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**ETHIOPIAN**  
COMMUNICATIONS AUTHORITY

**MOBILE NUMBER PORTABILITY DIRECTIVE  
NUMBER 831/2021**

AUGUST 2021

# MOBILE NUMBER PORTABILITY DIRECTIVE

**WHEREAS** it is necessary to provide subscribers of mobile Telecommunications Services the option to switch Telecommunications Operators while maintaining an originally assigned mobile phone number that is capable of being ported;

**RECOGNIZING** the need to issue an efficient and effective regulatory framework for the seamless operations of Mobile Number Portability between Telecommunications Operators;

**UNDERSTANDING** that in this endeavor it is essential to establish a National Mobile Number Portability Clearinghouse that shall have responsibilities to manage and administer the provision of mobile number portability services;

**COGNIZANT** of the importance to safeguard subscribers' consumer rights and data privacy, and monitor their satisfaction with the Mobile Number Portability process;

**NOW THEREFORE**, the Ethiopian Communications Authority hereby issues this Mobile Number Portability Directive in accordance with Articles 6(2), 28(4), 51(4), and 54(2) of the Communications Service Proclamation No. 1148/2019.

## PART ONE GENERAL

### 1. Short Title

This Directive may be cited as the “Mobile Number Portability Directive No. 831/2021.”

### 2. Definitions

In this Directive, unless the context otherwise requires:

- 1) “**Activate**” means to allow a Subscriber to have full access to a Telecommunications Operator’s network service, including the ability to make and receive calls, to send and receive short message services and other services normally provided by a Telecommunications Operator.
- 2) “**Authorized Agent, “Dealer” or “Distributor”**” means a person appointed or contracted by a Telecommunications Operator to carry out the registration of Subscribers under the SIM Card Registration Directive.
- 3) “**All Call Query (ACQ)**” means the call set-up process where porting databases, central database managed by the Number Portability Clearinghouse (NPC) or operator-managed, are queried in order to determine the correct network of the called Subscriber before completion of call set-up.
- 4) “**Authority**” means the Ethiopian Communications Authority established under Article 3 of the Proclamation.
- 5) “**Central Reference Database**” means a single centralized system that ports all mobile numbers through one system and relays information between Donor and Recipient networks in the mobile number porting process.
- 6) “**Cutover Period**” means that the date and time when a Subscriber who submitted a porting application will have no mobile Telecommunications Service while the porting process is being completed.

- 7) “**Deactivate**” or “**Deactivation**” means to disable the access of a Subscriber to Telecommunications Services provided by a Telecommunication Operator.
- 8) “**Dipping Charge**” means the Authority’s approved fee charged by the NPC Administrator on Telecommunications Operators for the use of the Central Reference Database.
- 9) “**Dispute**” means an issue in contention between licensees, a consumer and a licensee, where one or both parties is aggrieved by the decision and/or conduct of the other, and the parties have failed to reach an amicable resolution after due effort has been made.
- 10) “**Donor Operator**” means the Telecommunications Operator to whose network the mobile number belongs at the time the Subscriber submits a porting application.
- 11) “**Identification Details**” means details given by a Subscriber to Telecommunications Operator or an Authorized Agent, Dealer or Distributor for the purpose of registration of a SIM Card.
- 12) “**License**” means a license issued by the Authority.
- 13) “**Licensee**” means a person or legal entity who has been issued a license by the Authority.
- 14) “**MNP Operator User Agreement**” means the Agreement between a mobile service provider and the NPC Administrator where the agreement defines the scope of rights and responsibilities between both parties.
- 15) “**Mobile Number**” means the number series assigned by a Telecommunications Operator to its Subscriber.
- 16) “**Mobile Number Portability**” or “**MNP**” means the ability of a mobile postpaid or prepaid Subscriber, who has no contractual obligation to the Donor Operator, to retain an existing mobile number despite having moved from one Telecommunications Operator to another.
- 17) “**Mobile Postpaid Subscriber**” means any Subscriber who enters a contract with the Telecommunications Operator and pays a service subscription and usage bill at the end of each month.
- 18) “**Mobile Prepaid Subscriber**” means any Subscriber who pays in advance for the usage of Telecommunications Services that the Telecommunications Operator avails subtracting credit as the service is consumed by the Subscriber.
- 19) “**National Subscriber Registry**” means information concerning Subscribers that the Authority shall require for the purpose of consolidating and harmonizing the database of Subscribers maintained by Telecommunications Operators.
- 20) “**Number Portability Clearinghouse or NPC**” means the entity that manages the Centralized Clearinghouse established for the sole purpose of overseeing the tasks associated with Mobile Number Portability functions.
- 21) “**Number Portability Clearinghouse Administrator or NPC Administrator**” means the Number Portability Clearinghouse Administrator licensed by the Authority to establish and manage the Centralized Clearinghouse.
- 22) “**Personal Data**” shall mean any information relating to an identified or identifiable natural person leading to identify such person, directly or indirectly in particular by reference to an identifier such as a name, an identification number, location data, telephone number, traffic and billing data, and other personal information in the context of Telecommunications Services.

- 23) “**Porting Application**” means an application submitted by a Subscriber to a Recipient Operator to request the porting of the Subscriber mobile number from a Donor Network to a Recipient Network.
- 24) “**Porting Process**” means the process by which a Donor Operator moves a mobile number to a Recipient Operator. In no case shall the entire porting process take more than forty-eight (48) hours.
- 25) “**Proclamation**” means the Communications Service Proclamation No. 1148/2019.
- 26) “**Proxy Registration**” means registration on behalf of a Subscriber by a person who legally represents the Subscriber.
- 27) “**Recipient Operator**” means the Telecommunications Operator that shall provide Telecommunications Service to the Subscriber after the porting process.
- 28) “**Registration**” means the process of recording identification details of a person as a Subscriber by a Telecommunications Operator, Authorized Agent, Dealer, or Distributor.
- 29) “**SIM Card**” means the Subscriber Identity Module (SIM) which is an independent, electronically activated, device designed for use in conjunction with a telecommunication apparatus to enable the user of the telecommunication apparatus to transmit and receive communications by providing access to telecommunications systems and enabling such telecommunications systems to identify the particular SIM and its installed information.
- 30) “**Subscriber**” means any person who uses Telecommunications Services and pays the corresponding fees for a certain period by virtue of an agreement that the person enters into or accepts the terms set forth by a Telecommunications Operator.
- 31) “**Suspend**” means to temporarily disable a Subscriber’s access to Telecommunications Services provided by a Donor or Recipient Operator.
- 32) “**Win-back**” means where the Donor Operator initiates contact with a Subscriber who has either requested number portability, or who has already ported their number(s) and where that contact has the intention or effect of encouraging the Subscriber to remain with or return to the Donor Operator Network.
- 33) “**Working Days**” means business working days only and shall not include Saturday, Sunday and any day that has been declared to be a public holiday by the Federal Democratic Republic of Ethiopia.

### 3. **Objectives**

This Directive has the following objectives:

- 1) Provide a regulatory framework for the seamless operations of Mobile Number Portability;
- 2) Establish a National Mobile Number Portability Clearinghouse;
- 3) Establish an efficient and effective mobile number porting process between Telecommunications Operators;
- 4) Provide the Subscriber the freedom to select and switch Telecommunications Operators while maintaining the originally assigned personal or business mobile phone number.
- 5) Protect the Subscriber’s rights and monitor the Subscriber’s satisfaction with the MNP process; and,

- 6) Ensure that the Subscriber mobile number is only ported to and from a Telecommunications Operator network with the Subscriber's written or electronic request or authorization.

#### 4. **Scope of Application**

This Directive shall apply to all Licensees offering mobile Telecommunication Services to Subscribers and their Authorized Agents, Dealers, Distributors, Subscribers, and the Number Portability Clearinghouse Administrator.

### **PART TWO NUMBER PORTABILITY CLEARINGHOUSE AND HELP DESKS**

#### 5. **Establishment of a Number Portability Clearinghouse**

- 1) The Authority shall establish a Number Portability Clearinghouse (NPC) to be managed by an Administrator who shall be licensed by the Authority and whose primary responsibility shall be to manage the MNP process.
- 2) The Authority shall establish rules to enable fair MNP procedures by:
  - a) Providing business operations rules on MNP;
  - b) Establishing the Central Reference Database and the NPC; and,
  - c) Establishing network routing procedures for Subscriber numbers that have been ported from one operator network to another.
- 3) The NPC shall be issued a License to operate by the Authority for the sole purpose of managing the MNP function.
- 4) The NPC Administrator shall use the NPC for the performance of the following functions:
  - a) Verifying and validating all porting transactions;
  - b) Relaying of messages between the Donor and Recipient Operators and maintenance of status information for each individual and bulk porting transactions;
  - c) Management of the porting process to monitor the compliance with target porting time scales by the operators;
  - d) Interworking with the National Subscriber Registry, to verify Subscriber registration status and mandatory data matches to validate Subscriber porting transactions;
  - e) Receive and reconcile SMS verifications from Subscribers confirming the request to port;
  - f) Communicating with the Subscriber and advising them via SMS or voice message on the status of their porting requests;
  - g) Real-time broadcasting of information to all mobile service operators of the identity of the Recipient Operator serving a Subscriber number after porting for the purpose of updating routing arrangements;
  - h) Updating the National Subscriber Registry to reflect the migration of successfully ported Subscriber numbers from Donor Operators to Recipient Operators;
  - i) Collection of logs on all porting activities;
  - j) Collection of statistics on porting;

- k) Maintenance of the serving Telecommunications Operator status for every Subscriber number in Ethiopia in real-time to reflect changes effected through the completion for porting transactions;
  - l) Storage of information of the history of each porting transaction excluding any subscriber's Personal Data, which should be deleted once porting has been completed;
  - m) Coordinating porting transactions between Telecommunications Operators, ensuring consistency in the porting performance, and adherence to the porting time scales set from time to time in the business rules;
  - n) Maintaining a Central Reference Database of all ported numbers and making provisions for the download of such information by any Telecommunications Operator, especially new entrants; and,
  - o) Management of ancillary porting functions as required, including return to number range holder and emergency repatriation processes.
- 5) The NPC Administrator shall, in every case, ensure minimal disruption of the MNP Service during scheduled maintenance periods of its administrative systems.

#### **6. Number Portability Clearinghouse Helpdesk**

The MNP Clearinghouse Administrator shall set up and operate a Number Portability Helpdesk with the following responsibilities:

- 1) Identifying and resolving service impacting faults and issues;
- 2) Receiving, reviewing, and resolving questions and complaints from Telecommunications Operators;
- 3) Monitoring the continuity and quality of service of the Number Portability Clearinghouse or Central Reference Database;
- 4) Be available twenty-four (24) hours a day, 365 days a year, to provide support to all Telecommunications Operators; and,
- 5) Other items as determined by the Authority as needed to improve the MNP process.

#### **7. Telecommunications Operator Helpdesk**

Each Telecommunications Operator shall establish a Helpdesk that shall manage customer complaints and with the primary responsibility being to receive, review, and resolve the Number Portability related complaints made by Subscribers.

#### **8. Recipient Operator's Subscriber Complaint Helpdesk**

A Recipient Operator's Subscriber Complaint Helpdesk shall undertake the following responsibilities:

- 1) Acknowledge the complaints of the Subscriber by SMS within two (2) hours after a problem is reported;
- 2) Record the MNP-related Subscriber complaint where the resolution of such complaints is under its operational control;
- 3) Take all necessary steps to ensure that the complaint is resolved not later than forty-eight (48) hours from the time the complaint was reported; and,
- 4) Maintain records of all complaints according to the current business practice of the Telecommunications Operator and in line with the MNP business rules.

## **9. Failure to Resolve a Subscriber's Complaint**

Where a Subscriber's complaint remains unresolved after forty-eight (48) hours by either the Recipient or the Donor Operator, a Subscriber may submit a complaint to the Authority.

### **PART THREE DATA PRIVACY**

## **10. Data Privacy**

- 1) The Number Portability Clearinghouse and the Telecommunications Operators shall keep confidential any data supplied by Subscribers in connection with the MNP process.
- 2) All parties involved in the MNP Process shall:
  - a) Ensure that collected data is used solely for the purposes of the porting of mobile numbers and not for any other purpose;
  - b) Ensure that the data collected and used to process porting requests shall be authenticated by the National Subscriber Registry; and,
  - c) As may be required by the Authority, amend the design and operations of the porting process and systems to align with requirements of any future changes to the Ethiopian National Subscriber registration process and systems.

### **PART FOUR RELATIONSHIP BETWEEN MOBILE SERVICE PROVIDERS AND THE NPC ADMINISTRATOR**

## **11. Compliance with MNP Operator User Agreement**

The NPC Administrator and all Telecommunications Operators shall offer MNP services in accordance with the MNP Operator User Agreement and this Directive.

## **12. Connectivity and Routing of Traffic Between Operators and Number Portability Clearinghouse**

- 1) All interconnection agreements between Telecommunications Operators shall require the following routing protocols:
  - a) All routing of traffic to and from mobile numbers, both ported and non-porting, shall use the All Call Query (ACQ) approach as mandated by the Authority.
  - b) The corresponding routing prefix allocated by the Authority.
- 2) All Telecommunications Operators shall establish interconnections from their respective MNP gateways to the main and disaster recovery sites managed by the NPC Administrator at their own cost.
- 3) A Telecommunication Operator, who is also a fixed interconnect exchange service provider or international gateway operator providing carrier service to another Telecommunications Operator, may establish connectivity to the main and disaster recovery sites of the NPC Administrator and share its Local Number Portability Database for the purpose of implementing and managing MNP.

- 4) No Telecommunications Operator, unless as provided under Sub-Article (3) of this Article, shall share its Local Number Portability Database with another Telecommunications Operator.
- 5) A Telecommunications Operator who is eligible to share its Local Number Portability Database shall ensure that such sharing of Local Number Portability Database enables it to directly route traffic to ported mobile numbers.
- 6) A Telecommunications Operator on whose network traffic originates shall be responsible for the correct routing of such traffic.
- 7) A Telecommunications Operator shall not be permitted to charge Additional Conveyance Charges for direct routed traffic originated and terminated on its network.
- 8) In case of international incoming messages (SMS or voicemail), the International Gateway Operator carrying such messages shall route the traffic to the Operator who owns the original number range, and if the Subscriber number does not exist on the original network, direct the traffic to the ACQ to be onward routed to the Recipient Operator hosting the Subscriber number.
- 9) Where there is a conflict between the provisions of any interconnection agreement and this Directive, the provisions of this Directive shall prevail.

**13. Obligations of the Recipient Operator**

The Recipient Operator shall have the following obligations:

- 1) Begin the porting process for the Subscriber not later than twenty-four (24) hours after all identity verification and request for porting confirmation is received.
- 2) Remit to the NPC Administrator a porting transaction fee for a Subscriber who is successfully ported.
- 3) Settle payment for the service within thirty (30) working days of receipt of the bill from the NPC Administrator.
- 4) Maintain records of all mobile numbers for which porting requests have been processed and granted for a minimum of twelve (12) months from the date of the successful porting and activation of the number.

**14. Obligations of the Donor Operator**

The Donor Operator shall have the following obligations:

- 1) Continue to provide Telecommunications Services to the Subscriber until such time that the porting process is completed, and the mobile number is deactivated on the Donor Operator's network.
- 2) Notify the Recipient Operator of the porting requests for mobile numbers that have been rejected.

**15. Obligations of the NPC Administrator**

The NPC Administrator shall have the following obligations:

- 1) Coordinate efforts between Donor and Recipient Operators for the sole purpose of expediting the porting of Subscriber numbers.
- 2) Generate the following statistics and reports related to the number portability:
  - a) Total porting requests received;



- b) Successful porting requests;
  - c) Failed porting requests including reasons for failures and the response times of Telecommunications Operators at each stage of the porting process; and,
  - d) Other relevant statistics and reports in accordance with the MNP objectives or as may be determined by the Authority.
- 3) Where a Recipient Operator fails to pay the Porting Transaction Fee within the time limit specified under Article 13 Sub-Article (3) of this Directive, the NPC Administrator shall, before taking any action, issue a notice to the Recipient Operator requesting the Recipient Operator to pay the Porting Transaction Fee, within a period of fifteen (15) working days from the time the notice is delivered.
  - 4) Notwithstanding the issuance of a notice to the Recipient Operator pursuant to Sub-Article (3) of this Article, the NPC Administrator shall not discontinue the provision of MNP Service to a Recipient Operator.

**PART FIVE**  
**GENERAL NUMBER PORTING GUIDELINES**

**16. MNP Subscriber Interface**

- 1) The provision of MNP Service to all Subscribers shall be the collective responsibility of all mobile service providers and the NPC Administrator on a non-discriminatory basis.
- 2) The MNP process shall be Recipient Operator-led and shall be initiated by the Subscriber requesting for number porting.
- 3) Every Mobile Service Provider shall ensure that its network enables a Subscriber to send the porting approval SMS at no charge and even where the subscriber has zero (0) credit balance.
- 4) A Donor Operator may not deliver the porting approval SMS if the Subscriber number is already barred or suspended from making outbound calls or sending SMS.

**17. Rejection of Number Porting Requests**

Request for number porting shall be rejected for one of the reasons listed below:

- 1) Information required to initiate a porting request is incomplete or incorrect;
- 2) Number is not valid on the Donor's network;
- 3) Number is excluded from number portability; (example, Short Codes);
- 4) Number is already subject to a porting process;
- 5) Number was already suspended prior to the port request; or,
- 6) Account owes payment to the Donor Operator.

**18. Maintenance of Records for Rejected Applications**

Telecommunications Operators shall maintain records of all mobile numbers for which porting requests have been rejected for a minimum period of twelve (12) months from the date of rejection of the request, including the reason for rejection.

## **19. Number Porting Eligibility**

- 1) The Recipient Operator shall only process porting requests from eligible Subscribers.
- 2) In order to submit a request to port an eligible mobile number, a Subscriber shall confirm that:
  - a) The mobile number has been registered on the National Subscriber Registry;
  - b) The Subscriber's identity details match those held by the Donor Operator and the National Subscriber Registry.;
  - c) The mobile number is not blocked or subject to restricted service provisions for any reason by the Donor Operator at the time that the porting request is submitted;
  - d) A zero (0) balance is reflected on the Subscriber's postpaid account with the Donor Operator, and not more than one pending billing cycle is confirmed;
  - e) The newly activated Subscriber line has been active on the Donor Operator's network for a minimum of thirty (30) days;
  - f) The newly ported Subscriber number will remain on the Recipient Operator's network for a minimum of thirty (30) days;
  - g) Porting of the Subscriber's number has not been prohibited by a court of law; and,
  - h) There is no pending request for change of ownership of the Subscriber number.

## **20. Request for Porting Form**

- 1) The Request for Porting Form shall incorporate the following:
  - a) The porting eligibility criteria as specified in the Porting Eligibility requirements set forth under Article 19 of this Directive;
  - b) An undertaking by the Subscriber that:
    - i) The Subscriber number was not involved in any fraudulent activity;
    - ii) The Subscriber number has not been reported lost or stolen; and,
    - iii) The Subscriber is eligible and has the necessary authorization to request for the porting of the mobile number.
  - c) In the case of a Prepaid Subscriber an undertaking by the subscriber to the effect that, the Subscriber understands and agrees that, upon porting of the mobile number, any credit on that account at the time of porting shall lapse;
  - d) In the case of a Postpaid Subscriber, an undertaking by the Subscriber that the subscriber understands that porting will not extinguish the Subscriber's liability to pay the Donor Operator where there are outstanding payments due to the Donor Operator;
  - e) An undertaking by the Subscriber to the effect that the Subscriber understands and agrees that, upon porting of the mobile number, ancillary services such as voicemail, SMS and Multimedia Messages saved by the Subscriber may be lost;
  - f) An undertaking by the subscriber that the subscriber understands the Recipient Operator may charge different service usage rates after the number is ported; and,
  - g) An undertaking by the Subscriber that the Subscriber understands and takes direct responsibility for recovering any mobile banking account registered to the mobile number that is the subject of the porting request.

- 2) Each porting request shall be accompanied by:
  - a) A completed Porting Request Form;
  - b) The Subscriber's government-issued photo identification, driver's license, or international passport; and,
  - c) A declaration that the Subscriber number to be ported is registered in the National Subscriber Registry.

## **21. Porting Approval Request Message**

The Recipient Operator shall:

- 1) Confirm the eligibility of the Subscriber as specified in the Porting Request Form and upon confirmation, send a Porting Approval Request Message to the Number Portability Clearinghouse, and,
- 2) Issue the Subscriber a new SIM, at the successful initiation of the porting process.

## **PART SIX PORTING TRANSACTION CHARGES**

## **22. Porting Transaction Fee**

- 1) The Authority shall approve, and the NPC Administrator shall enforce, a Porting Transaction Fee, which shall be billed to the Recipient Operator by the Number Portability Clearinghouse.
- 2) The Porting Transaction Fee shall be billed for each successfully completed porting transaction. Unsuccessful Porting Transactions shall not be subjected to a transaction fee.
- 3) The Porting Transaction Fee shall be paid to the Number Portability Clearinghouse directly by the Recipient Operator and no payments shall be made for unsuccessful porting transactions.
- 4) All mobile service providers and Interconnect Exchange Service Providers shall be provided with access to the Central Reference Database free of charge to enable proper transiting and routing of calls, provided that such mobile service provider or Interconnect Exchange Service Provider has in place an ACQ infrastructure to enable it interconnect with the Central Reference Database.
- 5) The ACQ response system of the MNP System shall be provided by the NPC to network providers, Interconnection Exchange Service Providers, and other authorized parties at a Dipping Charge to be approved by the Authority where such parties do not have their own ACQ infrastructure.
- 6) The Telecommunications Operators shall provide other authorized parties with access to the information in the Central Reference Database at a charge to be approved by the Authority.

## **23. Revision and Modification of the Porting Transaction Fee and Dipping Charge**

The Authority may, following stakeholder consultation, review and modify the Porting Transaction Fee and Dipping Charge as it deems necessary.

**PART SEVEN  
DISPUTE RESOLUTION**

**24. Mobile Number Portability Dispute Resolution**

- 1) Any MNP dispute involving the NPC Administrator, Recipient Operator, and the Donor Operator shall be resolved amicably and in good faith between the relevant parties.
- 2) Where a dispute is not resolved amicably between the parties within thirty (30) working days of the existence of the dispute, the dispute may be referred to the Authority by either party for resolution.
- 3) A party requesting the Authority to resolve a dispute shall submit a written request to the Authority not later than sixty (60) working days after the parties fail to reach an agreement.
- 4) Following the written request to intervene, the Authority shall respond to the requesting party no later than thirty (30) working days after receiving such request, whether it:
  - a) Requires additional information from the parties involved before deciding whether to intervene or not;
  - b) Has decided not to intervene and provide a written response with a justification for not intervening; or,
  - c) Has decided to intervene in accordance with the procedures established in the Authority's Dispute Resolution Directive.
- 5) The porting obligations of the Telecommunications Operator shall continue while a pending dispute awaits a final decision by the Authority.

**PART EIGHT  
COMPLIANCE AND ENFORCEMENT**

**25. Compliance**

The Authority shall monitor a Telecommunications Operator's compliance with the provisions of the Proclamation and this Directive.

**26. Enforcement**

- 1) Where the Authority, consistent with the provisions of this Directive, the Proclamation, and other instruments that the Authority may issue, determines that a Telecommunications Operator has violated the provisions of this Directive, it shall impose remedies pursuant to Article 52 of the Proclamation, that shall include fines or restitution.
- 2) Without prejudice to Article 28 of this Directive and Sub-Article (1) of this Article, the Authority's remedies and sanctions shall be guided by the Council of Ministers Regulation issued pursuant to Article 52(6) of the Proclamation that determines the types of infractions that would result in license revocation, suspension, and other administrative measures and stipulate the penalties and the amount of fines to be paid.

**PART NINE**  
**MISCELLANEOUS**

**27. Breach Under This Directive**

Failure to comply with the provisions and requirements provided in this Directive shall result in a breach of this Directive.

**28. Penalties**

- 1) The Authority shall impose a penalty on a Telecommunications Operator where:
  - a) The Telecommunications Operator fails to submit a porting approval request on behalf of each qualified requesting Subscriber within the set time frame;
  - b) The Telecommunications Operator fails to comply with the approved timescale for the completion of any porting activity including the delivery or communication of porting responses to the NPC;
  - c) The Telecommunications Operator fails to directly route traffic using a local routing database infrastructure in accordance with the ACQ Direct Routing approach mandated by the Authority;
  - d) The Telecommunications Operator fails to take appropriate steps to afford Subscribers the desired win-back protection provided under the MNP Business Rules;
  - e) The Donor Operator fails to permit a Subscriber to send the porting approval SMS free of charge to the NPC, unless the account is restricted;
  - f) The Telecommunications Operator or other authorized party fails to synchronize or take downloads of data from the Central Reference Database to the local routing database upon receipt of port completion messages within the set time;
  - g) A Donor Operator rejects a porting approval request based on a reason not provided for by the MNP Objectives;
  - h) Submission of a porting approval request without the Subscriber's consent of an approved and completed Porting Request Form;
  - i) Any contract or communication by the Donor Operator to a Subscriber at the start of a porting transaction calculated at or likely to discourage the Subscriber from completing the move;
  - j) Providing false, inaccurate, or misleading information related to the number porting process through false advertising;
  - k) Providing inaccurate or false information in any report to the Authority; and,
  - l) Failure to provide to the Authority access to employees and Authorized Agents, Dealers or Distributors during an investigation
- 2) The failure of the NPC Administrator to undertake the porting of Subscriber numbers or perform its reporting obligations under this Directive shall be subject to a penalty imposed by the Authority for every reported incident.
- 3) Notwithstanding the terms and conditions contained in the MNP License, the Authority may revoke the MNP License where the NPC Administrator:
  - a) Fails to Implement the MNP System and procedures within the timescales set by the Authority for the implementation of MNP in Ethiopia;

- b) Fails to establish interconnect agreements with Telecommunications Operators; or,
- c) Discriminates between Telecommunications Operators.

**29. Amendment**

The Authority may, at any time, when it deems it necessary, amend this Directive by notifying all Telecommunications Operators in advance and conducting a stakeholder consultation process in line with the provisions of the Proclamation.

**30. Effective Date**

This Directive shall come into force on 18<sup>th</sup> August 2021.

**DONE AT ADDIS ABABA ON 18<sup>TH</sup> DAY OF AUGUST 2021  
ENGINEER BALCHA REBA  
DIRECTOR GENERAL  
ETHIOPIAN COMMUNICATIONS AUTHORITY**