

SESSION 3 – TECHNICAL FRAMEWORK – INFRASTRUCTURE

Day 1, 14:15–16:00 | Round Table – Participatory

Consumer Protection table

Focal point: Nikhil Jorai

Joined in this session by: —

Objective

To discuss and agree on the most suitable technical set-up and database model for Mauritius.

Clauses of the Draft Call for Application for your table

Clause	Text
1.2	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.
4 (ii)	(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;
5 (viii)	(viii) Query Performance: The MNP system shall support simultaneous call queries and shall cause minimal delay to call set up time.
5 (ix)	(ix) Reliability: The MNP system shall have high availability, minimal Failure Rate and minimal Mean-Time-To-Repair.

Keywords for your discussion

Subscriber should notice no change in call set-up; service everywhere incl. Rodrigues and Agaléga; system availability; no loss of service during outages

For each clause, assess

Clarity	Relevance	Adequacy	Recommendation
Is the clause clear and unambiguous?	Is it relevant and appropriate for MNP in Mauritius?	Is it complete? Is anything missing?	Retain, amend (propose wording) or delete?

Report-back: your focal point presents the table's agreed positions in plenary at the end of the session.

SESSION 4 – DIGITAL FINANCIAL SERVICES

Day 2, 09:00–10:30 | Round Table – Participatory

Consumer Protection table

Focal point: Nikhil Jorai

Joined in this session by: Competition

Objective

To discuss and agree on how porting can take place without disrupting mobile banking, payment services and OTPs.

Clauses of the Draft Call for Application for your table

Clause	Text
5 (x)	(x) Digital Financial Services (DFS) Compatibility: The MNP system shall not cause disruption or degradation to DFS related applications including delivery of OTPs.
4 (iii)	(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;
7.1 (ix)	(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.

Keywords for your discussion

No loss of mobile banking or wallet balance; clear information before porting; who to contact if OTP fails; complaint handling across operator and bank

For each clause, assess

Clarity	Relevance	Adequacy	Recommendation
Is the clause clear and unambiguous?	Is it relevant and appropriate for MNP in Mauritius?	Is it complete? Is anything missing?	Retain, amend (propose wording) or delete?

Report-back: your focal point presents the table's agreed positions in plenary at the end of the session.

SESSION 5 – TECHNICAL FRAMEWORK – CALL FLOWS

Day 2, 10:45–13:00 | Round Table – Participatory

Consumer Protection table

Focal point: Nikhil Jorai

Joined in this session by: —

Objective

To discuss and agree on how calls and messages will reliably reach ported numbers.

Clauses of the Draft Call for Application for your table

Clause	Text
4 (v)	(v) make available updated porting information to all relevant operators (e.g. PLMN, PSTN, ILD) to enable efficient routing of calls to recipient networks;
5 (viii)	(viii) Query Performance: The MNP system shall support simultaneous call queries and shall cause minimal delay to call set up time.
7.1 (ix)	(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.

Keywords for your discussion

Caller knowing the price of a call to a ported number; announcement tone; failed/dropped calls after porting; roaming abroad after porting; SMS delivery

For each clause, assess

Clarity	Relevance	Adequacy	Recommendation
Is the clause clear and unambiguous?	Is it relevant and appropriate for MNP in Mauritius?	Is it complete? Is anything missing?	Retain, amend (propose wording) or delete?

Report-back: your focal point presents the table's agreed positions in plenary at the end of the session.

SESSION 6 – CHARGING AND COST RECOVERY MODEL

Day 2, 14:15–16:00 | Round Table – Participatory

Consumer Protection group

In this session your group joins **Table 3 – Financial**

Host focal point: Nilofur Rohimbux and Pouvanah Sockalingum

Your group has no clauses of its own in this session. Move to the host table at the start of the session and take part in its discussion, using the host table's card.

Objective

To discuss and agree on the principles of the charging model and how the costs of the MNP system will be recovered.

Point your group should raise at the host table

Retail porting fee and its impact on subscribers.

Clauses being assessed at Table 3

Clause	Text
7 (ii)	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.
5 (ii)	(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.
8 (v)	(v) The financial strength, sustainability and long-term viability of the proposed service;

Report-back: the Table 3 focal point presents the agreed positions, including your group's views.

SESSION 7 – ADMINISTRATIVE FRAMEWORK

Day 3, 09:00–10:30 | Round Table – Participatory

Consumer Protection table

Focal point: Nikhil Jorai

Joined in this session by: —

Objective

To discuss and agree on how a porting request will be handled, from the customer's request to activation.

Clauses of the Draft Call for Application for your table

Clause	Text
4 (iii)	(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;
7.1 (vii)	(vii) Detailed porting process (administrative and provisioning procedures) for any potential porting request, including: validation, database update and routing reconfiguration, SIM activation, etc.
5 (vi)	(vi) Porting Efficiency: The MNP system shall support automated and efficient provisioning of porting requests, with real-time or near real-time validation.

Keywords for your discussion

Recipient-led one-stop shop; porting time limit; minimal downtime; consent; right to cancel; compensation; complaints

For each clause, assess

Clarity	Relevance	Adequacy	Recommendation
Is the clause clear and unambiguous?	Is it relevant and appropriate for MNP in Mauritius?	Is it complete? Is anything missing?	Retain, amend (propose wording) or delete?

Report-back: your focal point presents the table's agreed positions in plenary at the end of the session.

SESSION 8 – TECHNICAL PERFORMANCE AND SERVICE LEVEL

Day 3, 10:45–13:00 | Round Table – Participatory

Consumer Protection table

Focal point: Nikhil Jorai

Joined in this session by: Competition

Objective

To discuss and agree on the performance levels that the MNP system and the porting process must meet.

Clauses of the Draft Call for Application for your table

Clause	Text
7.1 (viii)	(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).
7.1 (xv)	(xv) Helpdesk and customer support arrangements, including support channels, hours of operation, ticketing system; scope of support; response and resolution time.
4 (viii)	(viii) make available a support service in order to attend to any query or problem/fault notification, on a 24/7 basis.

Keywords for your discussion

End-to-end porting time; service interruption window; helpdesk response and resolution time; published performance

For each clause, assess

Clarity	Relevance	Adequacy	Recommendation
Is the clause clear and unambiguous?	Is it relevant and appropriate for MNP in Mauritius?	Is it complete? Is anything missing?	Retain, amend (propose wording) or delete?

Report-back: your focal point presents the table's agreed positions in plenary at the end of the session.

SESSION 9 – FINALISING CALL FOR APPLICATION AND WAY FORWARD

Day 3, 14:15–16:00 | Round Table – Participatory

Consumer Protection group

In this session your group joins **Table 5 – Competition**

Host focal point: Priya Chutoorgoon

Your group has no clauses of its own in this session. Move to the host table at the start of the session and take part in its discussion, using the host table's card.

Objective

To address any remaining matters and present the finalised Call for Application.

Point your group should raise at the host table

Consumer benefits of switching (2.7, 2.8) reflected in the final CfA.

Clauses being assessed at Table 5

Clause	Text
2.7	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.
3.1	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.
6 – 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).
6 (iii)	(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.

Report-back: the Table 5 focal point presents the agreed positions, including your group's views.