



Number Portability Implementation in Europe

based on a survey of CEPT Member Countries

Prepared by: CEPT/ECC Working Group Numbering & Networks

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FOREWORD

The ECC's Working Group Numbering and Networks (WG NaN) is responsible for developing policies in numbering, naming and addressing and advising on technical regulatory matters to promote and support innovation and competition in electronic communications.

Over the last 15 years, Number Portability (NP) has proven to be a key competition enabler as electronic communications markets have been liberalised right across Europe. In order to improve upon existing NP processes and procedures WG NaN, through its Project Team Number Portability (PT NP), has conducted a survey of CEPT member countries to inform its work programme on Number Portability and crucially to develop Number Portability Best Practices.

The reaction to the survey has been very positive with 31 Countries responding to the questionnaire including Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Former Yugoslav Republic Of Macedonia (FYROM), Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovak Republic, Slovenia, Spain, Sweden and Switzerland.

The information gathered during this process has been very relevant to the work of National Regulatory Authorities as they continue to strive to remove competition barriers in national markets. Moreover, the information is also of particular interest to stakeholders within the electronic communications industry and WG NaN has therefore decided to make it publically available to all interested parties.

I hope that you find the information useful and that you can apply the information to your work in a positive way. WG NaN will endeavour to periodically review the contents of this document so that it remains timely, relevant and a useful resource for regulators and market players.

Johannes Vallesverd, Chairman WG NaN
19 March 2014

Q1 How many of the CEPT NP Best practices ¹ do you fully comply with?			
Country	Mobile	Fixed	Comments/examples
Austria	10/10		
Belgium	12/12, both for fixed and mobile		
Bulgaria	7/12		
Croatia	12/12		
Cyprus	/12		Public consultation documents are being prepared. CEPT NP Best practices (enclosed) has been taken into serious account
Czech Republic	11/12		
Denmark	11/12		It should be noted that in recommend 5 the DBA has not defined terms and conditions regarding the NP process. Rules and agreements regarding the NP process are determined by the industry itself. However, the DBA monitor the compliance with the provisions on NP in the USD.
Finland	11/12		All except number 8, where we do not have any specified process. Not needed so far.
France	11/12 ⇒		All except number 8; there is no specified process allowing parties other than the donor operator to accept a request, in exceptional cases. This has not been identified so far as a need. Besides, with respect to recommendation number 9, if LLU and fixed portability processes are today synchronized, there is no such synchronization between fixed and mobile portabilities in the case of quadruple play contracts.
Germany	11/12		1,3,4,5,6,11,12: Fully practiced 7: Not practiced 2: Only for MNP 8: Not for LNP, MNP in preparation 9: LNP and LLU are synchronized, LNP and MNP are not synchronized 10: Numbers are assigned for a service; porting in only possible if the service of the donor is terminated
Greece	12/12		EETT merely complies with rec.10 (subscriber has the right to port all multiple numbers and in some cases some of multiple numbers). However, an EETT decision is soon expected for full compliance (the subscriber will have the right to port some of the multiple numbers in every case).
Hungary	8 /12 totally 3 /12 partly		
Ireland	8 /12		
Italy	For MNP, 11/12, the only best practices not applied is n. 8	For FNP is 9/12. No. 8 (CRDB) and 12 (direct routing) are not applied.	Some data for 2012 and 2013
Latvia	11/12		
Lithuania	/12		
Luxembourg	11/12	11/12	
FYROM	/12		
Malta	12/12		

¹ ECC Recommendation (12)02 – NP Best Practices – available at: <http://www.erodocdb.dk/Docs/doc98/official/pdf/REC1202.pdf>

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Q1 How many of the CEPT NP Best practices ¹ do you fully comply with?			
Country	Mobile	Fixed	Comments/examples
Montenegro	7/12		
Netherlands	11 /12		Compliant to all recommendations except recommendation #2. The Netherlands are only partial compliant regarding recommendation #2 (ongoing contract periods) due to national legal barriers. Residential Fixed numbers can be ported within contract periods. Post-paid Mobile or Fixed business portings may be blocked for ongoing contracts.
Norway	9/12		We do not have full decoupling, only for consumers We have only partial synchronized processes The process is not efficient, but shortening of timeframes will take place at 1.3.1012
Poland	12/12	11/12	Maximum period of inaccessibility fixed services is 24 h. In the fixed network is used Onward Routing method.
Portugal	12/12		Recommendation 5 ii) is not implemented. Also in 10) only ULL is synchronized with number portability. In 8) the CRBD entity acts as donor when the operator stops his activity.
Romania	11/12		Romanian regulations comply only partially with the recommendation no. 6. The win back activity is not forbidden (not regulated), but the porting request can be cancelled by subscriber only until 24 hours before the date agreed for porting.
Serbia	7 /12 totally 3 /12 partly (7,9,4) 2/12 no compliance (8,10)		
Slovak Republic	9/12		
Slovenia	11/12		All except number 8, where we do not have any specified process. Not needed so far.
Spain	12/12		
Sweden	12/12		
Switzerland	12/12		

Q2 Efficiency - Commercial porting time: What is the overall average time taken - in working days and/or working hours (8 hours per working day) – to port a mobile/fixed number? The time should be measured from the customer's <u>initial porting request being handed in</u> at the physical store or online sales channel to the service being active in the new network? (This question might be difficult to answer – any comments would be useful. The largest operators may give guidance.)			
Country	Mobile	Fixed	Comments/examples
Austria	3-5 days	5 days	
Belgium	+3 working days	+3 working days	We do not know exactly, depends on where the porting request is handed over and how (postal service, shop, online, ...)
Croatia	Approximately 4 working days	From 6 till 16 working days	Accurate data is not available and it depends on where and how the porting request is submitted. The overall time taken to port a fixed number depends on indisputable contractual obligation in which case the number portability procedure can be postponed for a maximum of 10 working days from the requested date of number porting. Then it can take up to 16 working days to port a number.

<p>Q2 Efficiency - Commercial porting time: What is the overall average time taken - in working days and/or working hours (8 hours per working day) – to port a mobile/fixed number? The time should be measured from the customer's <u>initial porting request being handed in</u> at the physical store or online sales channel to the service being active in the new network? (This question might be difficult to answer – any comments would be useful. The largest operators may give guidance.)</p>			
Country	Mobile	Fixed	Comments/examples
			<p>Also, where, in addition to number porting, the end user wishes to contract some additional services that must be contracted by the recipient operator at the wholesale level, the end user must indicate in the porting request that number porting is related to a wholesale service. In this case, the donor and the recipient operator must comply with the procedures and time limits laid down in the relevant reference offer for the requested service and must allow simultaneous activation of all services requested by the user. In this case, all services must be activated simultaneously and it is not possible to postpone number porting. If number porting is postponed for justified reasons, the activation of services at the wholesale level must be postponed for the same period of time with a view to ensuring simultaneous activation of all services. If number porting request is denied, the activation of services at the wholesale level must also be denied.</p>
Cyprus	Approximately 48 working hours	Approximately 80 working hours	
Czech Republic	4 working days	4 working days	
Denmark	No information available	No information available	<i>The DBA has no statistical evidence to suggest that porting times exceed the subscribers' requested porting time.</i>
Finland	5	5	This is also the maximum time
France	(3 working days	<p>Maximum 4 working hours after the supply of the access,</p> <p>Time to product an access depends on the operator, the type of access subscribed, and on the potential need of an intervention at the customer's premises.</p>	See the end of the document (*) for statistics about delays for producing PSTN & Broadband access
Germany	No information available.	No information available.	
Greece	<p>3 working days</p> <p>(Activation takes place during the 3rd working day from the customer's request).</p>	<p>11 working days</p> <p>(It includes the time needed for local loop unbundling)</p>	
Hungary	2 working days	2 working days	
Ireland	Regulation states within 1 day, however the majority of ports are within 2hours. It is possible to order a port online and the sending of the SIM card will take more	A standard port must be completed within 7 hours after the port request has been received by the donor operator.	

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Q2 Efficiency - Commercial porting time: What is the overall average time taken - in working days and/or working hours (8 hours per working day) – to port a mobile/fixed number?
 The time should be measured from the customer's initial porting request being handed in at the physical store or online sales channel to the service being active in the new network?
 (This question might be difficult to answer – any comments would be useful. The largest operators may give guidance.)

Country	Mobile	Fixed	Comments/examples
	than one day. (verify this with Ireland)		
Italy	On the basis of regulation, considering as mean time taken in the working day of the day of request is 4 hours, the overall average time is 12 working hours (except in case of errors in the request)	The Fixed NP process takes 8 working days from recipient request. Considering as mean time taken in the working day of the day of request is 4 hours, the overall average time is 68 working hours.	Some data for 2012 and 2013
Latvia	1-2 working days	1 - 10 working days	Porting time depends on time when application for porting is received. For fixed numbers usually porting time is longer because time of switch is harmonized with consumers availability at home.
Lithuania	N/A	N/A	
Luxembourg	3 working days	10 working days	
FYROM	24 hours	2 days	
Malta	~ 1 hr (You have to go to the recipient operator or a reseller. No online channel available so no sending of the SIM card)	This depends on the installation period by the recipient operator, however the full porting process should not exceed more than 3 days	
Montenegro	5 working days	5 working days	If request is submitted in the shop on Monday, it will be ported on next Monday.
Netherlands	Minimum: 5 working days (per Q1 2013 2 working days) Average: 194 Hrs (± 24 working days) *	Minimum: 5 working days (per Q1 2013 2 working days) Average: 80 Hrs (± 10 working days)	Customers initial porting request = issue date of porting request by Recipient to Donor. * Note that for (post-paid) Mobile an average termination period of 1 month is main cause for this average period.
Norway			Accurate data is not available. Difficult question. Apr. 95-160 hours or 12-20 days
Poland	No information available	No information available	
Portugal	1,8 wd	1,6 wd	The time presented is related with the electronic process of number portability, since there is no sufficient data to permit give a time between the user request and the introduction of the request in the NP process.
Romania	22 working hours	32 working hours	Not possible to have accurate data on the average time between initial porting request handed by customer and the moment in which this request is filled in the CRDB.
Serbia	N/A	N/A	
Slovak Republic	Max 4 wd	Max 4 wd	

Q2 Efficiency - Commercial porting time: What is the overall average time taken - in working days and/or working hours (8 hours per working day) – to port a mobile/fixed number?
 The time should be measured from the customer's initial porting request being handed in at the physical store or online sales channel to the service being active in the new network?
 (This question might be difficult to answer – any comments would be useful. The largest operators may give guidance.)

Country	Mobile	Fixed	Comments/examples
Slovenia	Same as bellow + max 15min.	Same as bellow + max 15min.	
Spain	Between 8-16 hours	Between 8 – 48 hours (*)	(*)After 11/11/2013 the operators must have implemented the new specifications for fixed portability in "one" day, 6 days for bundled offers (fixed and ADSL services).
Sweden	Depending on contract. Average of last 6 months is 9 days.	Depending on contract. Average of last 6 months is 14 days.	
Switzerland	No information available.	No information available.	Depends much on the time the recipient needs to file the NP-request in the CRDB-system. Some recipients do it at the point of sales (i.e. identical to Q.3), others have a back office. Relevant are answers in Q.3.

Q3 Efficiency - Technical porting time: What is the average time taken - in working hours - to port a mobile/fixed number?
 The time should be measured from when the **NPRequest** is handed from the recipient operator to the donor operator, until the number is active in the new operator's network.

Country	Mobile	Fixed	Comments/examples
Austria	3		
Belgium	We do not know the average time. Maximum 1 working days simple installation and 2 working days complex installation	We do not know the average time. Maximum 2 working days simple installation and 3 working days complex installation	For the validation phase operators have maximum: -1 day for simple porting for all numbers except for the mobile numbers -2 days for complex porting for all numbers
Croatia	Approximately 3 working days	From 5 till 15 working days	Donor operator can see the porting request at the moment the request is submitted in CRDB, and have three days to accept or reject request. The porting must be finished within 5 working days from the date of submitting the request in CRDB. Operators update their routing tables < 5 minutes from moment when porting is completed via notifications which are sent from CRDB to all operators. The overall time taken to port a fixed number depends on indisputable contractual obligation in which case the number portability procedure can be postponed for a maximum of 10 working days from the requested date of number porting. Then it can take up to 16 working days to port a number.
Cyprus	Approximately 32 working hours	Approximately 64 working hours	
Czech Republic			Not monitored
Denmark	No information available	No information available	The working hours depends on each operators process, but a porting can be done in 24 hours
Finland	3	3	Includes also checking the validity of porting

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Q3 Efficiency - Technical porting time: What is the average time taken - in working hours - to port a mobile/fixed number? The time should be measured from when the NPRequest is handed <u>from</u> the recipient operator <u>to</u> the donor operator, until the number is active in the new operator's network.			
Country	Mobile	Fixed	Comments/examples
			request.
France	16 (2 working days)	See 2/ for the global delay. NP request are given from the recipient operator to the donor operator maximum 8 working hours (1 working day) after the customers initial porting request	
Germany	No information available.	No information available.	
Greece	2 working days (Activation takes place during the 2nd working day from the NP request).	10 working days (It includes the time needed for local loop unbundling)	
Hungary	2 working days	2 working days	
Ireland	Regulation states within 1 day, however the majority of ports are within 2hours.	A standard port must be completed within 7 hours after the port request has been received by the donor operator.	
Italy	Since the requests collected during a working day are sent at the end of this day, the average time is 8 working hours	The Fixed NP process takes 8 working days from recipient request or 64 working hours.	Some data for 2012 and 2013
Latvia	2 hours	2 hours	
Lithuania	7	7	
Luxembourg	Over 90% in 8 working hours	Not available	
FYROM	3 hours	3 hours	
Malta	~ <1hr	This depends on the installation period by the recipient operator, however the full porting process should not exceed more than 3 days	
Montenegro	5 working days	5 working days	Donor see request at the moment the request is entered in CRDB, and have three days to accept or reject request. The porting must be finished within 5 working days from the date entering the request in CRDB.
Netherlands	Max. 0,25 Hrs (15 minutes)	Max. 0,25 Hrs (15 minutes)	All operators, incl. Donor, update their routing tables < 15 minutes from moment 'porting completed' broadcast is received. (sent by Recipient via CRDB to all operators)
Norway	95, see comment	95, see comment	It takes 285 hours totally independently of working hours and numbering type This gives 95 working hours which is appr. 12 working days

Q3 Efficiency - Technical porting time: What is the average time taken - in working hours - to port a mobile/fixed number? The time should be measured from when the NPRequest is handed <u>from</u> the recipient operator <u>to</u> the donor operator, until the number is active in the new operator's network.			
Country	Mobile	Fixed	Comments/examples
Poland	No information available.	No information available.	
Portugal	1,8 wd	1,6 wd	
Romania	22 working hours	32 working hours	
Serbia	N/A	N/A	
Slovak Republic			Not monitored
Slovenia	8,54	22,54 (with LLU) Without LLU, same as mobile	
Spain	Between 8-16 Hours	40	After July 2013, the delay would decrease to 1 or 2 working days (8-16 hours) depending if there is associated an unbundling process or not.
Sweden	3 wd	3 wd (10 wd for companies)	
Switzerland	No information available. No standard CRDB analysis implemented	Same as mobile	Value is much dependent of the customer's wish-date for porting which is usually the end of the contract in order to avoid early termination fees. Assumption: 30 days

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Q4 Overall statistics mobile - Porting rate: What percentage of mobile numbers active on 31.12.2013 had been ported? (CRDB statistics may help in answering this question) Note: The purpose of this question is to get a snapshot of how many active numbers have been ported compared to non-porting numbers on a specific date (i.e. 31.12.2013). The question wants to look at the level of NP usage in the mobile market. The question is not seeking the accumulated/total amount of mobile ports completed from the implementation of mobile NP until now.			
Country	Mobile	Fixed	Comments/examples
Austria	n/a	9,7%	Counting only mobile porting processes since 2004.
Belgium	10%	4,8%	= ported numbers in 2013 divided by total active numbers
Bulgaria	2.1%	5.14%	
Croatia	8,7 %	40%	Porting rate statistics are based on active numbers in fixed and mobile networks on date 31.12.2012.
Cyprus	No CRDB is implemented		
Czech Republic	3,5%	1,8%	Mobile – mobile numbers ported divided by total active numbers. Fixed- the number of porting divided by total active numbers
Denmark	11 % (2012) 5,5 % (first half of 2013)	14 % (2012) 7,3 % (first half of 2013)	Based on figures in the Telecom Statistics of 2012 and the first half of 2013 issued by the Danish Business Authority (DBA). Total number of fixed numbers (incl. IP telephony) in 2012 => 2.015.000 Total number of mobile numbers in 2012 => 8.312.000 Total number of submitted portings during 2012 => 1.201.000 (fixed 283.000, mobile 918.000). Total number of fixed numbers (incl. IP telephony) in the first half of 2013. => 1.930.000 . Total number of mobile numbers in the first half of 2013=> 8.220.000. Total number of submitted portings during the first half of 2013=> 591.000 (fixed 141.000, mobile 450.000). Link to Telecom Statistics (only in Danish): http://erhvervsstyrelsen.dk/file/414739/telestatistik-2013-1.pdf The numbers mentioned above is not necessarily the amount of active numbers but the total amount of numbers.
Finland	66%		6,2 M portings since this date. 9,5 M numbers in use.
France	28 % of total active numbers 30.09.2013) where in the CRDB	Data not available	Formula : CRDB stock / total active number. CRDB stock does not include numbers which have been ported back to the number range holder
Germany	3,4 %	22,5 %	LNP: figure of 2010
Greece	506.413 mobile numbers were ported during 2011	622.834 fixed numbers were ported during 2011	The number of active fixed and mobile lines has not been finalized yet by EETT. Active mobile lines in 2011 are estimated to 12,3 millions. Active fixed lines in 2011 are estimated to 5,2 millions
Hungary	5,9 %	23,2 %	
Ireland	Since 2003 until December 2011	% Fixed 20080.48877805	

Q4 Overall statistics mobile - Porting rate: What percentage of mobile numbers active on 31.12.2013 had been ported? (CRDB statistics may help in answering this question) Note: The purpose of this question is to get a snapshot of how many active numbers have been ported compared to non-porting numbers on a specific date (i.e. 31.12.2013). The question wants to look at the level of NP usage in the mobile market. The question is not seeking the accumulated/total amount of mobile ports completed from the implementation of mobile NP until now.			
Country	Mobile	Fixed	Comments/examples
	2.8million numbers were ported. In 12 months about 419,000 numbers were ported.	2009 2.7738974 4 2010 2.9638565 2011 2.58834068	
Italy	N.A.	N.A.	2012 Mobile: 26%; Fixed 7%
Latvia	13%	10%	
Lithuania	834529 / 16 %	28127 / 4.3 %	
Luxembourg	20%	14%	
FYROM	To 01.05.2011 – 35213 To 09.04.2012 – 67874	To 01.05.2011 – 53242 To 09.04.2012 – 87074	
Malta	45%	8%	
Montenegro			The number portability started on 1.12.2012, and was ported until 31.12.2011. 320 in mobile networks and 0 in fixed.
Netherlands	8,0 %*	11,7 %	Assumption that NRA assigned and by operators in CRDB activated number ranges are fully active. * In practice these percentages are much higher (app. factor 3) since not all numbers in active ranges are active. In CRDB active mobile numbers 60 mio. NRA reports that in Q2 2012 21,7 mio mobile numbers were active.
Norway	39.3%	Not available data	2.238.076 mobile number portings out of totally 5.693.957 active mobile numbers
Poland	No information available.	No information available.	
Portugal	5,53%	20,42%	Values related to the 2 nd semester 2013
Romania	2,73%*	7,02%**	ANCOM estimation – * percentage of mobile numbers ported from the estimated total number of valid SIM cards ** percentage of fixed numbers ported from the total of access lines
Serbia	1,25%		
Slovak Republic	320 000	135 000	Total number of ported numbers
Slovenia	367.426 out of ~ 15 % of total mobile active numbers (2.400.000)	351.853 out of ~25 % of total fix active numbers (1.400.000)	
Spain	13%	10%	6.770.094 mobile numbers were ported in 2013. 1.946.570 fixed numbers ported in 2013, representing an increase of 9% compared to the precedent year.
Sweden	Total active numbers for mobile: 14 500 000 Total numbers ported in: : 5 439 349	Not applicable	Statistics from 31.12.2011. http://www.snpac.se/

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Q4 Overall statistics mobile - Porting rate: What percentage of mobile numbers active on 31.12.2013 had been ported? (CRDB statistics may help in answering this question)

Note: The purpose of this question is to get a snapshot of how many active numbers have been ported compared to non-porting numbers on a specific date (i.e. 31.12.2013). The question wants to look at the level of NP usage in the mobile market. The question is not seeking the accumulated/total amount of mobile ports completed from the implementation of mobile NP until now.

Country	Mobile	Fixed	Comments/examples
	=37%		
Switzerland	6.4%	11.4%	PO/(PO+ZK+ZE)

Q5 Costs - Wholesale: What is, if any, the average wholesale fee (charged between operators) of porting a single number?

Country	Mobile	Fixed	Comments/examples
Austria	8	22	
Belgium	No fee	no fee	
Bulgaria	for 1 single number -9 € group of 300 up to 500 numbers – 20 % discount above 500 numbers -30% discount	for 1 single number -9 € group of 300 up to 500 numbers – 20 % discount above 500 numbers -30% discount	The procedure for porting, negotiated between operators is currently under review and wholesale fees could be changed.
Croatia	No costs	No costs	
Cyprus	As defined from commercial agreements between the providers	As defined from commercial agreements between the providers	
Czech Republic	8€	14 €	
Denmark	The fee ranges between 0-30 DKK (0-4 EUR) for mobile	The fee ranges between 0-35,5 DKK (0-4,8 EUR)	DBA is not able to give specific answers to this question as it will require consulting all operators about their wholesale fee. However, the fee ranges between DKK 0-30 for mobile and DKK 0-35,5 for fixed.
Finland	9 €	10 €	
France	Max 0.10 € per number ported	Wholesale charges since 2012 is 0€ for the residential market for commands achieved through the automatic process. On the enterprise market 2 additional options can be billed : - synchronisation call (9.20 €) - number validation (11.50€)	ARCEP fixed guidelines to portability wholesale pricing in 2008 for mobile and 2011 for fixed
Germany	No fee at all	No fee at all	
Greece	9,6 Euros	1,76 Euros	
Hungary	No fee	10 EUR	Fee of number block porting is the same as one number porting
Ireland	Since 2003 until December 2011 2.8million numbers were ported. In 12 months about 419,000 numbers were ported.	% Fixed 2008 0.48877805 2009 2.77389744 2010 2.9638565 2011 2.58834068	
Italy	Zero euro	Since decision no. 92/12/CIR (Sept. 2012) the wholesale	Some data for 2012 and 2013

Q5 Costs - Wholesale: What is, if any, the average wholesale fee (charged between operators) of porting a single number?												
Country	Mobile	Fixed	Comments/examples									
		cost for FNP is the same for all operators. For each request the recipient pays 2 Euro to the donor (the owner of the number) and 2,30 Euro to the donating (the service provider). In case of multi-number ISDN the recipient pays 0,50 Euro to the donor for each further ported number.										
Latvia	NA	NA	free for subscribers									
Lithuania	0	0										
Luxembourg	Not available	Not available										
FYROM	NA	NA										
Malta	Unsuccessful prepaid - €0.75 Unsuccessful postpaid - €1.20 Unsuccessful non personal - €1.65 Successful prepaid - €1.35 Successful postpaid - €2.25 non personal - €2.70	Unsuccessful prepaid - €0.75 Unsuccessful postpaid - €1.20 Unsuccessful non personal - €1.65 Successful personal - €3.45 Successful non personal - €4.35										
Montenegro	2,8€											
Netherlands	€ 0.00	€ 0.00	Only one known operator is charging wholesale fees, € 2 for single portings and € 200 for multiple portings.									
Norway	NOK 85	NOK 110										
Poland	No fee		The fee is set only to incumbent (fixed network).									
Portugal	The only reference available to wholesale costs are based on the SMP operator. These are there figures: <table border="1" style="margin-left: 20px;"> <tr> <td>Individual number</td> <td>4,59€</td> </tr> <tr> <td rowspan="3">Sequential numbers</td> <td>From 1 to 10</td> <td>4,59€</td> </tr> <tr> <td>From 10 to 99</td> <td>1,59€</td> </tr> <tr> <td>Higher then 100</td> <td>0,74€</td> </tr> </table> For more information please consult the incumbent link: http://ptwholesale.telecom.pt/GSW/UK/Canais/ProdutosS ervicos/OfertasReferencia/ORI/RIO.htm .		Individual number	4,59€	Sequential numbers	From 1 to 10	4,59€	From 10 to 99	1,59€	Higher then 100	0,74€	There is no difference between fixed and mobile.
Individual number	4,59€											
Sequential numbers	From 1 to 10	4,59€										
	From 10 to 99	1,59€										
	Higher then 100	0,74€										
Romania	5,6 euro	7,8 euro	Regulated fee									
Serbia	1000RSD (9 euros)	1000RSD (9 euros)										
Slovak Republic	NA	NA										
Slovenia	NA	NA										
Spain	0 €	3,09€										
Sweden	1.5 €	3.5 €										
Switzerland	€ 9.60	€ 9.10	Mobile CHF 12.00 Fixed CHF 11.30									

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Q6 Costs – Retail: What is the average retail price, if any, of porting a single number?			
Country	Mobile	Fixed	Comments/examples
Austria	Max. € 19	Up to € 30	
Belgium	Not applied in reality, so free of charge	Not applied in reality, so free of charge	
Bulgaria	0	0	There is no retail price
Croatia	No costs	No costs	
Cyprus	---	---	
Czech Republic	0 €	35 €	
Denmark	No fee to the donor operator	No fee to the donor operator	The recipient operator may charge a fee. This is however not regulated and a more specific answer will require consulting all operators about their retail price – which is subject to change without warning.
Finland	0 €	0 €	
France	Generally free	Generally free	Some operators give discounts to customer subscribing with a portability (esp. premium contracts)
Germany	About 27 €	About 6 €	
Greece	0 €	0 €	
Hungary	No fee	0	Fixed retail price is applied very rare
Ireland	€0	€0	
Italy	Zero euro	Zero euro	Some data for 2012 and 2013
Latvia	0	0	
Lithuania	0	0	
Luxembourg	0	0	
FYROM	3.25 Euros	3.25 Euros	
Malta	FoC	FoC	The recipient operators, although not obliged, offer porting free of charge
Montenegro	3,5€	3,5€	Until now it is free for subscribers
Netherlands	€ 0.00	€ 0.00	Some operators may charge an amount within legal limits, max € 10.00. Charging is an exception.
Norway	0	0	
Poland	0		
Portugal	In mobile the most of the cases is free of charge. For fixed it depends on the type of contract and on operator. The most expensive is 15,3€, but there are many operators with a free porting. Please consult the following link: http://www.anacom.pt/render.jsp?contentId=1104950&languageId=1		
Romania	-	-	All major operators do not charge customers for the number portability services
Serbia	Price should be not more than 200RSD (1,8 euros)	Price should be not more than 200RSD (1,8 euros)	
Slovak Republic	4 €	NA	Depending on operator (0 or 8)

Q6 Costs – Retail: What is the average retail price, if any, of porting a single number?			
Country	Mobile	Fixed	Comments/examples
Slovenia	- 5 EUR max 200 EUR max	- 5 EUR max 200 EUR max	- 5 EUR max per each request - in a case of a request for porting several numbers the price cannot exceed 200 EUR
Spain	€ 0.00	€ 0.00	
Sweden	0	0	
Switzerland	Operator dependent, in most cases free of charge	Operator dependent, in most cases free of charge	

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Q7 Costs on CRDB: What is the operator fee/transaction for the CRDB per porting?			
Country	Mobile	Fixed	Comments/examples
Austria	No CRDB available	No CRDB available	
Belgium	Average 0,58 euro (for 2013) per ported number Fee depends on volume and type of connection	Average 0,58 euro (for 2013) per ported number Fee depends on volume and type of connection	
Bulgaria			N/A Operators do not use CRDB
Croatia	No fee for the operators	No fee for the operators	
Cyprus	No CRDB is implemented	No CRDB is implemented	
Czech Republic	No fee transaction	No fee transaction	The contractual agreement cost (annual) for access to the CRDB.
Denmark			NP Create type 1: DKK 9 NP Create type 2: DKK 100 NP Change type 1: DKK 5 NP Change type 2: DKK 12
Finland	1 €	1 €	
France	0,08 €, paid by the recipient operator	0,7 €, paid by the recipient operator	
Germany	No fee at all	No fee at all	
Greece	1,95 Euros	1,95 Euros	
Hungary	No direct fee	No direct fee	Costs on CRDB is covered from the number usage fees
Ireland	Not know to ComReg.	€0	
Italy	No CRDB is present in Italy	No CRDB is present in Italy	Some data for 2012 and 2013
Latvia	NA	NA	
Lithuania	0	0	
Luxembourg	N/A	N/A	
FYROM	NA	NA	
Malta	N/A	N/A	In Malta we do not use a CRDB
Montenegro			Operators do not pay to use CRDB, see next answer
Netherlands	€ 1.45	€ 1.45	Price per loop = can be a range of number (start-end). A porting request may contain multiple loops for one customer.
Norway	1€	1€	
Poland	CRDB will start in 2014/2015		
Portugal	Costs related to the CRDB per number depend on the number of portings the service provider has made in the previous quarter and also is based on the dimension of the porting block. Individual numbers could vary between 28,40€ and 2,90€ and reduction of this price based and the block of number goes from 0% to 95%.		Specific costs are protected by contractual agreement.

Q7 Costs on CRDB: What is the operator fee/transaction for the CRDB per porting?			
Country	Mobile	Fixed	Comments/examples
Romania	0	0	
Serbia	No fee at all	No fee at all	
Slovak Republic	No CRDB is implemented		
Slovenia	Free of charge	Free of charge	
Spain	40% fixed and 60% variable depending on number of transactions	40% fixed and 60% variable depending on number of transactions.	
Sweden	See comment	Same as for mobile.	Prices in SEK. Pricelist Price list, valid from 2013-01-01 SNPAC AB (English)
Switzerland	€ 1200.- annual base charge. € 1.56 / transaction for the first 1000 transactions per year. € 0.52 per additional transaction.	Same as for mobile	“transaction” includes every port-in and port-out order. Dependent on the Type of Porting Order e.g. Single Line, DDI, Value Added Services, Mobile, Mobile Prepaid; several numbers can be involved

Q8 Additional Facilities: Does the CRDB operator also provide additional facilities in the telecom sector? For instance, this might be related to emergency calls and caller location services, directory enquiry services, ADSL bundling handling etc.			
Country	Mobile	Fixed	Comments/examples
Austria	No CRDBs yet		
Belgium	No		
Bulgaria			
Croatia	No / No		CRDB has only data on ported numbers. In the CRDB operators can insert information if the NP request is connected with the whole sale service (LLU, BSA).
Cyprus			
Czech Republic	No	No	No additional facilities. Just information about ported numbers
Denmark	No		Facilities are provided by the operators.
Finland			
France		caller location services (in project), premium rate services tariff directory (in project)	
Germany	No / No		CRDB has only data on ported numbers.
Greece			
Hungary	No		
Ireland	No	No	
Italy	N/A		No CRDB is present in Italy
Latvia	No		
Lithuania	-2,000,000 euro		

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Luxembourg		
FYROM		
Malta		
Montenegro		
Netherlands		
Norway		
Poland		
Portugal	No	
Romania	N/A	CRDB operated by NRA, no additional facilities
Serbia	CRDB doesn't provide any other facilities	
Slovenia	-	-
Spain	No	CRDB has only data on ported numbers. However, in the porting request exchanged through the CRDB operators can insert information if the NP request is related to the ULL wholesale service.
Sweden	No	
Switzerland	Yes	CRDB for VAS-numbers.

Q.9 Rejections: What percent of the total 2013 porting requests were rejected?			
Country	Mobile	Fixed	Comments/examples
Austria	n/a	n/a	
Belgium	In 2012 +-5%; it decreased in 2013 since measures were taken	In 2012 +- 5%; it decreased in 2013 since measures were taken	Varies between operators Rough estimation
Bulgaria			No data
Croatia	In 2012. 11,15% requests were rejected		
Cyprus	-	-	
Czech Republic	-	-	Not monitored
Denmark	No information	No information	The Danish CRDB does not have this kind of statistics available. Not monitored and DBA is not able to answer this question as it will require that the DBA ask all operators how many rejections they had in 2013.
Finland	41%	10%	Today numbers are much lower since fixed term contract is not anymore reason for rejection
France	2 % on average	We have no statistics	
Germany	No information available	No information available	
Greece	46%	16 %	
Hungary	No information	No information	NP validation phase is not centralized in CRDB, only the execution phase
Ireland	Exact figure not know but very small.	Exact figure not know but very small.	
Italy	7%	N.A.	2012: Mobile-9%; Fixed-15% For Fixed, data is measured only in case of TI donor, which corresponds to about 90% of NPs
Latvia	No data	No data	
Lithuania	21610/176575 about ~12.2%		
Luxembourg	8%	N/A	
FYROM	NA	NA	
Malta	32%	49%	
Montenegro	21,8%		In that period there were not any request for fixed portability
Netherlands	32,5 % *	9 %	* Note that high amount of (initial) rejections for Mobile is mainly caused by portings requested within contract termination or binding period.
Norway	See comment	See comment	Mobile: totally 711.638 portings Fixed: totally 412 605 portings Total rejections: 211 264 = totally 18,8% rejections for fixed and mobile combined
Poland	No information available		
Portugal	16,1% of NP requests were rejected.		It is difficult to disaggregate data, because we have several operator that run fixed and mobile services.
Romania	around 15%		The vast majority of numbers from the rejected requests are ultimately ported, because the requests are introduced again with the correct data.

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Q.9 Rejections: What percent of the total 2013 porting requests were rejected?			
Country	Mobile	Fixed	Comments/examples
Serbia	N/A	N/A	
Slovak Republic	N/A	N/A	
Slovenia	25,37 %	25,40 %	
Spain	11,2%	5,2%	757.487 rejections over a total of 6.770.094 mobile ported number, i.e., 11,2%. 9.003 rejections in Dec 2013 over a total of 173.222 fixed ported numbers, i.e., 5,2%.
Sweden	Detailed data not kept, just last 6 months available. 0,1% or 322 of 369.352 porting transactions. (mobile and fixed)	Included in mobile figures	
Switzerland	62%	14%	The figures include multiple rejections, often due to incorrect procedures at the POS of mobile operators. The initial porting request is misused to query the end date of the contract which is usually not known by porting requesting persons.

Q.10 Rejections: How many rejection reasons can be used?			
Country	Mobile	Fixed	Comments/examples
Austria	5	Not defined	
Belgium	9	24	In practice not all of these codes are used; the new Royal Decree introduces some circumstances where a donor operator cannot reject a request.
Bulgaria	3 donor/ 7 recipient	4 donor / 7 recipient	Rejection reasons are specified respectively for recipient and donor operator. Some of the reasons are related to faults in the application for porting. These faults can be eliminated by the applicant in up to 30 days from submitting the application. If this is not done, the recipient ceases the porting procedure.
Croatia	11 rejection reasons can be used which are implemented in CRDB		
Cyprus	8		
Czech Republic			Not monitored
Denmark			There are fifteen customer related reject codes.
Finland	8	8	
France	-inactive number (75%) -wrong porting data including RIO / PAC Code (15%) -ongoing portability on this number (10%) - other (10%)	- inactive number -wrong porting data - ongoing portability on the number (We have no statistics)	RIO / PAC Code mechanism will be extended to fixed portability in 2015 Changes introduced by ARCEP's 2013 decision related to fixed portability include the introduction of the "rule of 40" which enables a number to be ported up to 40 days after the contract is terminated. This rule will come into force in October 2014.
Germany	Not specified	7 reasons	1: Requested number is not in use 2. Additional number owner 3. Request nonreadable 4. Wrong subscriber

Q.10 Rejections: How many rejection reasons can be used?			
Country	Mobile	Fixed	Comments/examples
			5. Signature missing or wrong 6. There are more numbers belonging to the access 7. other reasons (to be specified)
Greece	10	13	
Hungary	3	3	
Ireland	The reason why a port <u>may</u> be rejected is, if a bad debtor has had their service suspended.	Port requests cannot be rejected, if the order is properly formatted.	
Italy	<p>11 reasons, some of them are different only to understand the various phenomena. Non considering, formal aspects like all fields are correctly filled, right donating,</p> <p>The real control is only on one: in case of pre-paid contracts, the mismatch between SIM serial number (ICC-ID) and telephone number. In case of post-paid contracts the mismatch between Fiscal/VAT ID and telephone number.</p> <p>Anyway the rejection reasons are:</p> <ul style="list-style-type: none"> - Request without mandatory data or with wrong value - Presence of already positively validated request (request duplication) - Number not belonging to the donor (request sent to the wrong operator) - Mobile service not active from more than 30 days - Mismatch on SIM serial number (prepaid) - Mismatch on Fiscal/VAT code (post-paid) - Suspended SIM due to Judge ordinance (payment delay is not a reason to reject portability without a Judge ordinance) - Service not active due to robbery or loss of SIM without relative flag 	28 reason (19 for the donor and 9 for the donating) divided in two sets: formal checks and technical checks.	Some data for 2012 and 2013
Latvia	2 or 3	2	1. Customer validation; 2. Within contract termination period; 3. correct IMEI code for prepaid cards.
Lithuania	13	14	
Luxembourg	9	8	
FYROM	NA	NA	
Malta	25 in the first phase, 9 in the	13 in the first phase, 6 in	

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Q.10 Rejections: How many rejection reasons can be used?			
Country	Mobile	Fixed	Comments/examples
	second phase	the second phase	
Montenegro	15		
Netherlands	5	5	<ol style="list-style-type: none"> 1. Customer validation 2. Within contract termination period 3. Within contract binding period 4. Number not portable 5. Other
Norway	17	25	
Poland	No information available		
Portugal	We have in the moment 13 rejection reasons.		For more detailed information please consult administrative processes specification in the following link: http://www.anacom.pt/render.jsp?contentId=1126211
Romania	8	8	There are 8 reasons stipulated by regulations. In the technical implementation, these are divided into 21 reasons.
Serbia	8	9	
Slovak Republic	N/A	N/A	
Slovenia	7	7	
Spain	2 by CRDB and 4 by donor operator.	6 by CRDB and 7 by donor operator.	
Sweden	13 according to specification. Although not all are tolerable according to legislation. For instance: "Binding agreement" is not valid cause for a rejection but system supports such rejection code.	Same as for mobile.	Refer to standard, SS636391, table 11.5, chapter 11.19: Standarder ITS.se (English))
Switzerland	<p>13 reasons (see remarks)</p> <ol style="list-style-type: none"> a) First Name or/and Family Name/Company Name incorrect b) Type and Telephone Number mismatch c) Telephone Number does not belong to the Donor d) Access is blocked (ongoing contract). e) Work Order incomplete f) The desired porting date is out of range g) Power of Attorney has not been received by the Donor within the required provisioning time h) Power of Attorney is incomplete / incorrect i) Power of Attorney is not signed j) Departure announcement not received k) Fax & data are active l) Disconnect Date too far back m) Others (add detailed free text to the Work Order) 	Same as for mobile	Not each reject reason is applicable for all numbers. Reject reasons might be specific to different types of connection.

Q.11 Rejections: Is the list of valid rejection reasons specified and exhaustive?			
Country	Mobile	Fixed	Comments/examples
Austria	No	No list	
Belgium	Yes	Yes	Rejection reasons are part of the functional specifications
Bulgaria	Yes	Yes	Rejection reasons are part of the functional specifications.
Croatia	Yes	Yes	<p>According on Article 18 of Ordinance on number portability (Official Gazette no. 100/12) a porting request can be rejected only in the following cases:</p> <ol style="list-style-type: none"> (1) incorrectly filled request, (2) If a request does not apply to all numbers within a VPN group or series of the same ISDN connection, (3) If the requested number is already in the process of porting (4) If the subscriber number, which is required for the porting, is temporarily or permanently suspended from a provider operator network, (5) If the requested date of porting is less than 5 working days in fixed networks, or 3 working days in mobile networks, (6) If the requested date of the transfer is more than 60 days after the date of submitting a request for number portability in the fixed network, or longer than 21 days after the date of submitting a request for number portability in mobile network, (7) if the pre-paid user loses the right to use the number (SIM deactivated) or the prepaid user has not made the first call (SIM inactive) or if the provider determine the number of SIM card serial number does not match the PUK, (8) impossibility of the technical realization of the request for wholesale broadband access or unbundled access to the local loop, if the recipient operator at the same time submits requests for either of mentioned services with number portability request (9) If the subscriber number is FGSM number, and the operator recipient cannot technically enable the use of the FGSM number, (10) withdrawal of the request for wholesale broadband access or unbundled access to local loops, if the recipient operator at the same time submits requests for either of mentioned services with number portability request (11) if the subscriber number for which porting is issued is not owned by the applicant of number portability request.
Cyprus	Yes	Yes	
Czech Republic	Yes	Yes	Rejection reasons are part of the functional specifications
Denmark	Yes	Yes	<p>For further info see the Requirement/transaction document from the Danish Telecom Industry. http://lieblingstage.dk/teleindu/wp-content/uploads/2012/06/requirementsfortransactionsfornumberportabilityv2-0.pdf</p>
Finland	Yes	Yes	
France	Yes	Yes	
Germany	Not applicable	Yes	
Greece	Yes	Yes	
Hungary	Yes	Yes	
Ireland	See above	See above	
Italy	Yes, operators cannot add any further reason other than those specified by NRA	Yes, operators cannot add any further reason other than those specified by NRA	Some data for 2012 and 2013

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Q.11 Rejections: Is the list of valid rejection reasons specified and exhaustive?			
Country	Mobile	Fixed	Comments/examples
Latvia	Yes	Yes	Rules on number portability: http://www.likumi.lv/doc.php?id=232111
Lithuania	Yes	Yes	
Luxembourg	Yes	Yes	
FYROM	NA	NA	
Malta	Yes	Yes	
Montenegro	No	No	
Netherlands	Yes	Yes	Note; 1 rejection reason specified as 'other' for exception handling. Reason to reject as 'other' has to be clearly specified by Donor to Recipient.
Norway	Yes, but could be revised	Yes, but could be revised	The list is contained here: http://www.nrdb.no/img/wysiwyg/File/NRDB%20Rutiner/AdmrutNP_v2_02-20121001.pdf
Poland	No	No	
Portugal	Yes. These are the rejection reasons: <ul style="list-style-type: none"> • Contract ownership does not match (not applicable to non-identified prepaid subscriptions) • Number inactive at the holding provider • Change of telephone number is pending • National Defence considerations • SIM does not exist • SIM does not match the MSISDN • SIM is lost/missing • Number in the storage period • Number is not portable • Number related to a Payphone • Number related to a temporary access • Document identification number not match (not applicable to non-identified prepaid subscriptions) • Without validation elements (applicable to non-identified prepaid subscriptions when CustomerSIM parameter was not sent) 		
Romania	Yes	Yes	
Serbia	Yes	Yes	
Slovak Republic	Yes	Yes	
Slovenia	Yes	Yes	
Spain	Yes	Yes	
Sweden	It is specified, if it is exhaustive is a matter of opinion.	Same as for mobile.	See above.
Switzerland	Specified by the operators	Specified by the operators	If the list is exhaustive is a matter of opinion.

Q.12 Rejections: i) What were the top 3 rejection reasons used in 2013; and ii) What percentage of the total 2013 porting rejections did they represent?			
Country	Mobile	Fixed	Comments/examples
Austria	N/A	N/A	
Belgium	We don't know, but probably name misspelled is largest reject reason	We don't know, but probably name misspelled is largest reject reason	At the end of 2013 it was not any longer allowed to reject a np request due a misspelling of the name
Bulgaria			No data
Croatia	<ul style="list-style-type: none"> Missing Numbers In VPN Group Number Belongs To Other Subscriber Inactive Sim 	<ul style="list-style-type: none"> Contract Obligation Number not in use Temporarily suspended 	
Cyprus	Wrong customer details (name, address, ID, passport)	Wrong customer details (name, address, ID, passport)	
Czech Republic			Not monitored
Denmark	No information	No information	The Danish CRDB does not have this kind of statistics available. DBA is not able to answer this question as it will require consulting all operators about which kind of rejections they had in 2013.
Finland	8 65 % 6 16 % 4 15		8= Fixed term contract 6= rejection by customer 4= number does not belong to the customer
France	See 10	See 10	
Germany	No information available	No information available	
Greece	<ol style="list-style-type: none"> Name of subscriber is wrong or missing Subscriber details have not been received* Subscriber is in suspension of service (due to debts) 	<ol style="list-style-type: none"> Subscriber is in suspension of service (due to debts) Name of subscriber is wrong or missing Tax number is wrong or missing 	* Mobile operators use a system different from the CRDB for exchanging subscribers' details (name, tax number etc)
Hungary	No information	No information	
Ireland	See above	See above	
Italy	<ol style="list-style-type: none"> mismatch between SIM serial number (ICC-ID) and telephone number (34%) mismatch between Fiscal/VAT ID and telephone number (17%) <p>1) mobile number is not belonging to the donating (19%)</p>	N.A.	<p>2012: Mobile</p> <ol style="list-style-type: none"> mismatch between SIM serial number (ICC-ID) and telephone number (34%) mismatch between Fiscal/VAT ID and telephone number (21%) <p>mobile number is not belonging to the donating (18%)</p> <p>2012 Fixed</p> <ol style="list-style-type: none"> Secret code not valid (29%) E.164 Number not active (13%) Incorrect line type (9%)
Latvia	No information	No information	
Lithuania	<ol style="list-style-type: none"> Subscriber ID does not match donor database unregistered prepaid number not active 	<ol style="list-style-type: none"> Subscriber ID does not match donor database number not active 	
Luxembourg	1) Number is allocated to	N/A	

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Q.12 Rejections: i) What were the top 3 rejection reasons used in 2013; and ii) What percentage of the total 2013 porting rejections did they represent?			
Country	Mobile	Fixed	Comments/examples
	another customer (63,5%) 2) SIM does not match the MSISDN (13%) 3) Number temporarily unavailable (7,5%)		
FYROM	NA	NA	
Malta	(1) ID/Passport does not match donor records (2) MSISDN not valid (3) No donor records	(1) Outstanding bills (2) Number not valid (3) Number requires minimum spend condition	
Montenegro	44% number belong to closed user group (CUG) 20% incorrectly filled application form 9,5% on-going contract periods	No	
Netherlands	1.Within contract termination period (45%) 2.Within contract binding period (21%) 3.Customer validation error (22%) Total: 88% of rejections in top 3	1. Customer validation error (53%) 2.Other (24%) 3. Number is not portable (3%) Total: 80% of rejections in top 3	
Norway	Look at comment	Comment	1. Mistakes on combination phone number and birthdate/organization number: 72% 2. Mistakes on name, company: 15% 3. Number not in use: 6%
Poland	No information available		
Portugal	In 2011 our top 3 rejection reason were: 1. Incorrect Identification number – 44,63%; 2. Incorrect subscriber name 23,78%; 3. Incorrect matching between the number and the SIM number (applicable only in mobile) – 15,50%. 4.		
Romania	1. SIM number provided is invalid or doesn't match the number requested for porting – 21% 2. Subscriber code incorrectly filled – 16% 3. Installation address incorrectly filled - 12%		
Serbia	N/A	N/A	
Slovak Republic	N/A	N/A	
Slovenia	Authorization/Validation criteria wrong (36%). Wrong documentation (32%). , Pre-paid balance to small (25%).	Authorization/Validation criteria wrong (44%). Wrong documentation (22%). Number out of valid range or not active (21%)	
Spain	Identity of the subscriber (49,5%), Invalid ICC ID (27,3%),	Inactive number (25%), Incorrect type	Statistics December 2013.

Q.12 Rejections: i) What were the top 3 rejection reasons used in 2013; and ii) What percentage of the total 2013 porting rejections did they represent?			
Country	Mobile	Fixed	Comments/examples
	non-active subscriber (9,8%)	of access (25%), Incorrect match between number and ULL identification (16%)	
Sweden	Detailed data not kept, just last 6 months available. Except for the rejection caused by unreasonable values registered the following rejections are sent 49 % - Binding agreement exists. (Most of these are later ported after information about termination cost) 34 % - Number not associated with stated subscriber. (Other subscriber has the number) 8 % - Number not associated with any subscriber. (No subscription exists)		
Switzerland	1) Departure announcement not received 2) The desired porting date is out of range. 3) Access is blocked (ongoing contract).	1) First Name or/and Family Name/Company Name incorrect. 2) The desired porting date is out of range. 3) Others.	

Q.13 Validation: What type of data does the donor use to validate the porting request?			
Country	Mobile	Fixed	Comments/examples
Austria	Signed porting form (subscriber number, name, address)	Signed porting form (subscriber number, name, address)	Customer requests to port at receiving operator.
Belgium	Sim card number Telephone number	Address Telephone number	This is for simple installations
Bulgaria	subscriber's number(s); subscriber's name and ID number	subscriber number(s); subscriber's name and ID number	
Croatia	<ul style="list-style-type: none"> Name; ID or some other document proving a person's identity can be used for identification; Upon request of the recipient operator, the person who submitted the request must provide his or her SIM card; Subscriber's number(s); Current state of subscription on the day of request; Date of request and date of provisioning 	<ul style="list-style-type: none"> Name ID or some other document proving a person's identity shall be used for identification Subscriber's number(s); Current state of subscription on the day of request Date of request and date of provisioning Synchronization of different requests	Main validation for the porting request is from CRDB.
Cyprus	According to the portability request form: 1. Full Customer Name 2. ID or Passport number		

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Q.13 Validation: What type of data does the donor use to validate the porting request?			
Country	Mobile	Fixed	Comments/examples
	3. Company registration number 4. Current state of subscription on the day of request		
Czech Republic	CVOP code.	CVOP code	The CVOP code is issued by the individual operators as a unique identifier that is associated with telephone number in the contract associated with it.
Denmark	Power of attorney and/or ICC validation	Power of attorney and/or Customer ID validation	
Finland	Number and customer contract data	Number and customer contract data	
France	The data transmitted by the receiver : RIO / PAC Code and number to port + the status of the number in the donor's network (activity, potential ongoing portability command)	The data transmitted by the receiver : number to port, name and address of the customer + the status of the number in the donor's network (activity, potential ongoing portability command)	
Germany	It is validated whether the subscriber data in the data base of the donor are the same as the subscriber data in the porting request	Ditto	
Greece	The donor's subscribers database	The donor's subscribers database	
Hungary	Numbers and customer contract data	Numbers and customer contract data	
Ireland	Mobile number	Fixed number and account number.	
Italy	The data transmitted to the donor are: 1) Recipient code 2) Recipient network code 3) Donor code 4) Donor network code 5) New routing number 6) List of numbers to be ported 7) Optionally, in case of prepaid contract, SIM serial number 8) Optionally, in case of post-paid contract, client fiscal or VAT code 9) Optional flags: a) partial validation already done from the recipient b) request belong to an ad-hoc project c) client made denunciation to the police for robbery or loss of SIM d) client requested to transfer the unspent credit (prepaid contract)	The donor's validation is based on: • recipient code • line type • directory number • date of request and date of provisioning synchronization of different requests	Some data for 2012 and 2013
Latvia	Number; SIM number; name, surname; donor operator	Number; name, surname, address; donor operator name	

Q.13 Validation: What type of data does the donor use to validate the porting request?			
Country	Mobile	Fixed	Comments/examples
	name		
Lithuania	Numbers + (company/person name + company code/ citizen ID)	Numbers + (company/person name + company code/ citizen ID)	
Luxembourg	<ul style="list-style-type: none"> - Last name and forename of the concerned subscriber (for legal entities: the legal designation) - Subscriber identification number at the Donor Operator - Name of the chosen operator for number portability - Ported number - Date for the portability - The Knowledge of cause of the obligations, the expenses have to be paid by the subscriber - Date and signature of the subscriber or its legal representative 	<ul style="list-style-type: none"> - Last name and forename of the concerned subscriber (for legal entities: the legal designation) - Subscriber identification number at the Donor Operator - Name of the chosen operator for number portability - Ported number (or pilot number) - Associated numbers in case of a group of numbers - Indication if a physical modification of the donor's installation on the subscriber's premises is required - Requested activation date for the number portability to be activated - Date and signature of the subscriber or its legal representative 	
FYROM	Whether the request for number portability is for a number that has already existed, does the customer that request the number portability has legal for doing that, whether for that number has someone already request portability, did the customer pay the bill for previous month?		
Malta	<ul style="list-style-type: none"> - Personal details such as name surname, address and I d card (if registered) - Company registration details in case of companies 	Personal details such as name surname, address and I d card - Company registration details in case of companies	
Montenegro	Validation is based on identification number, and for foreigners on passport number.		
Netherlands	<ol style="list-style-type: none"> 1. Phone number 2. Customer details (<i>customer ID or SIM ID</i>) 3. Ongoing contract (only post-paid) 	<ol style="list-style-type: none"> 1. Phone number 2. Customer details (<i>zip code, house number</i>) 3. Ongoing contract (only business) 	
Norway	Name, phone number and birthdate/organization number	Name, phone number and birthdate/organization number	Name, phone number and birthdate/organization number
Poland	Phone number Customer details (ID number) Address	Phone number Customer details (ID number) Address Installation address	
Portugal	Firstly the validation is made by the Identification number, if doesn't exist in the donor side, should be validated by name. Anonymous mobile subscription should be validated by SIM card number (ICC ID).		
Romania	for prepaid numbers: - SIM number for postpaid numbers: - subscriber code - subscriber ID	<ul style="list-style-type: none"> - subscriber code - subscriber ID - installation address 	

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Q.13 Validation: What type of data does the donor use to validate the porting request?			
Country	Mobile	Fixed	Comments/examples
Serbia	for physical persons: name, surname, ID card number and address for legal entities: name of the company, seat of the company-location, registry code and tax identification number (TIN),		
Slovak Republic	Name, phone number and birthdate/organization number	Name, phone number and birthdate/organization number	
Slovenia	Post-paid: last invoice number + MSISDN (range) Pre-paid: PUK code + MSISDN	Post-paid: last invoice number + User number (range)	
Spain	Pre-paid: ICC ID Postpaid: DNI (National document)	Subscriber identification card, line administrative number and access type.	
Sweden	Number + company/person name + company code/personnel number + date	Number + company/person name + company code/personnel number + date	
Switzerland	Mainly subscription conditions and identity authentication (name, address, etc.). Further criteria are operator dependent.	Mainly subscription conditions and identity authentication (name, address, etc.). Further criteria are operator dependent.	

Q.14 Location portability: Can an end-user move to another numbering area and keep the same geographic number?			
Country	Mobile	Fixed	Comments/examples
	Not applicable		
Austria		No	
Belgium	Not applicable	No	
Bulgaria		No	
Croatia	Not applicable	No	
Cyprus	Not applicable	No	
Czech Republic	Not applicable	No	
Denmark	Not applicable	Yes	
Finland	Not applicable		
France	Not applicable	Yes, provided he stays in the same "numbering elementary zone " (412 such zones in France)	
Germany	Not applicable	No	
Greece	Not applicable	No	
Hungary	Not applicable	No	
Ireland	Not applicable	See above	
Italy	Not applicable	Location portability is possible only inside the area code	Some data for 2012 and 2013
Latvia	Not applicable	No	

Q.14 Location portability: Can an end-user move to another numbering area and keep the same geographic number?			
Country	Mobile Not applicable	Fixed	Comments/examples
Lithuania	Not applicable	No	Providers of public fixed telephone network and/or public fixed telephone services must ensure the portability of subscriber number when changing the place of the provision of public fixed telephone services: in retaining public fixed telephone service number within the territory of the Republic of Lithuania to which the same destination code is assigned in accordance with the National Telephone Numbering Plan; in retaining service number within the territory of the Republic of Lithuania.
Luxembourg	Not applicable	Yes	
FYROM	Not applicable		
Malta	Not applicable	Yes	
Montenegro	Not applicable	No	
Netherlands	Not applicable	No, however within a Geographic number area an end-user can be ported to another local exchange area	
Norway	Not applicable	Yes	
Poland	Not applicable	Not allowed, but possible via VoIP NW	
Portugal	Not applicable	No. Geographic number portability is not allowed, only in the same area code.	
Romania	Not applicable	No	
Serbia	Not applicable	No	
Slovak Republic	Not applicable	No	
Slovenia	Not applicable	Not allowed, but possible via VoIP NW	
Spain	Not applicable	No	There are specific number ranges for nomadic services. As they are not considered public telephone service, there are no portability obligations.
Sweden	Not applicable	No	We are going to investigate if it can be implemented in legislation. As of now it is not allowed.
Switzerland	Not applicable	Yes, if it is offered by the operator	No legal obligation.

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Q.15 Innovation - Service portability: Do you have full service portability between fixed and mobile services?			
Country	Mobile	Fixed	Comments/examples
Austria	No		
Belgium	No		
Bulgaria	No		
Croatia	No		
Cyprus	No		
Czech Republic	No		
Denmark	See comment		There are no regulatory barriers to "cross portability" in Denmark and according to the Danish CRDB (Operators Clearing House A/S) it has been technically possible for OCH to manage cross portability for many years.
Finland	No		
France	No		
Germany	In Germany there are no "fixed numbers", but "geographic numbers". They can be used for all technologies including mobile, if the subscriber is located in the respective area. In this case a geographic number can be ported from a fixed service to a mobile service.		
Greece	No		
Hungary	No		
Ireland	No		
Italy	No		Some data for 2012 and 2013
Latvia	No		
Lithuania	No		
Luxembourg	No		
FYROM	We only have a direction for operators for doing service portability.		
Malta	No		
Montenegro	No		
Netherlands	Not for fixed and mobile. Full service portability possible for M2M numbers		
Norway	No		
Poland	No		
Portugal	No		
Romania	No		
Serbia	No		
Slovak Republic	No		
Slovenia	No		
Spain	No		
Sweden	No		
Switzerland	No		

Q.16 Innovation - Service portability: Do you see hybrid solutions where fixed numbers are used in the mobile environment and vice versa? If yes, please give examples if possible.			
Country	Mobile	Fixed	Comments/examples
Austria	Yes. Geographic numbers can be used in mobile networks if fixed network termination point exists too.		
Belgium	No		
Bulgaria	No		
Croatia	Not exactly. In Croatia we have about 5.000 FGSM subscribers who can port a FGSM number if it is technically feasible.		
Cyprus	No		
Czech Republic	No		
Denmark	It is technical possible to use a fixed number, together with a SIM-card, but for the routing and charging it will remain as fixed.		
Finland	Yes. There are mobile services offered with fixed numbers. These numbers are under the fixed number portability domain.		
France	No		
Germany	See No. 15; the use of mobile numbers for fixed services is not allowed.		
Greece	No		
Hungary	No		
Ireland	No		
Italy	Yes. Home zone, where geographic number is associated to a SIM, but in a limited zone around specific address. Unlicensed Mobile Access, It is a wireless technology that allows transition between mobile network and wireless LAN. That is a mobile number can be used in a fixed network.		Some data for 2012 and 2013
Latvia	No		
Lithuania	No		
Luxembourg	No		
FYROM	No, we do not have examples for this.		
Malta	Yes – Fixed Cellular terminals		
Montenegro	No		
Netherlands	Yes, this is allowed and is implemented for M2M numbers. Operators offer 'one number' proposition that create hybrid solutions whereby a mobile number is terminated on geographic number and vice versa.		Implementation by Vereniging COIN and Dutch operators in porting standard & CRDB Q2 2012. Note that national number plan(s) restrict full hybrid solutions by clear distinction between mobile and geographic numbers.
Norway	Yes		There are some hybrid solutions, were fixed numbers are "ported" to a mobile service. But it is merely a forwarding system. Or were a company

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Q.16 Innovation - Service portability: Do you see hybrid solutions where fixed numbers are used in the mobile environment and vice versa? If yes, please give examples if possible.			
Country	Mobile	Fixed	Comments/examples
			has one mobile company number to many handsets.
Poland	Yes		Fixed services in mobile networks using PSTN numbering.
Portugal	No. We have a possibility to implement fixed services using mobile technology, but that's only a consequence of the technology neutrality concept.		
Romania	- fixed services that are offered using mobile networks infrastructure, but restricting mobility (commercially named "home zone" or "office zone"); - VoIP services which use fixed numbers but are available on multiple platforms, including mobile phones;		
Serbia	No		
Slovak Republic	No		
Slovenia	Yes, using VoIP clients on Mobile Smart Phones, meaning Fixed numbers are used for communication over mobile devices		
Spain	Yes		- Fixed services provided at a specific location using mobile technology. - Hybrid solutions where calls to geographic number are automatically forwarded to a mobile device. Geographic number cannot be used as CLI.
Sweden	Yes, some end users have their fixed number associated with their mobile device (Phone) as an extra number. There also exists so called "fixed mobile" solutions where customers have installed a stationary mobile phone with external antenna to use as a fixed phone service and have their fixed number associated with the device. To our knowledge no end users associate mobile numbers with fixed phone services.		It is acceptable to redirect a fixed number to a mobile device, or if the device is stationary, use a fixed number, but not to use a geographic number outside the geographic area. Hence some existing solutions might not always comply with legislation.
Switzerland	Yes, fixed numbers are used for applications on mobile phones or for mobile phones used at fixed locations.		

Q.17 Part Porting: Can you port parts of an ISDN/DDI/MSN number series?			
Country	Mobile not applicable	Fixed	Comments/examples
Austria	Not applicable	Yes	
Belgium	Not applicable	Yes	
Bulgaria		Yes	
Croatia	Not applicable	No	
Cyprus	Not applicable		
Czech Republic	Not applicable	Yes	
Denmark	Not applicable cf. Rules & Procedures	Yes	
Finland	Not applicable		
France	Not applicable	Yes	
Germany	Not applicable	No	
Greece	Not applicable	Not yet in all cases.	An EETT decision is soon expected according to which subscribers will have the right to port parts of the multiple numbers in every case.
Hungary	Not applicable	Yes	
Ireland	Not applicable	No normally, but technically it is possible.	
Italy	Not applicable	Yes	Some data for 2012 and 2013
Latvia	Yes	Yes	
Lithuania	Not applicable	Yes	
Luxembourg	Not applicable	No	
FYROM	Not applicable		
Malta	Not applicable	Yes	
Montenegro	Not applicable	No	
Netherlands	Not applicable	Yes	
Norway	Not applicable	Not generally	A workaround is to port the whole ISDN series and to abort for part of it.
Poland	Not applicable	Yes	
Portugal	Not applicable	Yes. That is possible for MSN (Multiple subscriber number) used in point-to-multipoint configuration and DDI (Direct Dialling In) in point-to-point configuration, but there are some rules related with this subject.	For more information please consult Article 17 of the Number Portability Regulation http://www.anacom.pt/render.jsp?contentId=1120796
Romania	Not applicable	Yes	For ISDN/PRA the number series has to be multiple of 10
Serbia	Not applicable	Not generally	The number series must be ported as a whole
Slovak Republic	No	No	
Slovenia	Not applicable	Yes	

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Q.17 Part Porting: Can you port parts of an ISDN/DDI/MSN number series?			
Country	Mobile not applicable	Fixed	Comments/examples
Spain	Not applicable	Yes	
Sweden	Not applicable	Yes	
Switzerland	Not applicable	Yes	

Q.18 Contractual obstacles to porting: Do subscribers or consumers or both, have the right to port during an ongoing contract, within the binding period?			
Country	Mobile	Fixed	Comments/examples
Austria	Yes	Yes	
Belgium	Yes	Yes	
Bulgaria	Yes	Yes	
Croatia	Yes	Yes	Subscribers or consumers or both, have the right to port during an ongoing contract, within the binding period after settlement of their financial obligations.
Cyprus	Yes	Yes	
Czech Republic	Yes	Yes	After settlement of his financial obligations
Denmark	Yes	Yes	However, the consumers/ subscribers still need to pay/ fulfill their financial obligation to the donor operator within the binding period
Finland	Yes	Yes	
France	Yes	Yes	
Germany	Yes, but the contract with the former operator must be fulfilled until its end. If requested the subscriber obtains a new mobile number for the old contract	No	
Greece	Yes	Yes	
Hungary	Yes	Yes	
Ireland	Contractual obligations are in place with MNOs, typically 12months.	Yes.	
Italy	Yes	Yes	Some data for 2012 and 2013
Latvia	Yes	Yes	
Lithuania	Yes	Yes	Providers of public communications networks and/or public telephone services shall not restrict in any way the subscriber number portability. This provision shall not restrict freedom of the parties to establish the terms and conditions of the agreements being concluded to the extent they do not prohibit to port the number, however, number portability must be ensured even if such portability violated the terms and conditions of the agreement concluded with the subscriber. This provision shall not relieve the subscriber of civil responsibility for the violation of the terms and conditions of the agreement.

Q.18 Contractual obstacles to porting: Do subscribers or consumers or both, have the right to port during an ongoing contract, within the binding period?			
Country	Mobile	Fixed	Comments/examples
Luxembourg	Yes	Yes	
FYROM	Yes they do, but they have to pay a penalty for breaking their SLA.		
Malta	Yes	Yes	
Montenegro	No	No	
Netherlands	No legal right to port during ongoing contract period Porting only possible if allowed by some operator	No legal right to port during ongoing contract period Porting only possible if allowed by some operator	In practice the porting possibility offered by telcos during contract period differs between type of service and type of subscription. For fixed there are known issues with business end-users, there are also issues with mobile postpaid subscriptions
Norway	Yes, consumers		
Poland	Yes	Yes	However, the consumers/ subscribers still need to pay/ fulfill their obligation to the donor within the binding period
Portugal	Yes	Yes	
Romania	Yes	Yes	
Serbia	Yes	Yes	
Slovak Republic	Yes, after settlement of his financial obligations	Yes, after settlement of his financial obligations	
Slovenia	Yes, and they can terminate the contract or not, while porting their number(s)	Yes, and they can terminate the contract or not, while porting their number(s)	
Spain	Yes	Yes	
Sweden	Yes	Same as for mobile	
Switzerland	No regulation. All operators impose early termination fees which include NP during ongoing contracts.	No regulation. All operators impose early termination fees which include NP during ongoing contracts.	No difference between Q.18 and Q.19.

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Q.19 Contractual obstacles to porting: Do subscribers have the right to port during a termination period?			
Country	Mobile	Fixed	Comments/examples
Austria	Yes	Yes	
Belgium	Yes	Yes	
Bulgaria	Yes	Yes	
Croatia	Yes	Yes	Subscribers or consumers or both, have the right to port during an ongoing contract, within the binding period after settlement of their financial obligations.
Cyprus	Yes	Yes	
Czech Republic	Yes	Yes	
Denmark	Yes	Yes	The subscriber still needs to pay/fulfill the financial obligation to the donor operator during the termination period
Finland	Yes	Yes	
France	Yes	Yes	
Germany	Yes, but the contract with the former operator must be fulfilled until its end. If requested the subscriber obtains a new mobile number for the old contract	No	
Greece	Yes	Yes	
Hungary	Yes	Yes	
Ireland	When the contract is up, the consumer has the right to port.	Subscriber has the right to port at any time.	
Italy	Yes	Yes	Some data for 2012 and 2013
Latvia	Yes	Yes	
Lithuania	Yes	Yes	
Luxembourg	Yes	Yes	
Malta	Yes (unless number has not yet been disconnected)	Yes (unless number has not yet been disconnected)	
Montenegro	No	No	
Netherlands	No legal right to port during termination period Porting only possible if allowed by some operator	No legal right to port during termination period Porting only possible if allowed by some operator	In practice the porting possibility offered by telcos during contract period differs between type of service and type of subscription. For fixed there are known issues with business end-users, there are also issues with mobile postpaid subscriptions
Norway	Yes, consumers	Yes, consumers	
Poland	Yes	Yes	
Portugal	Yes.	Yes.	After the termination period during 3 months, they are allowed to port the old number.
Romania	Yes	Yes	
Serbia	N/A	N/A	

Q.19 Contractual obstacles to porting: Do subscribers have the right to port during a termination period?			
Country	Mobile	Fixed	Comments/examples
Slovak Republic			The term "termination period" is not understood
Slovenia	Yes	Yes	
Spain	Yes	Yes	
Sweden	Yes	Same as for mobile	
Switzerland	No regulation. All operators impose early termination fees which include NP during ongoing contracts.	No regulation. All operators impose early termination fees which include NP during ongoing contracts.	No difference between Q.18 and Q.19.

Q.20 Contractual obstacles to porting: If the subscriber ports during a binding contract or termination period, does the subscriber have to pay a reasonable compensation/early termination fee?			
Country	Mobile	Fixed	Comments/examples
Austria	Customer has to pay until end of binding period. But can use services until end of contract with another mobile number	Customer has to pay until end of binding period	
Belgium	For consumers and small business: after 6 months contract period free of charge, before that period an early termination fee has to be paid	For consumers and small business: after 6 months contract period free of charge, before that period an early termination fee has to be paid,	
Bulgaria	Yes	Yes	
Croatia	Yes	Yes	
Cyprus	YES If the subscriber has signed a contract with a provider for services e.g. for 12, 18 or 24 months	YES If the subscriber has signed a contract with a provider for services e.g. for 12, 18 or 24 months	
Czech Republic	Yes	Yes	
Denmark	No	No	The subscriber still needs to pay/fulfill the financial obligation in the subscription until he/she is free of the contract with donor operator.
Finland	No	No	The customer has to pay the remaining monthly fees but no extra penalties.
France	Yes. Pursuant to the "Chatel" Law, consumers may terminate their contracts with terms of greater than 12 months as early as the end of the twelfth month, in consideration for the payment of a termination fee which may not exceed one-fourth of the amount due for the non-accrued portion of the minimum contract period;	Enterprises, which are not eligible to the "Chatel" Law may incur early termination fee for contracts with a long minimum contract period	
Germany	Yes	Not applicable	
Greece	Yes. (Mobile subscribers have to pay handset subsidies.)	Yes.	

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Q.20 Contractual obstacles to porting: If the subscriber ports during a binding contract or termination period, does the subscriber have to pay a reasonable compensation/early termination fee?			
Country	Mobile	Fixed	Comments/examples
Hungary	Yes	Yes	
Ireland	Yes, if a consumer wants to leave an MNO within the contract period, a cancellation fee typically applies.	Some operators have early termination clauses (typically one month line rental)	
Italy	For pre-paid contracts, residual money can be transferred to the new operator (with a fee of about 1 euro). For post-paid contracts, at maximum the client have to pay the subscribe fee equals to one month, but usually this is not requested. So, if a port the number in the middle of a month, I've to pay for that month and the relative traffic and no more.	In case of early termination, the subscriber has to pay a reasonable fee for covering the cost of technical operations	Some data for 2012 and 2013
Latvia	Yes	Yes	
Lithuania	Yes	Yes	
Luxembourg	No	No	The subscriber pay the outstanding fees
FYROM	Yes	Yes	
Malta	If stipulated in the contract	If stipulated in the contract	
Montenegro	Yes	Yes	
Netherlands	Yes, if early termination is allowed by operator	Yes, if early termination is allowed by operator	
Norway	Yes	Yes	
Poland	Yes	Yes	
Portugal	That depends on the clauses included in the contract and the missing retention period in place. Nevertheless, the maximum retention period allowed is 2 years.		
Romania	Yes	Yes	According to contractual provisions
Serbia	Yes	Yes	
Slovak Republic	Yes	Yes	
Slovenia	Yes	Yes	
Spain	No	No	Porting is possible even during minimum contract period, but the subscriber might have to pay for the economic advantage received (e. g. subsidy to acquire a mobile phone).
Sweden	This is a contractual question between the subscriber and the operator, hence contractual law and outside our scope.	Same as for mobile	They usually pay the outstanding fees.
Switzerland	Yes, see Q.18 and Q.19.	Yes, see Q.18 and Q.19.	

Q.21 Slamming: What percentage of mobile ports is a result of slamming? (Based on a generic assumption)			
Country	Mobile	Fixed	Comments/examples
Austria	N/A		
Belgium	0%	0%	
Bulgaria			No data
Croatia	N/A	N/A	Not monitored
Czech Republic			Not monitored
Denmark	No specific information.	No specific information.	The Danish CRDB does not have this kind of statistics available. DBA is not able to answer this question as it will require consulting all operators how many percent of mobile portings is a result of slamming. However, DBA believes that it is very few if any at all.
Finland	Very few		Impossible to get exact data.
France	Very few, given the RIO / PAC code mechanism	Approximately 17 000 access slamming cases where reported in 2011	
Germany	No information available	No information available	
Greece	Not available	Not available	
Hungary	0	0	
Ireland	Slamming of mobile phone services is very rare. However, we do occasionally get cases where a mobile number is ported to a new network without authorization. In nearly all cases the reason is human error rather than a genuine attempt to take over the customer's service. The other scenario which can apply in these cases is where someone has attempted to transfer a number which is not their own. In these cases a query should be sent to the consumer's original operator - the LO - to check if the port happened as a result of a request received from another operator for that number. If a request was received then the complaint can be lodged with the GO.	Slamming of fixed phone services is very rare. To port a number the account number must be include on the with port request. Only the subscriber has access to their account number.	
Italy	No claim at NRA	N.A.	Some data for 2012 and 2013
Latvia	NA	NA	
Lithuania	No	No	
Luxembourg	No information available	Not available	
FYROM	NA	NA	
Malta	NA	NA	
Montenegro	0%		
Netherlands	Negligible	Negligible	
Norway	0	0	No statistic material, no complaints from customers

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Q.21 Slamming: What percentage of mobile ports is a result of slamming? (Based on a generic assumption)			
Country	Mobile	Fixed	Comments/examples
Poland	No information available		
Portugal	There is no precise data related with this information, but only a few of complaints of subscribers were received from the beginning of the NP processes (<0,0001%).		
Romania	0%		
Serbia	0	0	Until now, there was no reports of slamming. Strong authentication process required for porting request prevents slamming.
Slovak Republic	N/A	N/A	
Slovenia	0 %	0 %	
Spain	Not a problem	1%	The 1% in fixed has been given by operators, but no statistical data exists about this issue in NRA.
Sweden	N/A		No data, a handful complaints a year to NRA
Switzerland	<0.1%	<0.1%	Very few cases known.

Q.22 Information to subscriber: Do you have a publicly available web-site where subscribers can check if a number is ported and the name of the recipient operator?			
Country	Mobile	Fixed	Comments/examples
Austria	No	No	
Belgium	Yes	Yes	See www.1450.be
Bulgaria	No	No	
Croatia	Yes	Yes	http://www.hakom.hr/default.aspx?id=62 Also, on the same web-site subscribers can download and try for free m-Portability - a mobile application for iOS and Android devices.
Cyprus	No	No	
Czech Republic	Yes	Yes	
Denmark	No	No	This information is available on OCH (the Danish CRDB – Operators Clearing House) online which is available to the OCH customers
Finland	Yes	Yes	www.siiirretynumerot.fi
France	No	No	
Germany	No	No	Operators must offer such information to their customers if the price for a call depends on the network of the called party.
Greece	Not yet	Not yet	
Hungary	No	No	
Ireland	No	No	
Italy	The transparence service is provided by the operators. Usually	No	Some data for 2012 and 2013

Q.22 Information to subscriber: Do you have a publicly available web-site where subscribers can check if a number is ported and the name of the recipient operator?			
Country	Mobile	Fixed	Comments/examples
	the operator says whether the number is handled by himself or not.		
Latvia	Yes	Yes	Www.numuri.lv
Lithuania	http://www.nerilas.lt/#lookup	http://www.nerilas.lt/#lookup	The status of porting is not shown as it does not matter to consumer if number was ported or not ...what matter is if its on-net or off-net
Luxembourg	Yes	Yes	http://www.ilr.public.lu/communications_electroniques/numerotation/portabilite_des_numeros/index.html
FYROM	Yes	Yes	
Malta	No, however such a service is offered by SMS and IVR	No, however such a service is offered by SMS and IVR	3 rd party website however do offer such a service http://www.fortytwotele.com/solutions/number-lookup
Montenegro	Yes	Yes	
Netherlands	Yes	Yes	Available via NRA (OPTA) website, information from CRDB, maintained by Vereniging COIN
Norway	No	No	
Poland	Not yet. We plan it in 2015.	Not yet. We plan it in 2015.	
Portugal	No	No	
Romania	Yes	Yes	www.portabilitate.ro
Serbia	Yes	Yes	http://www.prenesibroj.rs/
Slovak Republic	No	No	
Slovenia	www.npch.si	www.npch.si	
Spain	Yes	Yes	http://www.cmt.es/estado-portabilidad-fija http://www.cmt.es/estado-portabilidad-movil
Sweden	Yes	Yes	http://e-tjanster.pts.se/telefoni/nummertjanster/enskiltnummer
Switzerland	No	No	CRDB information is available to operators only

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Q.23 Innovation: Do you have separate number ranges for machine to machine (M2M) services?			
Country	Mobile	Fixed	Comments/examples
Austria	No	No	
Belgium	Yes	Yes	Yes we have a separate range for M2M-applications, BIPT decided they should be portable.
Bulgaria			Yes. We consider these numbers portable, but we still have no legal document, regulating this issue.
Croatia	Yes	Yes	In the Croatian Numbering Plan NRA (HAKOM) prescribed new E.164 non-geographic number range (NDC 89xx) which can be used only for M2M-communications (+385 89xx xxx xxx , 13 digits in international format) in fix or mobile networks. Also, in mobile networks existing mobile numbers are used for M2M services (+385 9x xxx xxx{x}, 11 or 12 digits in international format).
Cyprus	No	No	
Czech Republic	No	No	No separate ranges for M2M
Denmark	Yes	Yes	In the Overall Danish Numbering Plan the 37 number range is allocated to 12-digit numbers for M2M.
Finland	Yes. Numbers are portable		
France	Yes. These ranges have been created in July, 2012.	M2M numbers are mobile.	
Germany	No	No	Under consideration
Greece	Not yet	Not yet	
Hungary	Yes	Yes	Number range NDC=71, 14 digits international format
Ireland	Under discussion	Under discussion	
Italy	No	No	Some data for 2012 and 2013
Latvia	No	No	
Lithuania	No	No	
Luxembourg	Yes	No	Number range "60"
FYROM	No	No	
Malta	No	No	
Montenegro	No	No	
Netherlands	Yes	Yes	Specific M2M numbers ranges implemented and portable.
Norway			Yes, yes
Poland	No	No	
Portugal	No for the moment. When they will be allocated, they will be portable.		
Romania	No	No	Mobile numbers are used for M2M services
Serbia	Yes	Yes	
Slovak Republic	No	No	

Q.23 Innovation: Do you have separate number ranges for machine to machine (M2M) services?			
Country	Mobile	Fixed	Comments/examples
Slovenia	No separate ranges, so this number are portable.	No separate ranges, so this number are portable	
Spain	Yes	Yes	The separate range for M2M starts with 59 and contains 13 digits. These numbers are not portable.
Sweden	Yes.	Yes.	
Switzerland	No	No	No specific M2M ranges allocated.

Q.24 Innovation: If yes to Q23, are these M2M numbers portable and, if so, how many M2M numbers were ported in 2013?			
Country	Mobile	Fixed	Comments/examples
Austria	-		
Belgium			Yes we have a separate range for M2M-applications, BIPT decided they should be portable.
Bulgaria			Yes. We consider these numbers portable, but we still have no legal document, regulating this issue.
Croatia	Yes.	No for the moment. When they will be allocated, they will be portable.	New E.164 non-geographic number range NDC 89XX are not yet allocated / active. When they will be allocated, they will be portable.
Cyprus	No	No	
Czech Republic	-	-	
Denmark	Yes	Yes	The portability rules apply to all number ranges, including M2M numbers. There were no requests for porting of M2M numbers in 2013.
Finland	Yes. Numbers are portable		
France	Not yet.	Not applicable.	M2M number portability mechanisms have to be created
Germany	Not applicable	Not applicable	Number portability is mandatory for all number ranges.
Greece	Not yet	Not yet	
Hungary	No	No	
Ireland	Under discussion	Under discussion	
Italy			
Latvia	NA	NA	
Lithuania	No	No	
Luxembourg	No	No	The portability has not been made mandatory at this moment
FYROM	No	No	

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Q.24 Innovation: If yes to Q23, are these M2M numbers portable and, if so, how many M2M numbers were ported in 2013?			
Country	Mobile	Fixed	Comments/examples
Malta	No	No	
Montenegro	No	No	
Netherlands	Yes	Yes	Specific M2M numbers ranges implemented and portable.
Norway			Yes, yes
Poland	No	No	
Portugal	Not applicable. .		
Romania	N/A		
Serbia	Yes	Yes	
Slovak Republic	No separate ranges for M2M		
Slovenia	N/A .	N/A	
Spain	No	No	The separate range for M2M starts with 59 and contains 13 digits. These numbers are not portable.
Sweden	Yes. (but service is never used)	Yes. (but the service is never used)	
Switzerland	Not applicable	Not applicable	

Q.25 Compensation: Do you have a compensation mechanism in place for cases of delay or abuse of NP?			
Country	Mobile	Fixed	Comments/examples
Austria	No	No	
Belgium	Yes	Yes	Regulated via a Royal Decree.
Bulgaria			According to Law of Electronic Communications there is an obligation for operators to publish General conditions containing provisions for compensations. The updated General conditions are expected to be available by the end of the year.
Croatia	Yes	Yes	<p>An application for payment of fees shall be submitted in writing to the recipient no later than 30 days from the date of the transfer. The recipient shall, within 7 days of receipt of the request to inform the end user about the method of payment of fees for late transmission of which he caused. Forwarded to the recipient within one working day of the request for payment of compensation for the untimely service of number portability which is caused by your number. Donor will inform the end user about the method of payment of fees for late transmission of which he caused within 7 days of receipt of the request, which he has sent the number of the recipient. Payment of fees will be implemented no later than 30 days from the date of application.</p> <p>The obligation to pay compensation for the untimely transfer of the recipient and the donor is determined based on the records in CADPN.</p> <p>In the event that the application for payment of fees, the end user can apply inspector electronic communications.</p> <p>The provisions of this Article shall apply in the event of cancellation of transfer of the reasons specified in Article 13 Paragraph 3 a point, with the filing deadline for the payment of 30 days from the date of cancellation of porting.</p> <p>Notwithstanding the request of the user, and the recipient has the right to claim compensation for a service number in the prompt transfer of the rights under this Article shall apply to the recipient. The recipient is entitled to compensation under paragraph 1 this article only if the request for number portability has been filed simultaneously with the request for wholesale services.</p>
Cyprus	No	No	
Czech Republic	No	No	
Denmark	Yes	Yes	According to the Act on Electronic Communications Networks and Services providers shall pay end-users a reasonable compensation in case of delayed porting and misuse of porting. The size of compensation is determined by the industry. The DBA does not monitor specific compensation payments. Disputes relating to compensation must be settled in civil law between the operators and end-users.
Finland	Yes	Yes	
France	<i>The NRA decision describes the following situations as causing a delay in the number porting: 1. porting date postponed compared to initial porting date (except explicit request of the</i>	<i>Our2013 decision describes the same mechanism as in mobile</i>	

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Q.25 Compensation: Do you have a compensation mechanism in place for cases of delay or abuse of NP?			
Country	Mobile	Fixed	Comments/examples
	<p>subscriber or any change resulting in an ineligibility of the porting request),</p> <p>2. inability for the subscriber to make or receive calls on his number the day after the porting date,</p> <p>3. porting request not taken into account by the recipient provider.</p> <p>In these three situations, the subscriber has to contact the recipient provider to ask for compensation; the recipient provider gives compensation after ensuring porting is completed. Hence, the right to compensation is on subscriber's demand and situations causing delay in porting are not automatically detected and compensated by the recipient provider..</p>		
Germany	Delay: Yes Abuse: No	Delay: Yes Abuse: No	Delay: See Q 25a
Greece	No.	No.	EETT has already held a public consultation on a proposal for such a mechanism. The final decision of EETT is soon expected.
Hungary	Yes	Yes	
Ireland	Yes it is catered for.	Yes it is catered for.	
Italy	Yes	Yes	Some data for 2012 and 2013
Latvia	Yes	Yes	
Lithuania	No	No	
Luxembourg	Not yet	Not yet	
Malta	No	No	
Montenegro	No	No	
Netherlands	No	No	
Norway	No	No	Compensation can be sought by use of the general law of damages. In the proposal for new regulation, a regulatory sanction involving an obligation to compensate end users is proposed on a more general and not detailed level.
Poland	Yes	Yes	Started in the law in January 2013. No experience yet.
Portugal	Yes	Yes	
Romania	No	No	Not implemented yet
Serbia	No	No	
Slovak Republic	Yes	Yes	
Slovenia			No special compensation arrangement.

Q.25 Compensation: Do you have a compensation mechanism in place for cases of delay or abuse of NP?			
Country	Mobile	Fixed	Comments/examples
			According to Electronic Communications Act the Agency (NRA) shall resolve disputes between subjects in the electronic communications market such as disputes between natural persons and legal entities providing electronic communications networks and/or services and users in connection with obligations arising from this Act, from regulations issued pursuant thereto, and from general acts, The Agency shall strive to resolve disputes initially by the initiation of the mediation procedure.
Spain	NRA has defined SLA and penalties between operators. Not yet for customers. Foreseen in General Law but not developed so far.	NRA has defined SLA and penalties between operators. Not yet for customers. Foreseen in General Law but not developed so far.	The delays or routing errors are subjected to penalties between operators. Compensations to end-users have not yet been implemented. Foreseen in the national Law.
Sweden	Yes	Yes	
Switzerland	No, not for customers. Operators imposed SLA among each other with penalty schemes.	No, not for customers. Operators imposed SLA among each other with penalty schemes.	

Q.25a Compensation: If yes to Q.25, what is the compensation level per day for delayed ports?			
Country	Mobile	Fixed	Comments/examples
Belgium	For simple installations 3 euro per number per day delay and for complex installations 5 euro per number per day delay		
Croatia	According on Article 23 of Ordinance on number portability (Official Gazette no. 100/12) the end-user, who has submitted a request for number portability, is entitled to compensation in the event of untimely porting, of HRK 10 (cca € 1.33) for every hour late at the required number portability issue.		
Czech Republic	-	-	
Denmark			Delayed porting first day DKK 50, following days DKK 5 Lack of connection/service first day DKK 50, following days DKK 5
Finland	20 €/week		General compensation fee for unavailability of the service.
France	Amounts are not defined by the NRA decision but by the recipient provider directly, usually through	Our 2013 decision describes the same mechanism as in mobileOur	

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Q.25a Compensation: If yes to Q.25, what is the compensation level per day for delayed ports?			
Country	Mobile	Fixed	Comments/examples
	commercial discounts (reduction in bill or credit for prepaid cards). The subscriber can initiate a law suit in case he disagrees with his operator's compensation policy		
Germany	50%	50%	If the porting process fails, the old provider has to maintain the service. In this case the customer has to pay half the normal price.
Greece	4x 1/30 of monthly fees (per day)	4x 1/30 of monthly fees (per day)	According to the proposal of EETT in the public consultation. The subscriber is addressed to the operator. If operator accepts its fault the compensation level is reduced to 50%. Otherwise, the subscriber is addressed to EETT which can apply to the operator under fault the obligation to compensate the subscriber.
Hungary	18 EUR one-time fee	18 EUR one-time fee	Independently of the days of delay
Ireland	<p>Please note Regulation 25 (10) of the Universal Service Regulations, below.</p> <p>ComReg has not specified requirements under this, however ComReg has informed providers that compensation must be automatic when such a case is found by them, ComReg or the customer. Generally the compensation is a gesture of goodwill dependent on the customer situation and usually linked to the cost incurred while with the incorrect provider.</p> <p>(10) Undertakings shall compensate subscribers in case of delay in porting or abuse of porting by them or on their behalf. The Regulator may specify requirements to be complied with by undertakings in relation to this obligation including, but not limited to, arrangements for the payment of compensation to subscribers.</p> <p>Any dispute in relation to compensation payable under this paragraph shall be subject to Regulation 27.</p>		
Italy	2,5 €/day A simple mechanism where the client asks only the new operator has been established.	5 Euro per day (decision no. 73/11/CONS)	Some data for 2012 and 2013

Q.25a Compensation: If yes to Q.25, what is the compensation level per day for delayed ports?			
Country	Mobile	Fixed	Comments/examples
Latvia	NA	NA	
Lithuania	N/A	N/A	
Malta	NA	NA	
Netherlands	NA	NA	
Norway	No	No	
Poland	For each day of delay compensation is ¼ of monthly payment (or ¼ of average 3-monthly top-up in prepaid)	For each day of delay compensation is ¼ of monthly payment	
Portugal	2,5€ per day and per number (Maximum of 5000€).		
Romania			Not implemented yet
Spain	2€ per porting process	2€ per porting process	In case of routing errors, the compensation between operators is established in 2€ per day (starting from the third day). For the time being, there is no compensation to subscribers for delayed porting (not regulated yet).
Slovak Republic	12 €per day , max 60 €	12 €per day , max 60 €	
Sweden	Not applicable	Not applicable	
Switzerland	Not applicable	Not applicable	

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Q.25b Compensation: If yes to Q.25, what is the compensation level per day for abuse of porting?			
Country	Mobile	Fixed	Comments/examples
Belgium	For simple installations 3 euro per number per day delay and for complex installations 5 euro per number per day delay		
Croatia	Not applicable		
Czech Republic	-	-	
Denmark	DKK 500	DKK 500	Abuse of porting is a one-time fee.
Finland	20 €/week		General compensation fee for unavailability of the service.
Germany	Not applicable	Not applicable	
Greece	2x(monthly fees+ expenses for returning to the donor)	2x(monthly fees+ expenses for returning to the donor)	According to the proposal of EETT in the public consultation. The subscriber is addressed to the operator. If operator accepts its fault the compensation level is reduced to 50%. Otherwise, the subscriber is addressed to EETT which can apply to the operator under fault the obligation to compensate the subscriber.
Hungary	18 EUR one-time fee	18 EUR one-time fee	
Ireland	See answer to 25(a)	See answer to 25(a)	
Italy	5 €/day	5 Euro per day (decision no. 73/11/CONS)	Some data for 2012 and 2013
Latvia	-	-	
Lithuania	N/A	N/A	
Malta	NA	NA	
France	NA	NA	
Poland	½ average monthly payment - once time fee (or ½ of average 3-monthly top-up in prepaid)	½ average monthly payment - once time fee	-
Portugal	20€ per day and per number for unduly ported (maximum 5000€). Other compensations related the subscribers: • 20€ per day and per number for interruption of service due to porting (maximum 5000€).		
Romania			Not implemented yet
Slovak Republic	20 € per day, max100 €		
Sweden	Not applicable	Not applicable	
Switzerland	Not applicable	Not applicable	

Q.26 Win-Back: Is win-back allowed during the porting process?			
Country	Mobile	Fixed	Comments/examples
Austria	No	No	
Belgium	No	No	
Bulgaria	No	No	
Croatia	No	No	
Cyprus	No	No	
Czech Republic	Not regulated	Not regulated	
Denmark	No	No	
Finland	Yes	Yes	
France	No. Porting data shall not be used for commercial purposes.	No. Porting data shall not be used for commercial purposes.	
Germany	Yes	Yes	
Greece	Yes	Yes	
Hungary	Not regulated	Not regulated	Possibilities are restricted by the short one-stop-shop process
Ireland	No	No	
Italy	NO, except in case of errors the MNP process cannot be stopped. Even if it is asked by the client, after that he had made the request.	No	Some data for 2012 and 2013
Latvia	Yes	Yes	
Lithuania	Yes	Yes	
Luxembourg	No	No	
Malta	No	No	
Montenegro	No	No	
Netherlands	Yes from the viewpoint of regulation No in the current industry standard for porting	Yes from the viewpoint of regulation No in the current industry standard for porting	
Norway	Yes	Yes	Hopefully win back-attempts will reduce with the implementation of new porting times as of 1.3.2013
Poland	No regulated	No regulated	
Portugal	Yes. Until 6 hours before porting (if possible)		In very quickly porting processes, win back is in practice impossible.
Romania	Yes	Yes	Practically, win-back is not possible within 24 hours before the date agreed for porting because, according to regulations, the porting request cannot be cancelled any more by subscriber.
Serbia	Not regulated	Not regulated	Regulation doesn't have explicit rules treating win-back. When MNP process is started (by sending porting request) CRDB allows only recipient operator to stop process.

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Q.26 Win-Back: Is win-back allowed during the porting process?			
Country	Mobile	Fixed	Comments/examples
Slovak Republic	Yes	Yes	
Slovenia	No	No	
Spain	Yes	Yes	When MNP process is started (by sending porting request) CRDB allows only recipient operator to stop the process.
Sweden	Yes	Yes	
Switzerland	No regulation.	No regulation.	No complaints concerning win-back, neither from the operators nor customers.

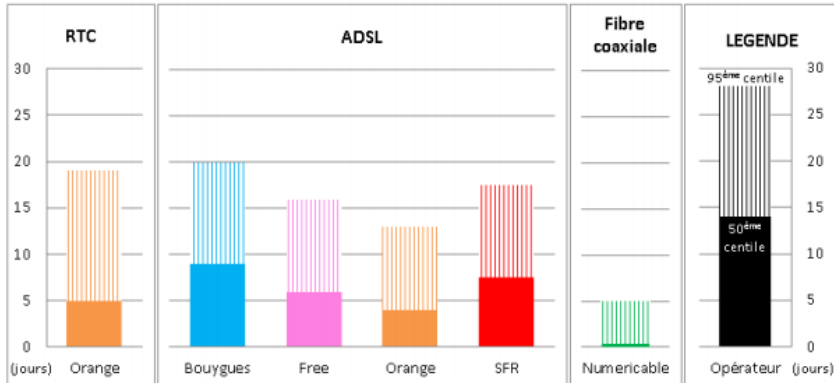
(*) **Supply time for PSTN & broadband accesses in France :**

Below are two graphs, from Q3 2013²:

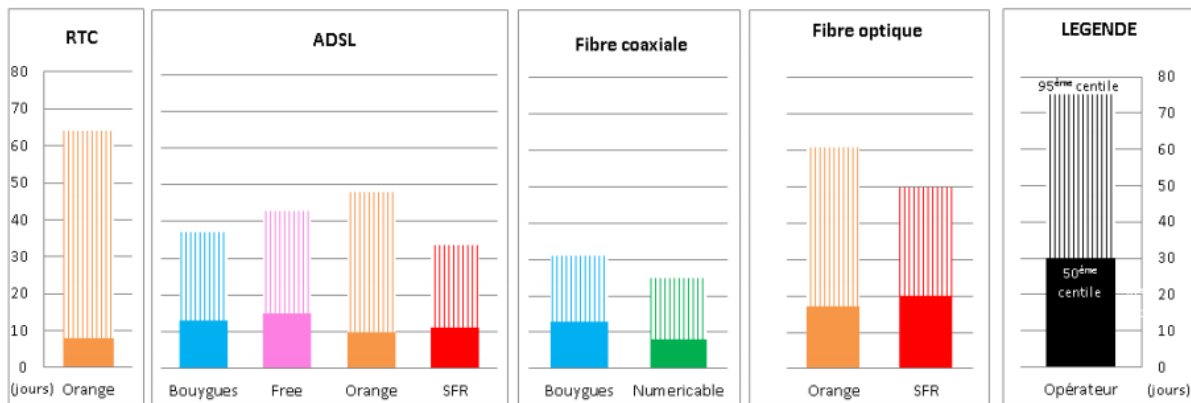
- Graph 1: supply time for fixed network access in calendar days **without** intervention at the customer's premises:
 - plain line : for 50% of all accesses
 - striped line : for 95% of all accesses
- Graph 2: supply time for fixed network access in calendar days **with** an intervention at the customer's premises:
 - plain line : for 50% of all accesses
 - striped line : for 95% of all accesses

NB: Graphs legends include the name of the operator (operators here have 100 000+ customers) and the access technology (PSTN, DSL, Coaxial cable and fiber-optic).

Graph 1: supply time for French fixed network access **without** intervention at the customer's premises (calendar days; Q3 2013)



Graph 2: supply time for French fixed network access **with** intervention at the customer's premises (calendar days; Q3 2013)



² http://www.arcep.fr/uploads/tx_gspublication/synth-bilan-qs-fixe-t3-2013.pdf