



## Independent Communications Authority of South Africa

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### **MEDIA RELEASE**

#### **ICASA publishes the draft Number Portability Regulations for public comments**

**27 November 2017**

**Johannesburg** - The Independent Communications Authority of South Africa (ICASA) is inviting all interested stakeholders to make written submissions on the published Draft Number Portability Regulations.

Number portability requires that mobile and fixed line telephone customers can keep their number, including their prefixes, when switching from one provider of mobile or fixed telecommunications services to another. In the absence of mobile or geographic number portability, consumers have to give up their numbers and adopt a new one when they switch operators.

As a result, consumers face switching costs associated with informing people about changing their number, printing new business cards while in the process missing out on important phone calls.

It is ICASA's view that Number Portability has benefits for consumers in that, it promotes customer choice, encourages competition and has a potential to improve quality of service by network operators.

The draft Regulations therefore seek to ensure, among others, effective functionality of number portability; and that number portability occurs in an efficient manner without delays or disruption of services.

A copy of the draft Regulations is available on ICASA's website at [www.icasa.org.za](http://www.icasa.org.za) and at ICASA's Library.

**Ends...**

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