

CALL FOR APPLICATION

MOBILE NUMBER PORTABILITY (MNP) SERVICE PROVIDER LICENCE

1. Introduction

- 1.1 The Information and Communication Technologies Authority (the ICT Authority), pursuant to the Information and Communication Technologies (Amendment of Schedule) Regulations 2026 and the Information and Communication Technologies (Licensing and Fees) (Amendment) Regulations 2026, hereby invites applications from eligible entities for the grant of a Mobile Number Portability (MNP) Service Provider licence.
- 1.2 The successful applicant shall be responsible for the establishment, administration, operation and maintenance of a Mobile Number Portability system, based on the All Call Query method, for the provision of Mobile Number Portability services in the Republic of Mauritius.
- 1.3 No public operator shall hold any equity, directly or indirectly, in the MNP Service Provider.
- 1.4 Any interested party should submit a duly completed application form, with all other required information, to the ICT Authority no later than **XX XXXX 2026**.
- 1.5 This document is intended to provide information to any interested party wishing to apply for the MNP Service Provider licence.

2. Background

- 2.1 The ICT Authority is the national regulator for the ICT sector in Mauritius. The ICT Authority has among its functions under the Information and Communication Act 2001 (ICT Act)¹, “to determine the numbering system to be used for every information and communication services including telecommunication service, and manage, review, and, where appropriate, reorganise the numbering system.” The ICT Authority also has as object under the said Act to “create a level playing field for all operators in the interest of consumers in general.”
- 2.2 The liberalisation of the telecoms sector in Mauritius in 2003 enabled the entry of a third Public Land Mobile Network (PLMN) operator, namely Mahanagar Telephone Mauritius Ltd. (MTML), thus adding to the two established players, Emtel Ltd. and Cellplus Mobile Communications Ltd., providing public land mobile services in the Republic of Mauritius.
- 2.3 In order to create a level playing field among PLMN operators, the Authority introduced regulatory measures upon liberalisation of the telecom sector, which included direct peering and the implementation of Interconnection Usage Charges (IUC) in relation to voice and SMS services. The ICT Authority also carried out migration towards 8-digit numbering plan for mobile networks in September 2013, in view of providing adequate numbering capacity for public land mobile services.
- 2.4 Within the re-engineered 8-digit numbering plan², the number range 5XXX XXXX has been earmarked for public land mobile services, thus offering a total capacity of 10 million numbers. Mobile numbers are allocated to PLMN operators in blocks of 100,000 numbers on a first-come first-serve basis, upon application. The list of mobile number blocks³ allocated to each PLMN operator is available on the website of the ICT Authority.
- 2.5 The Authority opened a new 8-digit mobile number range 7XXXXXXX in the national numbering plan, specifically for tourists and non-citizen residents (70XXXXXX to 72 XXXXXX) and for M2M SIMs (73 XXXXXX to 79 XXXXXX) respectively in 2024.
- 2.6 The total number of mobile subscriptions as at end of September 2025 was 2,115,988 representing a penetration rate of about 170%.

¹ https://www.icta.mu/documents/2024/11/ict_act.pdf

² https://www.icta.mu/documents/2025/05/numbering_plan.pdf

³ <https://www.icta.mu/mobile-prefixes/>

2.7 Today mobile subscribers wishing to switch service provider, have no option than to change their mobile number. Considering the importance subscribers attach to their mobile number, the need to change the said number acts as a deterrent to change service provider, thus hindering competition.

2.8 Mobile Number Portability (MNP) enables mobile subscribers to change service provider, i.e. to move their subscription from a donor PLMN operator to a recipient PLMN operator, whilst retaining their existing mobile number. MNP is thus recognized as an important enabler in stimulating competition, potentially enhancing quality and innovation in the provision of public land mobile services.

2.9 Referring to international best practices, the ICT Authority has considered the licensing of an independent third party for the provision of MNP services in the Republic of Mauritius.

3. Scope and Terms of MNP Service Provider Licence

3.1 The MNP Service Provider licence shall allow the licensee to establish, administer and operate a Mobile Number Portability system to offer MNP services, on an exclusive basis, in the Republic of Mauritius.

3.2 The terms and conditions of the MNP Service Provider Licence shall include the following:

- i) Licence fees payable by the MNP service provider licensee shall be as set out in the Information and Communication Technologies (Licensing and Fees) Regulations 2003(as amended).
- ii) The MNP Service Provider licence shall be for a duration of 15 years from the effective date of licence- being date on which the licence agreement shall be signed.
- iii) The licence shall remain in force for the said duration unless earlier revoked or terminated.
- iv) The licence may be renewed for a further 10 years on request of licensee on such terms and conditions as shall be set out by ICT Authority.
- v) The licensee shall make the MNP services available within 9 months of the award of the licence.
- vi) The licensee shall be required to offer MNP services throughout the duration of the licence.
- vii) The ICT Authority shall not entertain any request for surrender of the licence, unless the licensee provides sufficient compelling grounds and a prior notice of at least one year has been given to the Authority of its intention to do so.

4. Licensee General Requirements

The Mobile Number Portability Service Provider shall, *inter alia*:

- (i) set up a Mobile Number Portability system, including MNP centralized Clearing House (MCH), Number Portability Database (NPDB), and any other databases, as may be applicable;
- (ii) administer, operate and maintain a reliable, robust, resilient and secure MNP system for provision of MNP services in the Republic of Mauritius (including its outer islands), at its own costs;
- (iii) ensure that the MNP system has the necessary infrastructure to enable subscribers to apply for MNP service easily, in a timely and secure manner;
- (iv) provide transparent and non-discriminatory access to all PLMN operators to the MNP system;
- (v) make available updated porting information to all relevant operators (e.g. PLMN, PSTN, ILD) to enable efficient routing of calls to recipient networks;
- (vi) keep history of porting activity for any mobile number and provide statistical information on porting activities to the Authority, as and when required;
- (vii) comply with any performance, security, reporting and auditing requirements as may be prescribed by the Authority.
- (viii) make available a support service in order to attend to any query or problem/fault notification, on a 24/7 basis.

5. MNP System Feature Requirements

The MNP system to be deployed by the licensee shall meet the following feature requirements:

- (i) On-Premises Implementation: the MNP system shall be implemented on locally hosted, on-premises infrastructure, under continuous and manned supervision of the licensee. (Following consultation exercise, cloud-based solution is being considered)
- (ii) Cost-effectiveness: The MNP system shall be designed to minimise implementation and operation costs for relevant operators in terms of upgrade and inter-operability with the MNP system.
- (iii) Proper dimensioning: Network elements (e.g. MCH and NPDB) and links shall be adequately dimensioned, taking into consideration traffic study and other relevant factors.
- (iv) Open Standards Interface: The system shall support open standardised interfaces for seamless and multi-operator interoperability.
- (v) Scalability: The system shall be scalable to cater for any future requirements in terms of capacity, interconnection with new operators as well as challenges associated with emerging new services.

- (vi) Porting Efficiency: The MNP system shall support automated and efficient provisioning of porting requests, with real-time or near real-time validation.
- (vii) Bulk Porting: The MNP system shall support bulk or batch porting of mobile numbers, especially for enterprises.
- (viii) Query Performance: The MNP system shall support simultaneous call queries and shall cause minimal delay to call set up time.
- (ix) Reliability: The MNP system shall have high availability, minimal Failure Rate and minimal Mean-Time-To-Repair.
- (x) Digital Financial Services (DFS) Compatibility: The MNP system shall not cause disruption or degradation to DFS related applications including delivery of OTPs.
- (xi) Disaster Recovery: The MNP system shall include Disaster Recovery sites for critical network elements. The DR sites shall be updated on real-time basis and interconnected with main sites with sufficient redundancy to ensure continuous and uninterrupted service.
- (xii) Security: The MNP system shall be designed to ensure data protection and data authenticity (including anti-slamming provisions).

6. Application Eligibility Criteria

Applicants wishing to apply for the MNP Service Provider licence shall meet the following minimum eligibility requirements:

- (i) Be a duly registered legal entity with the technical, financial and managerial capability to establish, administer and operate a national Mobile Number Portability system.
- (ii) Be registered in Mauritius or should, at the time of application for licence, have initiated the registration process to be registered in Mauritius.
- (iii) Have proven experience in the deployment, operation and management of number portability systems. The applicant must have successfully set up and been operating MNP solutions for a continuous period of at least five years in one or more countries.

Equity Restriction

In accordance with the Information and Communication Technologies (Amendment of Schedule) Regulations 2026, no public operator (including any PLMN licensee) shall hold any equity, directly or indirectly, in the Mobile Number Portability Service Provider.

Furthermore, the Mobile Number Portability Service Provider shall not hold any equity, directly or indirectly in any public operator (including any PLMN licensee).

7. Application Requirements

Applicants shall submit a complete application including a clear and comprehensive business plan. The application shall include, but not limited to, the following:

- i) A duly completed application form in the manner prescribed by the Authority. The application form shall be accompanied by corporate information, including certificate of incorporation and other relevant constitutional documents, detailed ownership structure, with disclosure of shareholders and ultimate beneficial owners. Documentary evidence confirming compliance with the equity restriction requirement shall also be included.
- ii) A business plan, incorporating a financial plan demonstrating the financial viability and sustainability, both in terms of profitability and cashflow, of the MNP service over at least a 10 year period. The financial plan shall provide details about its committed and budgeted investment, financing, anticipated revenues, in relation to the scale being deployed, while also indicating when the applicant expects to move into profit. The proposed charging model including porting fees and all other relevant fees/charges should be included.
- iii) A detailed technical proposal describing the architecture, functionality and operation, of the proposed MNP system including its performance, reliability, security, resilience and scalability features. The technical plan shall include the porting process flow and administrative procedures as proposed by the applicant. Details of the technical plan as required are specified at 7.1 below.
- iv) A work plan identifying all tasks, subtasks, with realistic phases and milestones, interdependencies, critical path and resources involved for implementation of the MNP system. The work plan should further include details of the project team members including their corresponding profile and work experience as well as task assigned to/responsibility of each member.
- v) Any other information or documentation as may be required by the Authority for the proper assessment of the application.

7.1 Technical Proposal Details

The technical proposal to be submitted by the applicant with his/her application shall include, but not limited to:

- (i) The proposed architecture (logical and physical diagrams) for the MNP system, including all network elements as well as intra-network and inter-network connecting links.
- (ii) Assumptions made for provisioning of the main network elements and links.
- (iii) A detailed description of functions and features of main network elements, including their various available interfaces e.g. for synchronisation, query, updates, etc.
- (iv) Flow or logic diagrams to illustrate how each functional component communicates with each other either internally or externally.
- (v) Specifications of the different hardware and software elements as well as relevant licences applicable.
- (vi) Technical provision or upgrade required from relevant operators in order to interoperate with the MNP system, including estimated costs for such provision/upgrade.
- (vii) Detailed porting process (administrative and provisioning procedures) for any potential porting request, including: validation, database update and routing reconfiguration, SIM activation, etc.
- (viii) Porting related performance including: time taken between valid porting request received by MNP system to successful forwarding of request to Donor operator for validation; Time between receipt of Donor acceptance by MNP system to successful update of central number portability database; Time between receipt of donor acceptance by MNP system to availability of updated porting information to telecoms operators (where telecoms operators maintain their own local database).
- (ix) Description of call routing based on All Call Query mechanism for different call scenarios including on-net calls, off-net calls, termination of international calls to mobile numbers, international roaming. Description of routing mechanism with respect to P2P and A2P messages, including USSD, SMS etc. The applicant shall demonstrate how the MNP system will ensure the reliable, secure and efficient delivery of messages especially in the context of DFS related applications such as OTP and financial transaction notifications, as well as for OTTs.
- (x) Query Performance indicators including number of queries that can be handled simultaneously; number of queries that can be handled within 24 hours, delay to call set-up time.
- (xi) Reliability indicators including availability of MNP system, Failure rate, Mean-Time-To- Repair.
- (xii) Fault management and incident response procedures.

- (xiii) Security measures including anti-slamming provisions and data protection.
- (xiv) Detailed description of Redundancy, Disaster Recovery and Business Continuity arrangements.
- (xv) Helpdesk and customer support arrangements, including support channels, hours of operation, ticketing system; scope of support; response and resolution time.
- (xvi) Description of modularity and scalability aspects of main network elements for future requirements.

8. Evaluation of Applications

Applications for the MNP Service Provider licence shall be evaluated by the Authority by way of a beauty contest, whereby applications shall be assessed on a comparative and qualitative basis. In this regard, the Authority shall take into account, *inter alia*:

- (i) The applicant's demonstrated experience and track record in the implementation and operation of number portability, especially in countries comparable to Mauritius in terms of size, population, mobile penetration rate, telecom market dynamics.
- (ii) The proposed operational model, and measures ensuring neutrality, independence and non-discrimination;
- (iii) The technical performance, robustness, reliability, resilience, security, scalability of the proposed Mobile Number Portability system;
- (iv) The implementation plan, including readiness, timelines, migration strategy and risk management measures;
- (v) The financial strength, sustainability and long-term viability of the proposed service;
- (vi) Compliance with all applicable legal, policy and regulatory requirements, including the prohibition on equity participation by local public operators.

For the purposes of the evaluation, the Authority may:

- request additional information or clarifications from applicants;
- require presentations, interviews, demonstrations or site visits;
- appoint independent experts or consultants to assist in the evaluation process.

The Authority shall not be bound to select the applicant offering the lowest cost proposal and reserves the right to grant the licence to the applicant whose proposal best meets the objectives of Mobile Number Portability and the public interest.

9. Submission of Application

Completed applications shall be submitted in **electronic format**, in accordance with the instructions issued by the Authority, on or before the deadline specified in the Call for Applications notice.

Late, incomplete or non-compliant applications may not be considered.

10. Reservation of Rights

The Authority reserves the right to:

- amend, suspend or cancel this Call for Application at any time;
- not proceed with the present exercise without giving any reasons;
- grant the Mobile Number Portability Service Provider Licence subject to such terms and conditions as it deems appropriate in the public interest.

11. Enquiries

All enquiries relating to this Call for Applications shall be made in writing to the ICT Authority within the timeframe and in the manner specified in the application documentation.

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