

Table 2.4. Number portability: number of fixed and mobile numbers ported, 2011

	Fixed subscriber lines ported	Retail price to port a number	Mobile numbers ported	Changes in number portability regulation (e.g. inclusion of new cross-operator or cross-service portability)	Time period for porting a number from one operator to another
Australia	565 741 (during 2010-11)	The cost to the customer for porting must be reasonable. The ACCC can investigate complaints in this area, if needed.	2 086 067 (during 2010-11)	There were no changes to the regulations for mobile and local number portability during 2011.	The mobile number portability code requires the completion of 90% of ports within 3 standard hours of operation and 99% of ports within two business days. The local number portability code contains performance metrics of up to 30 days to complete simple ports and up to 120 days to complete complex ports (as specified in the Industry Code C540:2007 Local Number Portability).
Austria	~13 590	The retail price to port a number is EUR 21.79. The fee includes the investment for the activation process.	~234 738	The Austrian "Nummernübertragungsverordnung" requires provision of a message when a ported number is called. Since 1 July 2012, this is no longer the case. However, customers can ask their provider if they need such a message. Furthermore, the "Nummernübertragungsverordnung" gives a maximum user fee of EUR 19 for porting a number.	§ 23 of the Austrian Telecommunications Act 2003 provides that the porting subscriber's number must be activated in the recipient operator's network as quickly as possible, at the latest one business day after the porting agreement is concluded.
Belgium	306 623		770 632	No changes in number portability regulation.	Fixed lines: 3 to 4 working days. Mobile: 1-2 working days.
Canada	N/A	Retail customers are generally not charged when switching service providers and porting their number.	N/A	None	Porting intervals for simple ports (five or less numbers on the same order) are 2 business days for fixed (wireline) markets and 2.5 business hours for mobile (wireless) markets. Porting intervals for complex ports (more than five numbers or ports involving resellers) are negotiated between the parties involved in the customer transfer.
Chile	173	CLP 377 (USD 0.8)	0	Inclusion of a new company (Telcordia) in charge of the number portability database. Implementation of cross services portability is planned.	24 hours
Czech Republic	33 554		745 769		Fixed networks: 10 working days. Mobile networks: 14 working days.
Denmark	312 000	0	950 000	No changes in Danish number portability regulation.	Within 1 working day if so requested by the subscriber in accordance with the regulations of the Universal Service Directive.

Estonia	10 400	0	73 616	<p>The main changes to Estonian regulation as of 1 September 2011 were: Subscribers have the right to retain service numbers, in addition to fixed and mobile numbers, when switching operator or geographical location. Recipient operators shall, on determination of term of porting, follow the date specified by the subscriber, taking into consideration that the porting process must be in the range of 3-20 working days. Operators shall notify subscribers of ported numbers through their customer support services and website for certain information.</p>	Porting time depends on the readiness of the customer and recipient operator (both legally and technically). Generally, number porting takes place at the earliest possible time. In practice, porting takes a maximum of 8 working days for mobile numbers and a maximum of 10 working days for fixed numbers. According to regulations, prior to 1 September 2011 a maximum of 25 working days for mobile numbers and 39 working days for fixed numbers was allowable. The time period, during which the subscriber cannot use communications services as a result of the porting proceeding, shall not exceed 15 minutes.
Finland	62 080	No retail price to port a number.	465 300	<p>Possibility to change service provider before the end of the fixed term contract. Customer has to pay the remaining fixed fees until the end of the fixed contract term</p>	Five working days.
France	2 300 000	The retail price depends on the operator. In general there is no cost for the public and often a charge for businesses.	3 350 000	<p>No change in the nature of portability but a shortening of legal periods for portability subsequent to the transposition of European directives. ARCEP is working to reduce the time period for fixed portability. The new system also provides constant server availability and distributes the information code RIO (an identity statement associated with each operator mobile number) to subscribers, who then provide it to the new operator if they wish to conserve their mobile number. These servers are accessible via a free number on the subscriber's mobile line, common to all operators: 3179. The subscriber also receives better guidance on consultation of server information.</p>	<p>Portability must be completed within 3 working days for mobile numbers and 10 calendar days for fixed numbers, subject to availability of access (actual availability of the SIM card) and expiry of the statutory period of withdrawal if remote subscription. This period takes into account the overall time taken to complete the interaction with the customer and between operators, including verification of the claim. Once the request is validated operators have a period of 1 day for portability. The early phase of control lasts 2 days for mobile and longer for fixed telephony.</p>
Germany	N/A		984 428	<p>A major amendment to the Telecommunications Act 2012 concerned improvement of consumer rights with regard to change of provider (§ 46 Telecommunications Act). Disruption of service for consumers cannot exceed one day and mobile numbers can be ported before the contract with the old provider has terminated.</p>	Porting of a number cannot take longer than one day.

Greece	622 834	The retail price to port a number is equal to zero.	506 413	According to the new regulation (entered into force 1 December 2010 for mobile numbers and the 2 May 2011 for fixed numbers), the total number of days for porting a number for both mobile and fixed telephony has been reduced from 10 to 3 working days.	Number portability for both fixed and mobile numbers should be implemented within 1 working day after acceptance of the subscriber's application by the donor operator. In addition, NP should not exceed 3 working days from submission of the subscriber's application to the recipient operator (1 working day for the recipient to forward the application to the donor, 1 working day for the donor to accept or reject the application, and 1 working day for implementation of NP). However, fixed NP combined with LLU takes longer due to the time needed to implement LLU (e.g. 11 days from the submission of the subscriber's application combined with unbundling of an active local loop).
Hungary	81 747	No retail price for porting a number.	56 378	New regulation will come into force on 30 September 2012 under the title: no. 2/2012. (I.24.) NMHH decree on detailed rules of number portability.	Before 30 September 2012: 8 working days After 30 September 2012: 2 working days
Iceland	N/A	The retail price is ISK 0, but telecommunications companies are allowed to charge ISK 550 for porting a number (although the cost is usually paid by the receiving company).	N/A	Rules governing portability of numbers and switching services (no. 617/2010) provide for greater expediency of number portability and a maximum period of 1 working day for a new service provider to activate a number, for both fixed lines and mobile services.	3-5 working days.
Ireland	56 656	A fixed operator cannot charge another fixed operator in excess of EUR 4.02 when a customer moves. EUR 3.50 is charged for Geographic Number Portability (GNP) in the context of Unbundled Local Metallic Path (ULMP) and a maximum charge of EUR 5.74 for Non-Geographic Number Portability (NGNP).	453 098	The main change in number portability was the transposition of the Citizens' Rights Directive on 1 July 2011. This required porting of numbers, mobile and fixed, within 1 working day. Mobile porting has taken around 2 hours since 2003. Fixed porting processes were updated in 2011 to facilitate compliance with the change in fixed portability requirements.	Fixed: 1 day (8 hours) Mobile: 1 day (2 hours)
Israel	1 077 189	Porting is free to consumers	1 736 374	None	Within a 3-hour window, no more than 0.5 hours downtime.

Italy	~1 700 000	At retail level, there are no fixed or mobile charges for number porting. In the fixed wholesale market the recipient pays EUR 4.30 for any ported number, when Telecom Italia is the donor. The price set by OLOs for NP is set on a commercial basis.	8 369 000	According to the new regulatory framework, the porting of numbers and their subsequent activation shall be executed as soon as possible (within 1 working day). Service interruption during the transferring cannot exceed 1 working day. Penalties have been introduced for companies abusing portability, including the obligation to compensate customers in case of delay. Specific regulations of the National Authority includes the following: Fixed market: decisions 274/07/CONS and 35/10/CIR. Mobile market: resolution n. 147/11/CIR. The main changes relate to a shorter portability period and simplified procedure to request compensation. Mobile operators that do not respect SLA have to pay a penalty to the recipient operator. Other modifications are related to reaching better quality in the portability process.	Fixed market: between 5 and 7 days. Mobile market: 1 working day plus a number of hours to realise the cut-over during the night (when 2 there is less traffic and generally less discomfort to clients). Overall, before the beginning of the second working day.
Japan	N/A	N/A	~2 880 000	Nothing	For mobile numbers, the time period for porting from application is generally less than several hours.
Korea	1 616 813 (local telephone: 415 069, VoIP: 1 201 744)	KRW 2 000 for local numbers; KRW 800 for mobile numbers.	11 961 494	Number portability between MNOs and MVNOs was implemented in April 2012. Number portability for prepaid mobile services will be implemented in April 2013.	Fixed network: 2 days Mobile networks: 30 minutes
Luxembourg	N/A	N/A	N/A	N/A	N/A
Mexico	Prepay: 686 Postpay: 238 597 Total: 239 597	No retail price to port a number.	Prepay: 1 676 682 Postpay: 41 855 Total: 1 718 537	The telephone service can be provided to a subscriber using a number that is assigned directly to his operator or through a number that his operator has acquired through a contractual arrangement with another operator. In February 2011, the Rules and Operational Specifications of Portability were modified to incorporate telecommunications service providers without assigned numbering in the portability service, referring to any individual or corporation that commercially operates	The receiving operator has to execute the portability service 10 working days after receiving a notification from the Database Administrator that the Portability Request is ready to be programmed. The time period for porting a number is between 2 and 13 working days.

Mexico (cont.)				telecommunications services using numbers given by Cofetel and assigned to a telecommunication service provider.	
Netherlands	2-3% of all numbers	N/A	2-3% of all numbers	Under new European regulations, implemented in Dutch law, number porting must be done within one day.	
Norway	N/A	N/A	N/A	N/A	N/A
New Zealand	N/A	N/A	N/A	None	N/A
Poland	455 083	No retail price for porting numbers	1 051 414	N/A	Regulatory framework: 7 days for fixed and 1 day for mobile.
Portugal	175 337	Most fixed operators (8 out of 15) do not charge their subscribers for portability. The maximum fee for porting a residential fixed number is EUR 40.54 (VAT excl., end-2011).	79 942	The most relevant change in the newly approved regulation is the change in time period to port a number.	Under the new regulation, implemented 13 September 2012, the maximum time period for porting a number is 1 working day.
Slovak Republic	80 784	Slovak Telekom charges subscribers EUR 4.8 per ported number to port their numbers to other networks . Orange charges subscribers EUR 6.68 per ported number to port their numbers to other networks.	113 572	N/A	The operator shall be obliged to port and activate the number for the subscriber within the shortest possible time; the subscriber who has concluded an agreement on number portability to a new operator, shall have the number activated within 1 working day.
Slovenia	56 069	The donor operator may charge a maximum of EUR 5 to cover the actual cost of porting. In the event that the user simultaneously submits applications for a large number of numbers, the total amount is limited to a maximum of EUR 200.	75 499	The new Electronic Communications Act is currently undergoing a public hearing. It provides for 1 day to complete the process of number portability for fixed and mobile networks.	Maximum 3 working days.
Spain	1 906 257	There is no retail price for fixed portability. The wholesale maximum price fixed by CMT is EUR 3.01/port.	5 586 507	Changes to number portability are based on time portability.	From June 2012 onwards, mobile portability will be carried out within 1 day, in accordance with the EU target. In 2013, fixed portability will also be carried out within 1 day. (The current period is 5 days.)

Sweden	232 136 subscriber lines. A line may have several actual phone numbers.	SEK 0.05 (SEK 150/3 000) up to 15 SEK. See details at www.snpac.se/index.php?q=node/33	548 077 directory numbers.	As of 31 October 2011 new regulation is in place. In general terms this shortens porting time to between 3 and 10 days.	
Switzerland	151 301 (provisional)	The price is set by the operator, but in most cases the new operator absorbs the cost.	182 809	No recent change in number portability regulation.	Maximum 10 working days.
Turkey	115 923	There is no retail price to port a number. Donor operators shall not demand any one-off or periodical fee.	13 804 752	N/A	Maximum 6 calendar days for mobile number portability and fixed number portability without LLU and naked DSL. For fixed number portability with LLU and naked DSL, the period is maximum 2 calendar days + 6 working days.
United Kingdom	No information on numbers ported in the fixed market.	No wholesale or retail non-conveyance charges for mobile number porting and no retail non-conveyance charges for fixed number porting. Wholesale non-conveyance charges for fixed number porting vary significantly depending on the type, size, timing and complexity of the port order and range. The maximum wholesale porting charge is GBP 22 (approx. EUR 26), while a typical charge for a standard single line port is GBP 0.49 (approx. EUR 0.58).	~2.2 million (estimate)	Ofcom reduced the time needed to port a number to 1 day from the submission of the porting authorisation code (in the case of mobile) and the completion of all technical requirements (in the case of fixed). The rules adopted by Ofcom in 2010 regarding the porting of mobile numbers took effect on 11 April 2011 and state that users should be able to transfer their number to a new provider within 1 working day. They also require the porting authorisation code (PAC) to be issued either immediately by phone or within a maximum of 2 hours by text message. As regards porting on fixed networks, Ofcom's General Conditions, as amended in May 2011, provide that porting and subsequent activation are to be completed within 1 business day once all necessary validation processes and technical requirements are complete. More generally, Ofcom is undertaking a strategic review on switching to develop and implement policies to improve the ease of switching between communications providers. Following discussions with the industry in 2011, in February 2012 Ofcom proposed measures to make changing broadband and landline provider simpler and more reliable, while protecting consumers from being switched without their consent.	Porting a fixed number takes 1 day plus up to 10 days for authentication and verification processes. Porting a mobile number takes 1 day plus up to 2 hours to obtain a Porting Authorisation Code from the donor operator.

				<p>(http://media.ofcom.org.uk/2012/02/09/making-it-easier-to-change-telecoms-provider/)). These proposals do not apply to cable customers at present. One option under consideration is that the new provider would manage the switching process, verified by an independent third party to protect consumers from "slamming". Ofcom is expected to publish its final decision on these proposals by early 2013.</p>	
United States	18 720 000	The Commission does not maintain data on the retail price of porting.	20 240 000	In 2009, the Commission reduced the porting interval for simple wireline and simple intermodal reports to 1 business day. In 2010, the Commission standardized the data to be exchanged for simple wireline and intermodal ports.	The porting interval for simple wireline and simple intermodal ports is 1 business day. The porting interval for wireless ports is voluntary, and is 2 hours. The porting interval for non-simple ports is 4 business days.