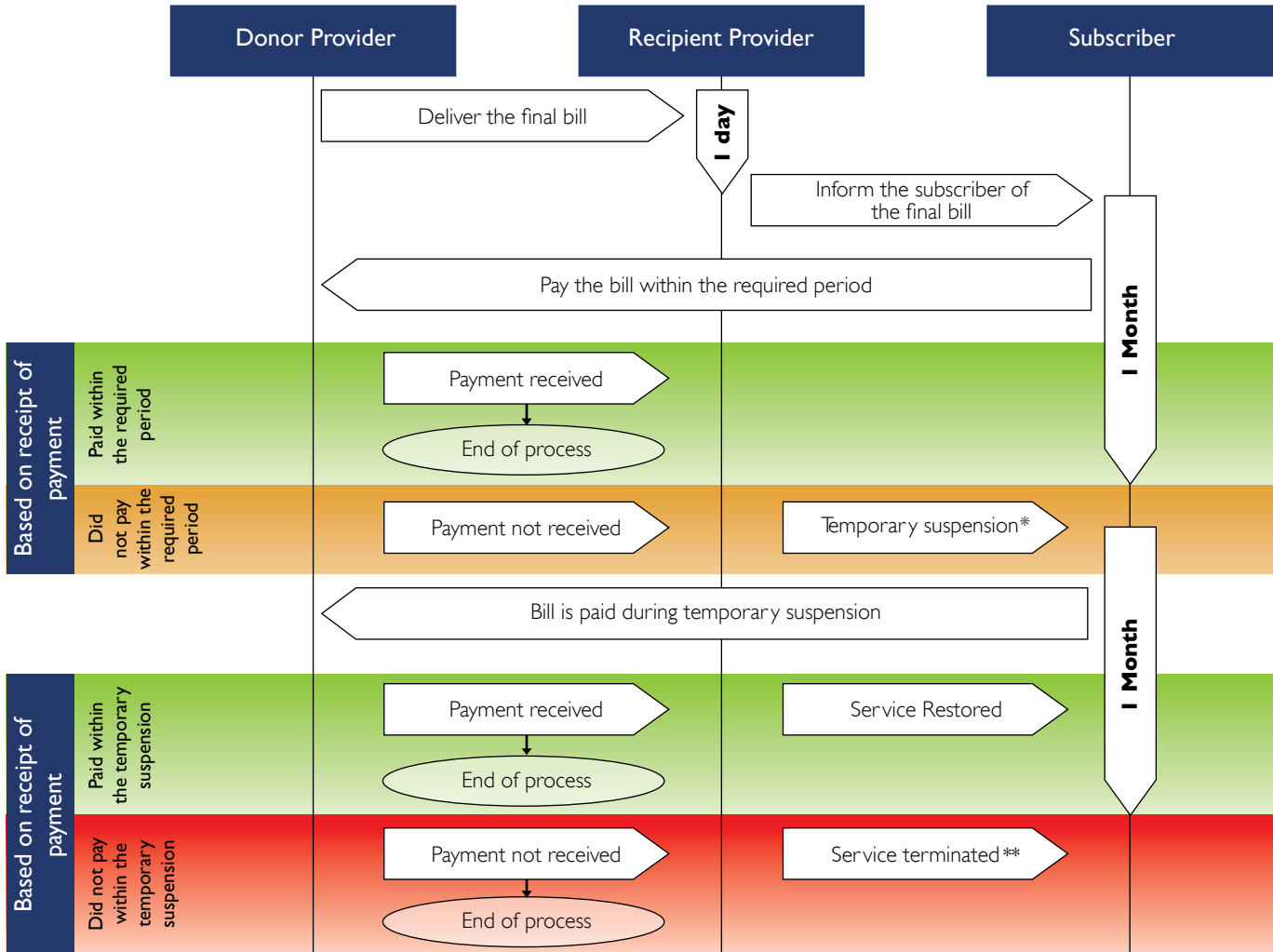
## Third Phase: Activation

This phase starts on receipt of acceptance from the donor provider. During this phase, the completion of the porting process takes place, the new subscription with the recipient service provider is activated, and the existing subscription with the donor provider is terminated.



## Fourth Phase: Final Payment

This phase deals with postpaid subscriptions and starts one month after completion of the Activation Phase. During this phase, a final invoice is sent to the subscriber, allowing a sufficient grace period for payment. If the subscriber does not pay on time, the service will be temporarily suspended for one month. If the subscriber then does not pay during the suspension period, the service will be permanently terminated.



### Final Payment Phase

\* Temporary suspension is done over 2 phases: 15 days outgoing calls barred and then 15 days all calls barred .

\*\* Check the frequently asked questions for this service .

## Frequently Asked Questions

### Is there a fee for this service?

No, Mobile Number Portability is a free service for which the subscriber does not incur any fees. The Commission has reached an agreement with the service providers to absorb all costs.

### Can subscribers benefit from the Mobile Number Portability service more than once?

Yes, subscribers can port a number from one service provider to another more than once provided that it has been at least two months since the last porting of the number.

### What can cause the portability request to be rejected?

1. If the number to be ported is disconnected.
2. If the subscriber has not paid his preliminary bill in the required time.
3. If the data submitted with the request does not match the data registered in the donor provider records.
4. If the last MNP transaction for this number was less than two months ago.

### How long does it take to Complete a port request ?

The duration for porting the number varies according to the type of subscription with the donor provider, as follows:

- Postpaid subscriptions (billed): The maximum period to complete the number portability procedures is seven working days, including a grace period to allow subscribers to pay their preliminary bill with the donor provider. However, subscribers can port their numbers in a shorter period if they pay their preliminary bill upon receipt or if the amount due to the donor provider is 10 SR or less .
- Prepaid subscriptions: The number porting process is completed within three working days from the date of request.

### Can subscribers make calls during the porting period?

According to the approved MNP procedures, the new SIM card given to the subscriber will be activated by the recipient service provider before suspending the service of the old SIM card. This enables subscribers to make calls during the porting period from their old SIM card according to the usual rates for their subscription.

### Will any service disconnection occur?

Prior to suspending the old service, subscribers are notified via SMS that their number will be actively ported within hours of activation of the new SIM card and suspension of service of the old SIM card. After receiving the SMS, subscribers can make calls normally to any network using their new SIM card; however, they can only receive calls from the recipient service provider network until the porting process is fully activated by all other service providers, which takes about two hours. The subscriber is then able to make and receive calls to and from all other networks.

### Is any remaining credit of prepaid subscriptions transferred with the ported number?

Any existing credit on a prepaid subscription will expire upon successful porting and will not be transferred with the ported number.

### How can the MNP request be cancelled?

The subscriber is entitled to cancel the porting process at any time, via the recipient service provider who received the request. Subscribers can cancel the request before the activation phase which starts on receipt of the activation SMS.

### Can anyone recognize a number ported to another service provider?

Yes, the caller from the range holder network can recognize a ported number through a distinctive tone before the regular dial tone.

### What is the cost of calling to and from a ported number?

A ported number is treated like any other number belonging to the recipient service provider with respect to incoming and outgoing calls.

### Is there any difference in the method of calling a ported number?

No, there is no difference in the method of calling a ported number.

### Why is the subscriber asked to pay a final bill after completion of the porting process?

During the porting period, a final bill from the donor provider cannot be issued because the subscriber may, after initiating the portability request, make calls that will need time to calculate and bill, like international roaming calls. As CITC does not wish to have customer service disconnect during the porting period or to delay the porting procedures until a final bill is issued, it was decided to issue a preliminary bill to initiate the porting process. One month after completing the porting process, a final bill is issued for any remaining amount that the subscriber must pay the donor provider to avoid his service being disconnected.

### What are the consequences of delaying payment of the preliminary bill?

Delay in paying the preliminary bill will cause the portability request to be rejected and the subscriber will have to resubmit the request.

### What are the consequences of delaying payment of the final bill?

Delay in paying the final bill will cause the service to be temporarily suspended for one month. Then it will be permanently disconnected and the number returned to the donor provider who may give it to a new subscriber.

### What if there is an objection or complaint about the MNP request?

The subscriber must follow up the portability request with the recipient service provider. If the request was rejected, the subscriber must follow up with the donor provider to question the reasons for the rejection. In both cases, if there is either no response or unreasonable delay from the service provider; or if the subscriber is not satisfied with the reasons for rejection, he may submit a written complaint to CITC attaching all necessary documentation.

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