

"IIR's NP conference is the one and only event where you have the possibility to listen to NP case studies and meet NP experts from around the world"

Carin Johansson, MD & Senior Regulatory Expert, BoCa Consulting @ IIR's Number Portability 2006

Number Portability 2007

**Successfully Implementing And Enhancing Fixed And Mobile Number Portability
And Overcoming The Challenges Of Supporting NP On Next Generation,
Fixed Mobile Convergence (FMC) And VoIP Networks**

Monday 17th - Thursday 20th September 2007 • Andels Hotel, Prague, Czech Republic

Expert Speakers Include:

- BT
- Vivatel Bulgaria
- ETRI
- Slovak Telekom
- Bell Mobility
- European Radiocommunications Office
- National Post & Telecom Agency Sweden
- Telefonica O₂ Czech Republic
- RTR
- Medi Telecom
- PTK Centertel (Orange Poland)
- Cellcom
- Transatel
- Jersey Competition Regulatory Authority

- Analyse the status of NP implementation around the world and highlight current trends
- Forecast the future of NP and determine the impact of NGN, FMC and VoIP networks
- Assess the role of the regulator in ensuring effective NP deployment, supporting ongoing management and winning customer confidence
- Evaluate the effectiveness of ENUM for improving NP and Next Generation Number Porting
- Examine how mobile operators are exploiting the opportunity of MNP whilst minimising the threat
- Determine the number portability implications for an FMC service provider
- Identify and respond to consumers' requirements and perceptions of NP both before and after portability has been introduced

Pre-Conference Workshop - Monday 17th September

**Identifying And Understanding The Key Success Factors
When Implementing Number Portability**

Led by: **Rabi3n Consultancy**

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Identifying And Understanding The Key Success Factors When Implementing Number Portability

Led by **Rabi3n Consultancy**

Registration and coffee will be at 9.30am and the workshop will run from 10am to 4.00pm with appropriate breaks for lunch and refreshments

Workshop Objectives

This interactive and informative workshop will provide a valuable insight into the most important aspects to ensure successful NP implementation. The objectives of the workshop are to provide the participants with the following:

- a complete overview of what it means to define and implement number portability
- sufficient detailed insight into the various elements of number portability
- an overview of the decisions to be made in a number portability implementation
- awareness of what is critical for successful number portability implementation
- insight into which topics should be dealt with by regulators
- understanding of the economics of number portability

WORKSHOP AGENDA

- Introduction to number portability
- The business model for number portability (donor initiated or recipient initiated request model)
- Porting procedures (porting requests, request approvals, changes and cancellations, execution of the porting of numbers, number fallback at deactivation)
- Service levels (preparation time, porting time, handover time, out-of-service time) and Key Performance Indicators (KPIs)
- Technical network solutions and challenges
- Trends: VoIP, ENUM, Fixed-Mobile Convergence
- Impact of business processes such as billing, interconnection, customer activation, network routing
- Inter-operator solutions (central solutions, decentralised solutions, central reference databases, clearing house functions) and inter-operator issues and procedures
- Regulatory trends and issues
- Cost modelling (inter-operator charging, end-user charging, and conveyance costs) and economic considerations
- NP country case studies
- Lessons to be learned
- Scenarios for implementation

About Your Workshop Leader

Raymond Bouwman will be leading the NP Workshop. Raymond has been involved in NP projects since 1997 when the European Union announced the directives for NP in Europe. He has been involved in the implementation of NP in the Netherlands with mobile operator Orange, and with cable operators, as well as in setting up the inter-operator procedures and organisation. In addition he worked on several projects to optimise NP implementation for T-Mobile.

He has an overview of the subject, and understands the complexity of it. He is able to provide detailed insights into technical, IT, business and legal issues concerning NP. He has been involved in NP implementation studies for customers and prospects in the Caribbean region.

Conference Day One: Tuesday 18th September

- 9.00 Registration and coffee
- 9.30 **Opening remarks from the chair**
- 9.40 **Analysing The Status Of Number Portability Implementations Around The World And Outlining Current Trends**
- Comparing the different methods of implementing number portability around the world during the last year
 - Highlighting the varied ways in which the planning of number portability implementations are being addressed around the world
 - Identifying the different approaches to number portability and the key success factors in the different countries:
 - centralised/distributed database
 - ease of process
 - subscriber awareness and perception
 - porting fee/cost to subscriber
 - handset subsidising/fixed-term contracts
 - directed/indirect routing
 - target porting periods
 - accessibility
 - telecom market situation
 - Examining the cumulative percentage of ported numbers since the introduction of number portability
 - Weighing up the success of centralised versus distributed databases:
 - technical and commercial considerations
 - Comparing the costs and benefits of an onward routing system as opposed to All Call Query (ACQ)
 - How are different countries meeting the challenge of achieving co-operation between competing operators, suppliers and regulators?
- Carin Johansson, Managing Director & Senior Corporate Developer Consultant, BoCa Consulting**
- 10.20 **Forecasting The Future Of Number Portability And Determining The Impact Of Next Generation Networks (NGN), FMC And VoIP**
- What regulatory frameworks exist to support number portability for converged networks?
 - Assessing consumer expectation issues when porting across NGN, FMC and VoIP networks
 - Selecting a cost-effective and scalable portability system
- Jukka Rakkolainen, Communications Expert, European Radiocommunications Office**
- 11.00 Morning refreshments
- 11.30 **Regulator's Perspective: Assessing The Role Of The Regulator In Ensuring Effective NP Deployment, Winning Consumer Confidence And Supporting Ongoing Management**
- Examining NP in Sweden: yesterday, today and forecasting tomorrow
 - Establishing the role and involvement of the regulator in determining how number portability is implemented
 - What is the role of the regulator in relation to guidelines for administrative and technical costs between operators?
 - Evaluating different options for call routing and number databases
 - Identifying the administrative procedures that the regulator must decide upon
 - Understanding how the regulator can help build consumer confidence and acceptance of NP
- Ulrika Bj3rnerot, Senior Adviser, Market Affairs Department, National Post And Telecom Agency, Sweden**
- 12.10 **Operator's Perspective: Assessing The Role Of The Regulator In Ensuring Effective NP Deployment, Winning Consumer Confidence And Supporting Ongoing Management**
- Establishing the role and involvement of the regulator in determining how number portability is implemented
 - To what extent is it the responsibility of the regulator to set guidelines for administrative and technical costs between operators?
 - Evaluating the different options for call routing and number databases:
 - All Call Query (ACQ)
 - onward routing
 - hybrid solution
 - Identifying the administrative procedures that the regulator must decide upon:
 - authenticating porting requests
 - deciding who can handle porting requests
 - defining the reasons for which donors can refuse porting requests
 - porting time
 - deciding whether donor operators are allowed to carry out win-back
 - tariff transparency
 - Understanding how the regulator can help build consumer confidence and acceptance of NP through carrier transparency
- Dory Chayko, Regulatory Affairs Manager, Cellcom**
- 12.50 Lunch
- 2.20 **Evaluating The Effectiveness Of ENUM For Improving Number Portability And Next Generation Number Porting**
- Assessing the role and importance of ENUM in numbering and portability for NGN
 - Evaluating the extent to which infrastructure ENUM improves PSTN and IP based NP administration in terms of reducing:
 - cost
 - complexity

- Examining how ENUM enables IP NP in an NGN environment
- Managing the transition from legacy NP to ENUM enabled NP
- Assessing the key concerns of the regulator for ENUM enabled NP:
 - ensuring NP works in an NGN environment
 - viability of NP in a public ENUM environment

Harald Hauser, *Senior Market Manager, Interconnection Solutions, Telcordia Technologies*

3.00 Understanding How To Set Up And Manage A Cost Efficient NP Platform

- Considering the different implementation approaches to portability:
 - to what extent will standardising systems and solutions reduce the cost of managing number portability?
- Weighing up the cost implications of setting up and managing the selected portability solution
- What are the cost allocation and cost recovery challenges facing operators?
 - quantifying the potential impact on profitability
- Deploying advanced techniques and processes to improve number portability management:
 - porting processes
 - exception codes
 - exception handling
- Evaluating the success of NP implementation and management in terms of financial gains

Tomas Prokopik, *Manager Business Planning & Performance, ICT Strategy & Services, Telefonica O2 Czech Republic*

3.40 Afternoon refreshments

4.10 Case Study: Examining Jersey Competition Regulatory Authority's (JCRA) Approach To Introducing MNP

- Determining Jersey's relationship to the EC
- Examining the role of the JCRA in regulation and its relation to EC precedent
- Outlining the local market and operators
- Understanding the need for MNP
- Highlighting the consultation and decision making process
- Assessing the JCRA's role and the process between the operators
- Identifying the customers' requirements and interconnection issues
- Detailing the JCRA's experience of the process

Graeme Marett, *Case Officer - Telecommunication, JCRA*

4.50 MNP On The African Continent – A Comparative Case Study Of The MNP Implementation In South Africa And In Egypt

- Providing an overview of the South African and Egyptian telecom markets
- Examining and comparing the MNP models deployed in South Africa and Egypt:
 - regulations, technical solutions and business rules
 - processes, porting times and win-back procedures implemented
 - cost allocation (who pays what and to whom)
 - the central solutions deployed, the Inter-Operator work groups and their challenges
- Assessing how MNP is viewed, as a threat or an opportunity by an incumbent in northern Africa and by a third entrant in southern Africa
- Lessons learnt

Jorgen Nilsson, *MNP Programme Manager, Reforcia Consulting*

5.30 Chair's closing remarks

5.40 End of conference day one

Drinks Reception

Join speakers and delegates to discuss the issues of the day in a relaxed and informal environment



Conference Day Two: Wednesday 19th September

9.00 Registration and coffee

9.30 **Opening remarks from the chair**

Introducing NP Implementation

09.40 Operator's Perspective: Implementing MNP From A New Entrant's Point Of View

- Highlighting a new entrant's perspective on MNP: a SWOT analysis (Strengths, Weaknesses, Opportunities and Threats)
- Evaluating the important role played by the regulator, but determining why a lot of questions are better left to the operators
- Aligned and conflicting interests: understanding why it is vital to remember the consumer
- Choosing between centralised and distributed solutions
- Ensuring that the whole porting procedure is carefully tested before launch
- Examining fees, prices and pricing transparency

Tor-Bjorn Fjellner, *Project Manager, MNP Implementation, Vivatel (BTC Mobile, Bulgaria)*

10.20 Medi Telecom Case Study: Identifying And Avoiding The Pitfalls To Ensure Success When Implementing Number Portability For The First Time

- Outlining the market in terms of competition, regulation, law, MNP and FNP
- Highlighting the importance of effective negotiations and co-operation between competing operators, suppliers and regulators
- Examining the implementation process:
 - design
 - fees - should you charge porting customers, donor and recipient operators, regulators, government, porting customers?
 - win-back approach
 - porting time
- Highlighting the chosen system:
 - centralised?
 - distributed?
 - hybrid?
- What were the implementation set up costs of MNP?
- How was pricing transparency achieved?
- Quantifying the success of NP in terms of take up rates, costs and consumer satisfaction

Khalid Srir, *Regulatory Director, Medi Telecom*

11.00 Morning refreshments

11.30 Learning From Global Best Practices Of Number Portability To Identify Opportunities For Improvement

- Understanding why regulators in countries with established number portability can benefit from examining global best practices in order to offer better solutions for consumers
- Comparing the performance of best-in-class solutions for NP and identifying opportunities for improvement
- Determining what exactly operators and consumers want and expect from NP:
 - achieving acceptable porting times whilst protecting consumers against being withheld or being pressurised into porting
- What lessons can be learned from several years of portability practice?

Dieter Staudacher, *Senior Analyst, Legal Department, RTR (Austrian NRA)*

12.10 Panel Discussion: Identifying And Responding To Consumers' Requirements And Perceptions Of NP Both Before And After Portability Has Been Introduced

- Outlining the different portability needs of both corporate and consumer markets and their motives for porting their numbers:
 - fixed
 - mobile
- Understanding the necessity of providing timely and accurate information to consumers before the introduction of NP
- Determining how to develop pricing transparency in NP
- What measures can be taken to protect consumer interests whilst benefiting operators?
- Ensuring that service levels remains the same when consumers port their numbers from one provider to another
 - co-ordinating network actions between relinquishing and recipient networks to ensure service continuity during the NP porting process

12.50 Lunch

2.20 Regulator Case Study: Examining The Realisation Of LNP And MNP In Korea

- Highlighting the call processing scheme:
 - QoR
 - RCF (Remote Call Forwarding)
 - Hybrid scheme of RCF and QoR
 - NP call quality
- Introducing an innovative and practical subscriber management system (SMS) for NP:
 - detailing the structure of SMS for LNP
 - assessing the structure and operation of SMS for MNP
 - what were the implementation costs?

Dr. Young Sic Jeong, *Senior Engineer, ETRI*

3.00 Examining How Mobile Operators Are Exploiting The Opportunity Of MNP Whilst Minimising The Threat

- Understanding why mobile operators need to see number portability as a potentially profitable service
 - Outlining the key factors for achieving optimum success from MNP implementation:
 - defining external MNP process architecture and inter-operator messaging
 - maintaining a clearly defined position during the inter-operator negotiation process
 - defining internal business processes for MNP and integration MNP processes into the existing activation procedures
 - delivering a major marketing push to attract customers at the launch of MNP but without starting a price war
 - exploiting MNP as a tool for achieving subscriber growth
 - investigating churn reduction initiatives in advance of MNP introduction
 - Resolving post-porting difficulties quickly and effectively to ensure that customers' perceptions of MNP remains positive
 - Evaluating how the mobile market has been impacted by the introduction of MNP and cataloguing the key benefits to both operators and subscribers
- Speaker to be confirmed*

- 3.40 Afternoon refreshments
- 4.10 **Addressing The Challenges Of Fixed-To-Mobile And Mobile-To-Fixed Porting**
- Assessing the current levels of fixed-mobile and mobile-fixed porting
 - Identifying the role of the regulator in introducing fixed-mobile and mobile-fixed porting
 - Meeting the challenges of maintaining tariff transparency in mobile-fixed and fixed-mobile porting
 - Identifying the legal and regulatory concerns when defining and administering termination and interconnection rates
- Kevin Werry, Director, GOS Consulting**
- 4.50 **Successfully Adopting Fixed Number Portability**
- Outlining the modifications required to the network architecture and business processes of each fixed line operator when implementing fixed NP
 - Examining the key issues for incumbents
 - Determining to what extent the financial cost of porting is dependent upon network size
 - Assessing the NRA's role during the consultative stages of introducing NP - how can an agreement across the whole market be reached?
 - Legal implications of number portability: focusing on termination, extension of contract on connection and related legislative deficiencies in Slovakia
 - Reasons for non provision of number portability - is the number portability right stronger than contractual obligation?
 - Correlation between NP and LLU, and other access technologies - what is the real competition driver?
- Pavel Balun, Team Coordinator, Voice Regulatory Affairs Team, Slovak Telekom**
- 5.30 **Chair's closing remarks**
- 5.40 End of conference day two

Conference Day Three: Thursday 20th September

- 9.00 Registration and coffee
- 9.30 **Opening remarks from the chair**
- 9.40 **BT Case Study: Examining BT's Regulatory Compliance Journey And Number Portability Implementation**
- Assessing regulatory compliance in the UK
 - Developing and implementing a regulatory compliance strategy
 - Outlining risk and opportunity management
 - Providing an overview of NP
- Keith Reid, Director of Regulatory Compliance, BT**
- 10.20 **Successfully Implementing Mobile-Mobile And Fixed-Mobile NP In Canada: A Case Study**
- Providing an overview of the Canadian telecoms market
 - Examining the factors that led to the successful implementation of full Number Portability:
 - operator collaboration
 - technical solution
 - building an effective project team
 - business & operational readiness
 - strategy to keep high-value customers
 - Lessons learned
- Joseph Rinaldi, Associate Director - Corporate Development, Bell Mobility**
- 11.00 Morning refreshments
- 11.30 **MVNO Perspective: What Challenges And Opportunities Does Mobile Number Portability Present For MVNOs?**
- Understanding why MNP is crucial to the success of an MVNO
 - Comparing MVNOs' existing and future approaches to MNP
 - Understanding the impact that MNP will have on the MVNO's operational relationship with its host MNO
 - Forecasting the increase in subscriber growth for MVNOs when MNP has been achieved
- Daniel Jarjoura, Project Manager, Transatel**
- 12.10 **Identifying And Overcoming The Challenges Of Implementing Number Portability For VoIP Networks**
- Determining the impact of NP on the development and uptake of VoIP services:
 - could IP convergence and VoIP eventually make NP obsolete?
 - What are the operational challenges facing operators when porting numbers to VoIP networks?
 - choice of different numbering schemes for interoperability and interconnection between PSTN and IP networks
 - Understanding the impact that porting non-geographic numbers for VoIP networks has on service portability

- Evaluating the implications for VoIP providers of tariff rules applying to existing allocated geographic and non-geographic numbers
 - Assessing the regulatory challenges of VoIP NP and understanding the different methods approached by NRAs
- Speaker to be confirmed*
- 12.50 Lunch
- 2.20 **Identifying And Overcoming The Technical Issues When Porting Numbers**
- Evaluating the technical challenges presented by LNP and GNP and examining best practices for addressing these
 - How are mobile operators ensuring a smooth handover when porting from 2G to 3G networks and vice versa?
 - Assessing NP workflow architecture and security in relation to central database implementation and management
 - Comparing the pros and cons of an operator managed central database system versus a third party system
 - Assessing the key factors driving the adoption of a third party managed central database system:
 - functionality and operational requirements
 - technical efficiencies
 - Evaluating the cost implications of appointing an independent database administrator as opposed to those associated with an operator managed number portability central database system
- Marcin Dubyk, IT Processes & Systems Specialist, PTK Centertel (Orange Poland)**
- 3.00 **Outlining The Number Portability Implications For An FMC Service Provider**
- Examining the technical solutions for NP in a converged environment:
 - common numbering databases for use by both fixed and mobile operators
 - 'intelligent architecture'
 - To what extent will ENUM facilitate porting for an FMC provider?
 - Ensuring pricing clarity and transparency - the price the caller pays for a call should not be affected if a number has been ported from a fixed to a mobile network
 - Assessing whether all future porting charges in a converged environment will be symmetrical, i.e. the price of porting from a fixed number should be the same as porting from a fixed to a mobile number
 - What role will national regulators play in ensuring a favourable condition for FMC portability?
- Gita Sorensen, Managing Director, GOS Consulting**
- 3.40 Afternoon refreshments
- 4.10 **MNP Implementation In Pakistan: A Case Study**
- Providing an overview of the mobile market in Pakistan
 - Examining the introduction of MNP
 - Highlighting the role of the stakeholders:
 - government
 - regulator
 - mobile operators
 - Detailing the consultation process:
 - options considered
 - concerns and reservations of stakeholders
 - operators taking the initiative
 - Tying the loose ends:
 - rights and liabilities of stakeholders
 - financial, administrative and technological challenges
 - drafting of regulations
 - Assessing the management of the MNP database:
 - joint control by all mobile operators
 - competitors becoming partners
 - MNP goes live in Pakistan but is it a success story?
- Muhammad Aslam Hayat, Telecoms Lawyer In Pakistan, Currently Regulatory Advisor, GrameenPhone**
- 4.50 **Future Proofing Your Number Portability Solution To Support Porting Within A Next Generation Network (NGN) Environment**
- Identifying the issues impacting number portability development, implementation and management for NGN networks
 - How can you ensure your NP solution is future proofed and compatible with a converged, IP-based environment?
 - Identifying the specific technical, administrative and operational challenges of porting geographic to non-geographic numbers:
 - what are the interconnection issues?
 - what are the regulatory challenges?
 - Evaluating examples of number portability NGN networks
- Les Oliver, Senior Consultant, InterConnect Communications**
- 5.30 **Chair's closing remarks**
- 5.40 End of conference

Number Portability 2007

Monday 17th – Thursday 20th September 2007 • Andels Hotel, Prague

Although fixed and mobile number portability have been fully implemented in most Western European countries for some time, by contrast a number of Eastern European countries (New Member States), parts of the Middle East, Asia and South America are currently in the process of planning or implementation. This conference will allow both those who are still implementing NP to hear best practice experiences of successful implementation, together with pitfalls to avoid and winning strategies to emulate, whilst operators and regulators from countries with well established NP can learn how they too can refine existing systems and ensure they meet the porting challenges presented by FMC, NGN and VoIP networks. Now in its 12th successful year, IIR's Number Portability is the only event that brings together the global number portability community to share experiences, success stories and invaluable case studies.

What delegates liked most about Number Portability 2006

"This conference allowed me to gain a great overview of MNP implementations around the world. More importantly, it allowed me to learn from other operators' experiences and lessons learned. This will be very valuable for our implementation of MNP"

Joseph Rinaldi Associate Director, Corporate Development,
Bell Mobility, @ IIR's Number Portability 2006

"This NP conference gave attendees a really good overview of what works and what does not work in the NP world"

Kevin Werry, Director, Gos Consulting @ IIR's Number Portability 2006

Who will attend Number Portability 2007?

Based on the attendance at IIR's Number Portability 2006 event, we envisage the following industry types and geographic breakdown:

Geographic Regions:

■ UK	3%
■ Western Europe	15%
■ Eastern Europe	31%
■ Scandinavia	6%
■ Middle East	18%
■ Africa	18%
■ Asia	3%
■ USA	6%



Industry Types:

■ Mobile operators	29%
■ Fixed operators	13%
■ Regulators	29%
■ Vendors	16%
■ Consultants	13%



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InterConnect Communications was established in 1984 and specialises in the provision of consulting expertise to the telecommunications sector with a particular focus on telecommunications policy and regulation. The company has a strong track record in regulatory interconnect and related products, advising regulators and operators on a broad range of issues, including the implementation of Number Portability (fixed & mobile), Carrier Selection / Carrier Preselection and LRU, as well as the fundamentals of numbering policy and planning.



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CG2407/W/C/M/N

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Venue & Accommodation Details

Andels Hotel Prague, CZ-150 00 Prague 5, Stroupežnického 21
Tel.: + 420 296 889 688 Fax: + 420 296 889 999

To book your accommodation for Number Portability 2007 and take advantage of the IIR discount at the hotel, please complete the hotel booking form that will be sent to you with the confirmation of your conference booking. Alternatively you can download it from the website at www.iir-conferences.com/np

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Step 1 Decide what you want to attend For more than one delegate please photocopy this form.

<input checked="" type="checkbox"/> Title	Date	Code
<input type="checkbox"/> Pre-Conference Workshop	Monday 17th September 2007	CG2407W
<input type="checkbox"/> Conference Day One	Tuesday 18th September 2007	CG2407C
<input type="checkbox"/> Conference Day Two	Wednesday 19th September 2007	CG2407M
<input type="checkbox"/> Conference Day Three	Thursday 20th September 2007	CG2407N

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If you are likely to need a visa to attend, please book early

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All 4 Days	<input type="checkbox"/> £2385 + VAT @ 19% = £2838.15	<input type="checkbox"/> £2685 + VAT @ 19% = £3195.15	<input type="checkbox"/> £2785 + VAT @ 19% = £3314.15
3 Days	<input type="checkbox"/> £1790 + VAT @ 19% = £2130.10	<input type="checkbox"/> £1990 + VAT @ 19% = £2368.10	<input type="checkbox"/> £2090 + VAT @ 19% = £2487.10
2 Days	<input type="checkbox"/> £1195 + VAT @ 19% = £1422.05	<input type="checkbox"/> £1295 + VAT @ 19% = £1541.05	<input type="checkbox"/> £1395 + VAT @ 19% = £1660.05
1 Day	<input type="checkbox"/> £795 + VAT @ 19% = £946.05	<input type="checkbox"/> £895 + VAT @ 19% = £1065.05	<input type="checkbox"/> £895 + VAT @ 19% = £1065.05

(The conference fee includes 3 course lunch, refreshments and full conference documentation. The fee does not include travel or hotel accommodation. Please photocopy this form for multiple bookings.)

Personal details	Mr/Mrs/Ms	First Name	Last Name	Job Title	Department
1st delegate					
2nd delegate					

To assist us with future correspondence, please supply the following details:

	Mr/Mrs/Ms	First Name	Last Name	Job Title	Department
Head of Department:					
Booking Contact:					

Company:Address (if different from label above).....

.....Postcode:.....

Tel:Fax:Email:

No. of employees on your site: 1) 0-49 2) 50-249 3) 250-499 4) 500-999 5) 1000+ Nature of your company's business:.....

Yes, I would like to receive information about upcoming events via (please tick) email fax

By giving you my email address I am giving ONLY IIR companies the permission to contact me by email

Signature

Step 3 Easy ways to pay All registrations must be paid in advance of the event.

Billing address if different from above:

Cheque. £ Enclosed is our cheque in favour of IIR Ltd Please ensure that the Conference Code CG2407C/M/N/W is written on the back of the cheque.

Credit Card. Please debit my: Visa Amex Eurocard Mastercard Card No:

Expiry Date: Signature: Please note that cards will be debited within 7 days of your registration on to the conference

Delegates are kindly requested to bring confirmation of payment with them to the event. Staff at the registration desk will request a credit card payment from delegates when payment has not yet been received. Full details of bank transfer options will be given with your invoice on registration

Step 4 Five easy ways to register

Telephone: - +44 (0)20 7017 7483 Please remember to quote CG2407C/M/N/W

E-Mail - registrations@iir-telecoms.com

Web - www.iir-conferences.com/np


By Fax - Complete and send this registration form to: +44 (0)20 7017 7825

Post - Complete and return the registration form together with payment to: Customer Service Manager, IIR Ltd, Cyan House, 1 Canada Road, Byfleet, Surrey, KT14 7BF

Data Protection - The personal information shown on this form, and/or provided by you, will be held on a database and may be shared with other companies in the Informa Group in the UK and internationally. If you do not wish your details to be available to other companies in the Informa Group please contact the Database Manager at the above address, Tel +44 (0)20 7017 7077, Fax +44 (0)20 7017 7828 or email: integrity@iirltd.co.uk. Occasionally your details may be obtained from, or made available to, external companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box

What Happens If I Have to Cancel? - Confirm your cancellation in writing (letter or fax) on or before 3rd September 2007 and receive a refund less a 10% + VAT service charge. If you cancel between this date and 10th September 2007 then you will receive a 50% refund. Regrettably, no refunds can be made for cancellations received less than one week prior to the conference. A substitute delegate is welcome at no extra charge.

Incorrect Mailing - If you are receiving multiple mailings or you would like us to change any details or remove your name from our database, please contact the Database Manager at the above address, Tel +44 (0)20 7017 7077, Fax +44 (0)20 7017 7828 or email: integrity@iirltd.co.uk - quoting the reference number printed on the mailing label.

 **Additional Requirements** - Please notify IIR at least one month before the conference date if you have any additional requirements e.g. wheelchair access, large print etc.

To Register Please Call: +44 (0) 20 7017 7483 Fax: +44 (0) 20 7017 7825
Email: registrations@iir-telecoms.com Web: www.iir-conferences.com/np