

meeting minutes

subject TSP Head Group – March 2012

date 22.03.2012 **time** 10:30 – 15:30

place c/o Sunrise, Zürich Oerlikon

participants

Beat Hofmann	BAKOM
Hatim Bennani	Orange
Marion Marty	Orange
Felix Weber	Orange
Andreas Meier	Sunrise
Marcel Ulrich	Swisscom
Christoph Kaelin	Swisscom
Anne-Catherine Christen	Teldas GmbH
Benjamin Reichmuth	Upc Cablecom
Luca Coscia	UPC Cablecom

apologies

Roman Weisskopf	Improware
Francis Cobbi	VTX
Hugo Nyffeler	Verizon

minutes keeper Marion Marty / minutes date: 05.04.2012

- Next meetings**
- ~~Thursday 14 June 2012~~ -> moved to **Tuesday 12 June 2012**, OFCOM, Biel as from 10:00 until about 15:00 (room U1.049)
 - Thursday 20 September 2012, Swisscom, Bern-Worblaufen as from 9:30 to about 15:00

Documents



 Action  Decision  Information

ref	point of discussion	Decisions																																
1.1	<p>Action Item review</p> <p>Remaining action items for year 2011</p> <table border="1"> <thead> <tr> <th>AI</th> <th>Action Item Issue</th> <th>Responsible</th> <th>Target date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>179</td> <td>Please escalate directly to Teldas Manager in case of QoS issues with new migrated HP Helpdesk.</td> <td>all Inet-server users</td> <td>asap</td> <td>Closed</td> </tr> </tbody> </table> <p>AI179: No Quality of Service issue anymore.</p> <p>Action items for year 2012</p> <table border="1"> <thead> <tr> <th>AI</th> <th>Action Item Issue</th> <th>Responsible</th> <th>Target date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>all TSP to check and update their "main contacts" for INA, ONP, etc under Teldas Homepage (cf CR 1186).</td> <td>All TSP</td> <td>22.03.2012</td> <td>Closed</td> </tr> <tr> <td>02</td> <td>All TSP to clarify whether a parallel run for file transfer after release would be useful and for how long.</td> <td>All TSP</td> <td>22.03.2012</td> <td>Closed</td> </tr> <tr> <td>03</td> <td>CR1166: Provide to Teldas a list of own partial MVNO partners and solution planned to access short id 499.</td> <td>All Mobile TSP</td> <td>22.03.2012</td> <td>Closed</td> </tr> </tbody> </table>	AI	Action Item Issue	Responsible	Target date	Status	179	Please escalate directly to Teldas Manager in case of QoS issues with new migrated HP Helpdesk.	all Inet-server users	asap	Closed	AI	Action Item Issue	Responsible	Target date	Status	01	all TSP to check and update their "main contacts" for INA, ONP, etc under Teldas Homepage (cf CR 1186).	All TSP	22.03.2012	Closed	02	All TSP to clarify whether a parallel run for file transfer after release would be useful and for how long.	All TSP	22.03.2012	Closed	03	CR1166: Provide to Teldas a list of own partial MVNO partners and solution planned to access short id 499.	All Mobile TSP	22.03.2012	Closed			
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04	ONP IC conditions in case no bilateral contract: Clarify if annex can be added in Teldas ONP user contract.	Teldas	asap	Still open
05	ONP IC conditions in case no bilateral contract: provide inputs to finalize the document	all TSP: inputs	Until 20 April	Still open
06	Electronically signed ONP POA: provide further information on technical configuration needed by Donor	VTX	Next meeting	Still open
07	Check if ONP POA signed with an electronic device in shops (like in post office) could be accepted as valid	All TSP	22.03.2012	Closed
08	ONP doc for implementation: Check if new wording regarding reject reason 1 is acceptable.	Swisscom	31.01.2012	Closed
09	CR1166: check if a common press release regarding the new prepay process could be envisaged.	All mobile TSP	22.03.2012	Closed
10	Align the wording of customer's communication related to the new Prepay departure process.	Mobile TSP	End of April	New
11	Teldas to modify the access right on Teldas Homepage rubric "Project"	Teldas	Next meeting	New
12	FNP interoperator group should check again if CR 1193 is really needed and provide feedback to Teldas asap.	FNP interoperator	20.04.2012	New
13	Put in place a notification process to inform the owner of IST list (Swisscom today) that an IST will be removed.	Teldas	Next meeting	New
14	Provide any comments / inputs regarding GUM update to Teldas before 20 April 2012	All TSP	20.04.2012	New
15	Confirm that Price Manual will be updated with same price for partial porting with/without DSL access	Swisscom	Next meeting	New
16	- Check item 2 in Table 2 of ONP SLA and propose an update if needed - Publish final version of ONP SLA valid as from 1.07.12	Cablecom Teldas	20.04.2012 End of April	New
17	Update ONP document for implementation & submit it to HG members for approval by email until 30.04.2012	Teldas	Inputs until 20.04.2012	New
18	Clarify conditions to have MTR entered into SC price manual / numbering manual	Swisscom	Next meeting	New
19	Check if OK to use the HG platform to broadcast info regarding significant changes in network configuration	All TSP	Next meeting	New
20	Contact Urs Meienberger to ask about status of abusive call documentation	A. Meier - Sunrise	Next meeting	New
<p>AI 02: A converter for parallel run has been implemented on the test system and could also be implemented in production after release in June 2012 in order to guarantee a parallel run for file transfer. (only useful for fixed TSP using file transfer: VTX, Cablecom, Colt, etc...). Working group recommendation was not to implement it. HG recommendation: not to implement it.</p> <p>AI03: List have been provided to Teldas by concerned mobile operators. Implementation ongoing with resellers /MVNO.</p> <p>AI04: It is not clear yet where this annex could be integrated in the Teldas ONP user contract. Teldas would like to avoid that users have to sign a new contract. Clarification ongoing.</p> <p>AI 05: Sunrise provided a new version of the annex in English. All interested parties should provide comments in tracked changes until 20 April 2012. Final version to be sent to HG for approval by email until 30.04.2012.</p> <p>AI 06: VTX didn't attend the meeting. Action item postponed to next meeting.</p>				

	<p>AI 07: HG decision: POA with signature on electronic device should be accepted as valid for ONP. This will be added in new version of ONP doc for implementation.</p> <p>AI 08: Latest approved version of ONP document for implementation has been published (with wording decided by HG on 19.01.2012), but Swisscom is still not satisfied with the wording regarding reject reason 1. HG decision: modify it for fixed and not for mobile. To be included in new version of ONP document for implementation.</p> <p>AI 09: HG decision: A press release is not necessary to inform about the new prepay departure process (but in case it becomes necessary, then content of press release must be coordinated). Sales people and customer care must be trained carefully and basic wording for customer's documentation must be coordinated.</p> <p>⇒ New AI 10: Mobile operators to align the wording of customer's communication related to the new Prepay departure process.</p>	<p>Decision</p> <p>Decision</p> <p>Decision</p>
<p>1.2</p>	<p>Minutes of last meeting Head Group approves minutes of last meeting (19.01.2012) without any change. Minutes are available on Teldas website.</p>	<p>see minutes attached</p>
<p>2</p>	<p>Teldas topics</p> <ul style="list-style-type: none"> • Status INet Release 2012 Release is on track according to rollout milestones. Test have started this week and the "Problem Report" template on Teldas homepage is used to report testing issues (automatic notification can be deactivated). Please have a look at the FAQ regarding INet-Server release 2012 on Teldas homepage: it describes all release impacts from users' point of view. • Confidentiality of information on the Teldas webpage: <ul style="list-style-type: none"> - Head Group decision: access to information available under the "Project" page will be restricted to users only (PR, CR, ITBd, etc...). Head Group page remains open to all. ⇒ New AI 11: Teldas to modify the access right on Teldas Homepage rubric "Project" • New Change Requests (CR) <ul style="list-style-type: none"> - CR 1192: aim of this CR is to have the CLSN list available from the GUI menu bar on Inet-server (or SSH) for people with management rights. This will be used by TSP that didn't (or couldn't) implement PGP. HG Decision: CR will be ordered and implemented with Release 2012 - CR 1193: CR requested by FNP interoperator group. Aim is to have the field "all" modifiable at represent. Quotation for this change by HP is quite expensive, thus Teldas will not order it so far. ⇒ New AI 12: FNP interoperator group should check again if CR 1193 is really needed and provide feedback to Teldas asap. • HP data center migration: Teldas informs that there won't be any migration this year according to the latest communication from HP. • Teldas documentation: Latest approved version of ONP document for implementation published on the 6.2.2012 (version valid as from 7.06.2012) 	<p>Decision</p> <p>Decision</p>
<p>3</p>	<p>Individual Number Allocation</p> <ul style="list-style-type: none"> • List of Industry Standard Tariffs (IST): V22 has been published on 13.03.2012 and replaces V21 published on 8.12.2011. It removes tariff class 10964 from IST list (TC number was wrong and did correspond to another already existing tariff on Inet-server). Update is valid immediately. - As mentioned at last HG meeting (19.01.2012), unused IST tariffs will be automatically removed after 6 months ⇒ New AI 13: Teldas to put in place a notification process to inform the owner of IST list 	

	<p>(currently Swisscom) at least with a 15 days' notice that an IST will be removed.</p> <ul style="list-style-type: none"> • INA allocation table: Version V49 from 30.01.2012; Version V50 from 14.03.2012 • Need for an INA annex regarding IC fees (in case no direct agreement) See attached slides for details. <ul style="list-style-type: none"> - HG decision: such an annex or common reference document is not needed • General User Manual GUM: Teldas is updating the GUM with process to modify the industry standard tariff list. GUM will be sent to HG members together with HG meeting minutes for information. Publication planned beginning of May 2012. <ul style="list-style-type: none"> ⇒ New AI 14: HG members to provide any comments / inputs regarding GUM update to Teldas before 20 April 2012. 	<p>See attached slide</p> <p>Decision</p>
<p>4</p>	<p>Number Portability</p> <ul style="list-style-type: none"> • Partial porting & BBCS: See attached slides for details. It seems that Swisscom already solved price differentiation for partial porting with and without DLS access. <ul style="list-style-type: none"> ⇒ New AI 15: Swisscom to confirm whether Price Manual will be updated accordingly (same price for partial porting with/without DSL access). • ONP POA for business customers (See email Cablecom as input and attached slides): POA for business customers (see template in ONP document for implementation) already mentions that the name of the signatory shall be written in capital letters near to the signature - this to enable recipient/donor to check the signatory rights according to commerce register. In case of customer's complaint for invalid POA after NP took place, donor should have the right to invoice penalties to the recipient based on ONP SLA / Table 2: Manually monitored Service Levels /Item 2 <ul style="list-style-type: none"> ⇒ New AI 16: Cablecom to check item 2 in Table 2 of ONP SLA and to propose an update if needed. To be done asap as the new version of ONP SLA will anyway be published in April by Teldas, valid as from 1.07.2012. • ONP POA with electronic signature: See comment related to AI 06 and AI 07 under point 1 (action item review) • ONP IC conditions in case no bilateral contract – AI 04/05 See comment related to AI 05 under point 1 (action item review) and in attached slides. • MNP prepay (CR1166) See comment related to AI 09 and AI 10 under point 1 (action item review) <ul style="list-style-type: none"> - MVNO/ resellers have to implement short code 499 for Prepay departure. HG decision: Operator that do not implement 499 cannot reject a Prepay port-out request for reason "departure confirmation not received". This will be included in ONP document for implementation. • ONP doc for implementation <ul style="list-style-type: none"> - New proposal from MNP interoperator meeting regarding reject reason 1 for business (see attached slides for details) HG decision: standard CR must be raised on Teldas homepage by MNP operators. - Points to be added in ONP document for implementation (for memo): <ul style="list-style-type: none"> - reject reason 001 (see decision under AI 08) -> urgent - Electronic signature for POA (on pad) -> not urgent - Electronic signature for POA (qualified signature) -> not discussed so far - ONP IC fees & conditions in case no bilateral contract exists -> urgent - Implementation of 499 for prepay departure by MVNO /resellers -> urgent - review of CR1166 process -> according to WG validation - Review process for mobile resellers & MVNO -> not discussed so far ⇒ New AI 17: Teldas to update ONP document for implementation with urgent topics and to submit it to HG members for approval by email until 30.04.2012 	<p>See attached slide</p> <p>See attached documents</p> <p>See attached document</p> <p>Decision</p> <p>Decision</p>

<p>5</p>	<p>Information from OFCOM</p> <ul style="list-style-type: none"> • INA prices: A parliamentary intervention is in preparation regarding air time / other supplementary/set-up fees invoiced by operator to their customers when calling INA numbers in addition to the price of the INA service. OFCOM may be asked by seco to investigate on a potential regulation of set up / air fee for calls to such numbers. • OFCOM reminds all INA-TSP that: <ul style="list-style-type: none"> - according to art. 24f para. 2 AEFV they have to inform OFCOM when an INA-number is put out of service after contract termination by an INA customer. This must be done by using the “TERAN”command on Inet-server (often forgotten by INA-TSP). - It is however not necessary for the customer to give notice to OFCOM in such cases, as the number will be automatically withdrawn after 30 days if not used. - in case the name of an INA-customer is changed (INA number transferred to a new owner), INA-TSP are requested to inform the customer to settle this transfer formally with OFCOM. This to avoid unnecessary withdrawal proceeding by OFCOM because invoice has been sent to the wrong owner. • E.164 number blocks Bankruptcy was recently declared on In&Phone. According to art. 11 para. 3 AEFV addressing elements are considered withdrawn in such cases. According to ONP database 2 numbers of the number block 077310xxxx are ported out to Sunrise and 15 numbers of number block 077316 are ported out to Swisscom. Sunrise and Swisscom are asked to check if these ported in numbers can be released by Return to NRH. • International numbering <ul style="list-style-type: none"> - With the ITU-T contribution C126 annexed, national TSP are requested to activate the routing to country code +888 for the purpose of emergency communications in case of UN humanitarian intervention for disaster relief such as tsunami, earthquakes, etc. - At ITU a workshop was held 19./20.3.2012 on “Origin Identification and Alternative Calling Procedures” (www.itu.int/ITU-T/worksem/oi-acp/index.html). A presentation of David Maxwell, director of GSM Fraud Forum, attracted specific interest. It can be found at Session 5 in www.itu.int/ITU-D/finance/work-cost-tariffs/events/tariff-seminars/Geneva-OriginID/Agenda.htm (direct link) 	<p>See attached document</p>
<p>6</p>	<p>Any Other Business</p> <ul style="list-style-type: none"> • Number blocks returned to Bakom (feed-back): OFCOM cannot define specific rules for number blocks returned to OFCOM with impact on ported numbers as the situation differs from case to case: bankruptcy (In&Phone case) or existing operator giving back unneeded blocks (Sunrise case). In case of bankruptcy, OFCOM cannot guarantee that customers concerned by the ported numbers can be granted a customer friendly period to change their phone numbers. In case a block is given back by an existing operator, this operator should be open to negotiation. • Conditions to be considered as mobile operators by the industry for MNP: Some mobile operators faced recently difficulties with MNP routing due to a new “MVNO” that made porting request through INET-Server without any previous announcement. Implementation of a new mobile NPRN in the mobile operator infrastructures is a complex process that takes time. <ul style="list-style-type: none"> - Orange proposes a new rule to be added in ONP document for implementation: Any new mobile operators wishing to port mobile number shall notify this to the other mobile operator at least 2 months before first porting - OFCOM confirmed that allocation of Mobile number blocks (or MNC for IMSI) to new MVNO is only done if there is a national roaming agreement with one of the licensed mobile operators. This condition should also be applicable for MNP. 	

	<p>⇒ New AI 18: Swisscom to clarify conditions to have MTR entered into SC price manual / numbering manual</p> <ul style="list-style-type: none">• Notification of major network configuration: Sunrise requests whether it could be possible to use the HG platform to broadcast information regarding significant changes in network configuration <p>⇒ New AI 19: all TSP to check this proposal until next meeting.</p> <ul style="list-style-type: none">• Teldas statistics: Not presented during HG meeting. Please refer to figures published on Teldas webpage.• Abusive call: Documentation still not updated (Urs Meienberger & Olivier Stampfli, Swisscom), after new version has been discussed at abusive call meeting on 26.10.11. <p>⇒ New AI 20: Andreas Meier will contact Urs Meienberger to ask for an update.</p>	
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End of document