

August 12, 2020

Mr. Claude Doucet
Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa, ON K1A 0N2

VIA GC KEY

Dear Mr. Doucet:

Re: CRTC file: 8665-C12-202000280 - Unauthorized Mobile Telephone Number Porting in Canada

1. Further to our letter of June 16, 2020, CWTA is writing to update the Commission on the implementation of the enhanced mobile number porting process ("Enhanced Process") that was described in paragraphs 46 to 55 of our February 14, 2020 letter.
2. As the Commission is aware, the roll-out of the Enhanced Process by some WNP Council members began within the last week. Early indications are that the solution fulfills the intended purpose of blocking fraudulent ports. However, WNP Council members have experienced unanticipated issues affecting valid number ports, including some that cause legitimate port requests to "time out" and not proceed. Upon discovery of these issues, and in consideration of the resulting negative impact on customer experience, the WNP Council promptly met to discuss the root causes of the issues and identify appropriate remedial action.
3. It appears that these unanticipated issues are related to the mechanics of how individual service providers have implemented the Enhanced Process into their own business processes and internal systems. As with any new process and/or technology, despite prior testing, some issues and their unintended impacts could only be discovered after the roll-out of the Enhanced Process began.
4. To ensure that wireless subscribers' ability to switch service providers is not impeded, the WNP Council has decided to temporarily rollback the Enhanced Process so that remedial action can be planned and implemented. During this temporary rollback, WNP Council members will use the prior porting process, including the interim measures described in paragraphs 41 to 44 of our February 14, 2020 letter.
5. We reiterate that aforementioned issues do not relate to the Enhanced Process' ability to block fraudulent ports. The initial use of the Enhanced Process proved to be successful in this regard.

6. The remediation of the above-noted issues is a priority for the WNP Council, and all members will be working as quickly as possible to resolve the matter and reinstate the Enhanced Process at the earliest possibility. We will keep the Commission informed of the status of this work, including the estimated restoration date once the WNP Council members have completed their analysis. We anticipate being in a position to provide an update within the next two weeks.

Sincerely,



Eric Smith
Senior Vice-President

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