



**STATE OF ISRAEL**  
**Ministry of Communications**

**Numbering Plan**  
**For**  
**Number Portability**

Disclaimer

This is an unofficial translation of the official Number Plan for Number Portability which was written in Hebrew and which was signed and published on August 22<sup>nd</sup> 2005, and Amended on December 13<sup>th</sup> 2007, September 1<sup>st</sup> 2008 and February 4<sup>th</sup> 2009. For all legal purposes, the Hebrew official plan and Amendments shall apply.

By the power vested in us by the Minister of Telecommunications in accordance with article 5a of the Telecommunications Law, 1982, and with accordance with any law, after considering the arguments of the relevant licensees, we hereby order the implementation and operation of a Numbering Plan for Number Portability as follows:

**Definitions**

1. (a) In this Plan:
- |                                       |                                                                                                                     |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>Call</b>                           | - Including SMS, video, multimedia message, etc;                                                                    |
| <b>Dialing area</b>                   | - Geographical dialing area, National dialing area, mobile dialing area or service dialing area <sup>1</sup> ;      |
| <b>Direct routing</b>                 | - Routing without the involvement of another licensee;                                                              |
| <b>Donor</b>                          | - Licensee, except international service provider, whose subscriber ported his number;                              |
| <b>Fixed Operator</b>                 | - A general licensee for the provision of fixed telecommunications services, including a general specific licensee; |
| <b>International service provider</b> | - Licensee for the provision of international telecommunications services;                                          |
| <b>The Law</b>                        | - The Telecommunication Law, 1982;                                                                                  |
| <b>License</b>                        | - General license or general specific license;                                                                      |

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<sup>1</sup>e.g.1-800, 1-700, 1-900, etc.



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- Porting message** - The information transferred by Recipient regarding a subscriber who requests to port his number;
- Porting subscriber** - A subscriber who used his right to port his number, from Donor to Recipient;
- Mobile operator** - A licensee for the provision of mobile services;
- Number Portability (NP)** - As defined in article 5a in The Law;
- Recipient** - Licensee, except international service provider, that receives a porting subscriber;
- Routing** - Real time signaling and connection required for the establishment of a call between the originating subscriber and the destination subscriber;
- Service Provider Switching** - Cessation of the provision of service by Donor for the porting subscriber, and commencement of the provision of service to this subscriber by Recipient;
- Updating** - All the administrative actions and updates required in the systems of a licensee to support routing;
- (b) Terms of the Plan which were not defined in sub article (a), shall be interpreted in accordance with The Law, the Law of Interpretation, 1981 or the Numbering Plan<sup>2</sup>, unless the language or the context implies otherwise.
- (c) The headlines of the articles were provided solely for the convenience of the reader and should not be used for interpretation.

**Scope**

2. (a) Number Portability shall be implemented between licensees which operate in the same field of operation, as follows:
- (1) Between a Mobile Operator and any other Mobile Operator.

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<sup>2</sup> Numbering Plan for Telephony and value added services in Israel from 10.12.2000 as revised from time to time. The Plan is published in the MOC site [www.moc.gov.il](http://www.moc.gov.il).



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- (2) Between Fixed Operator and any other Fixed Operator, within the same dialing area, except those services which were exempted from NP;

The distinction between the characteristics of a geographical dialing area and those of a national dialing area or a service dialing area shall be retained, and NP between different geographical areas shall not be provided.

- (b) In spite of sub article (a), NP may be implemented regarding a service dialing area between licensees which operate in different fields of operation.

**Routing**

3. (a) Licensee, except International Service Provider, shall route any call originated by his subscriber for porting subscriber, directly to Recipient.
- (b) International Service Provider shall route any inbound call from abroad, for a porting subscriber, directly to Recipient.
- (c) Donor, which receives a call from the Palestinian Authority for a porting subscriber shall route that call directly to Recipient.

**Reception**

4. (a) Recipient shall reasonably inquire if the person requesting to become his subscriber is the bearer of the right to use the number he requests to port, as follows:
- (1) Verify the identification of the porting subscriber and the linkage between that subscriber and the number to be ported by, inter alia, demanding to see a telephone bill or a contract, operating the porting subscriber's terminal equipment, etc.
- (2) The inquiry process shall be documented and the documents regarding the matter shall be safeguarded for a reasonable period of time, as the ministry requires.
- (b) Recipient shall be responsible to inform a porting subscriber before the commencement of the porting process, that the outcome of performing the NP is the cessation of receiving the services from Donor, but it does not exempt the porting subscriber from fulfilling all his duties to Donor, if exist, including the completion of payments due for terminal equipment, continuation of the monthly payments for the duration of the contract, etc.



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- (c) Informing the porting subscriber as described in sub article (b) shall be carried out by having the porting subscriber sign on a suitable declaration.

**Updating**

5. (a) Recipient himself, or by someone else on his behalf, shall transfer a Preliminary Porting Message to Donor. Donor shall immediately confirm to Recipient that there is no restraint to carry out the requested porting unless one of the following causes exists:
- (1) The subscriber does not exist in his network;
  - (2) The updating system is blocked and cannot receive the Preliminary Porting Message, due to ongoing processing of a previous porting message regarding the same subscriber.
  - (3) The format of the number is erroneous.

Financial debt of a porting subscriber owed to Donor, or any contract between them for any period of time, shall not be deemed a cause to reject a Preliminary Porting Message or the updating.

- (b) In case one of the reasons outlined in sub article (a) exists, Donor shall immediately transfer to Recipient a rejection message regarding the Preliminary Porting Message. Both licensees shall investigate, immediately, the cause of the rejection and shall act, as soon as possible to remove the restraint.
- (c) If a confirmation was received, as outlined in sub article (a), Donor, and Donor only, shall convey, personally or by someone else on his behalf, a porting message to all licensees.
- (d) The switchover of the service providers shall be carried out as follows:
- (1) Donor shall continue to provide the service to the porting subscriber and shall disconnect him close to the due hour.
  - (2) Recipient shall commence to provide service to the porting subscriber immediately after the due hour.
  - (3) Other licensees shall route calls which are destined to a porting subscriber, to Recipient, immediately after the due hour.



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- (4) The time for switchover shall be as short as possible, and shall not be longer than half an hour.  
For the purpose of this article, "due time" - the first complete hour after three hours elapsed from the time when the porting message was delivered as outlined in sub article(c)<sup>3</sup>.
- (5) The delivery of messages between licensees in accordance with this article shall be carried out by data communications lines and in an automated manner.
- (6) Updating shall be performed as much as possible, automatically.
- (7) Operating hours of licensees, regarding this article, shall be set by the Ministry, after consulting with the licensees.

**Transparency**

- 6. (a) Mobile Operator shall apply an audible warning for his subscriber, for off-net call where the destination porting subscriber has the same prefix as the Mobile Operator (hereafter "audible warning").
- (b) The audible warning shall be carried out by a special tone which will be defined for that purpose and will be the same in all mobile networks, and will be sounded at a reasonable time after dialing and before the ringing tones or any network response tones (busy, waiting call, etc) as the Ministry will set forth.
- (c) SMS is exempted from audible warning.
- (d) In spite of sub article (a) through (c), Licensee who provides services to his subscribers at a tariff that does not differentiate between on-net or off-net calls is exempt from the provision of audible warning, with respect to these services and those subscribers.
- (e) At the request of a subscriber, Licensee may not provide him with the audible warning.

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<sup>3</sup> For example, regarding a Porting Message that was sent on 10:32, the due time shall be 14:00 (10:32 + 3 = 13:32 → 14:00)



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**Survivability**

7. Licensee shall make sure that the means used to perform Direct Routing for Number Portability shall be deployed and operated in such a manner as to ensure redundancy, survivability and reliability at a level which is not less than the acceptable level in telecommunication networks in general, and from the acceptable level in his network in particular. Those means shall not constitute a single point of failure which may degrade the regular and acceptable quality of service for his subscribers.

**Collaboration**

8. Licensee may, subject to any legislation, collaborate with another Licensee in regard to these matters:
  - (a) Deployment and operation of a data base for porting subscribers.
  - (b) Deployment and operation of means for transferring of messages.

**Milestones**

9. Licensee –
  - (a) Shall deploy and operate all the means required to implement NP in his systems, no later than 30 April, 2006.
  - (b) Shall conclude the tests with all other licensees, regarding routing and updating, acceptance and rejection, and performance of updating, no later than 31 July 2006.
  - (c) Shall provide NP for all, on the date set by The Law<sup>4</sup>.
  - (d) Shall notify the Ministry within 5 working days from the dates set forth in clauses (a) and (b) about carrying out the duties outlined in them, deviations from them and the steps taken to catch up.
  - (e) Shall inform the Ministry, in accordance with the Ministry demand, about the progress of the NP implementation.

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<sup>4</sup> The date set by the law is 1 September 2006 and may be extended by the Minister of Telecommunications and the Finance Minister with the authorization of the Economic Committee of the Parliament, by 3 more months.



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**Lawful Interception**

10. (a) Licensee shall not degrade the level of services provided to law enforcement agencies in accordance with the instructions given to him in accordance with article 13 of The Law, clauses setforth in his license, or which arise from any agreement or practice between them.
- (b) Additional instructions for that matter are outlined in a separate annex.

<p>_____ (-----) <b>Haim Geron, Lawyer</b> <b>Senior Deputy Director-General</b></p>	<p>_____ (-----) <b>Avi Balashnikov</b> <b>Director-General</b></p>
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**Amendment No. 1**  
(December 13<sup>th</sup> 2007)

**Update of  
article 5**

1. In article 5, after sub-article (a):
  - (a1) If the Preliminary Porting Message includes the Identity Number of the porting subscriber, Donor shall not reject it due to inconsistency between the Identity Number of the porting subscriber as included in the Preliminary Porting Message and the Identity Number which is contained in his data base.  
In this clause, "Identity Number" – The number of Identity Card or Passport of a person, or the identity number of a legal entity.
2. This amendment shall be in force from December 19<sup>th</sup> 2007.

<p>(-----)</p> <p><b>Haim Geron, Lawyer</b> <b>Senior Deputy Director-General</b></p>	<p>(-----)</p> <p><b>Mordechai Mordechai</b> <b>Director-General</b></p>
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**Amendment No. 2**  
(September 1<sup>st</sup> 2008)

**Update of  
article 1**

1. (a) In article 1, after the definition of "International Service Provider":

"Subscriber" - as defined in the Numbering Plan or a Network Termination Point (NTP) Services Provider (SP), which fulfils the following conditions:

- (a) A Fixed Operator allocated telephone numbers for the use of the NTP SP customers;
- (b) The NTP SP bears the duty to the Fixed Operator to pay for the usage of the telephone number allocated for his customers as outlined in sub article (a).

2. This amendment shall be in force from September 2<sup>nd</sup> 2008.

<p>(-----) <b>Haim Geron, Lawyer</b> <b>Senior Deputy Director-General</b></p>	<p>(-----) <b>Mordechai Mordechai</b> <b>Director-General</b></p>
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**Number Portability – Final Operating hours**  
**(from February 4<sup>th</sup> 2009)**

In accordance with Article 5(7) of the Numbering Plan for Number Portability, after consulting with the licensees, the operating hours to perform NP shall be as follows:

**A. Fixed Operators - single numbers**

Sunday to Thursday

Support Center - 08:00 until 20:00  
Porting Request - until 19:45  
Execution Request - until 21:45  
NP completion - until 23:00

Friday and Holiday Evenings

Support Center - 08:00 until 14:00  
Porting Request - until 11:45  
Execution Request - until 13:45  
NP completion - until 15:00

**B. Fixed Operators – ISND PRI numbers**

Sunday to Thursday

Support Center - 08:00 until 20:00  
Porting Request - until 17:45  
Execution Request - until 19:45  
NP completion - until 23:00

Friday and Holiday Evenings

Support Center - 08:00 until 14:00  
Porting Request - until 11:45  
Execution Request - until 13:45  
NP completion - until 15:00

**C. Mobile Operators**

Sunday to Thursday

Support Center - 08:00 until 20:00  
Porting Request - until 19:45  
Execution Request - until 22:15  
NP completion - until 23:00

Friday and Holiday Evenings

Support Center - 08:00 until 14:00  
Porting Request - until 11:45  
Execution Request - until 14:15  
NP completion - until 15:00

(-----)

**Haim Geron, Lawyer**  
**Senior Deputy Director-General**