



## OFFICE OF UTILITIES REGULATION

### TELECOMMUNICATIONS INDUSTRY NOTIFICATION

#### RE: ENGAGEMENT IN CONDUCT BY LICENSEE THAT CAUSES A SIGNIFICANT NUMBER OF PORT-OUT REQUESTS TO BE TIMED-OUT

**2021 JUNE 10**

The Office of Utilities Regulation (OUR) is aware that licensees appear to be engaging in conduct that results in a significant number of Port-Out Requests being timed-out.

The industry is being reminded that the Industry Number Portability Guidelines (INPG) sets out the order and timeframes within which each licensee participating in the number portability process is required to take particular action. Failure to act within the timeframes outlined in the INPG results in the porting transaction being timed-out. Persistent failures of this nature negatively affect the efficiency of the porting process, undermine the overall integrity of the number portability framework, frustrate the competitive process and ultimately compromise consumer welfare.

The industry is **HEREBY NOTIFIED** that any action by any licensee engaged in the number portability process without lawful justification, which results in Porting Requests being timed-out, will amount to a breach of the INPG.

**TAKE NOTICE** that where such breaches occur, the Office will take the requisite enforcement steps pursuant to its powers under the OUR Act and the Telecommunications Act.

Please be guided accordingly.

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