

GUIDELINES

ON NUMBER PORTABILITY

ON PUBLIC TELEPHONE NETWORKS AT A FIXED LOCATION

Number portability is a service which enables a subscriber, both natural and legal person, who is using telecommunications services based on a subscription agreement or any other appropriate arrangement and who has been assigned a number in order to use these services, to keep the assigned number when switching from one operator of the public telephone network at a fixed location to another, upon request.

How to initiate the number porting procedure?

The number porting procedure is initiated by submitting a request for number porting to the receiving operator, i.e. the operator of the network to which the number is ported and whose services the subscriber will be using upon the completion of the number porting procedure.

This request will also be considered as a request for the annulment of the existing subscription agreement between the subscriber and the donor operator, i.e. the operator relinquishing the number in the number porting procedure and whose services have been used by the subscriber until the number porting. The agreement is annulled once the number is switched off from the network of the donor operator.

The subscriber may not request the transfer of any additional services which were provided by the donor operator.

Request for number porting can be submitted by a natural person or by a holder of a written authorization on behalf of a legal person. The request form for number porting is available with the receiving operator.

Are there any reasons based on which the donor operator could refuse number porting?

The donor operator may refuse the request for number porting if:

- the request for number porting is submitted by an unauthorized person;
- the request for number porting is inaccurate or incomplete;
- if the subscriber has any outstanding debts;
- the number is already in the number porting procedure, or if the previous number porting was performed less than six months ago;
- the number is not in service or temporarily/permanently disconnected from the network of the donor operator;
- the porting is requested for a number from a number block or from a user number group within the network of the donor operator;
- the number porting request is also a request for a change of the geographic access code;
- the number is part of the system where number portability has not been enabled.

How long does the number porting procedure last?

The donor operator is given three working days at most, starting from the first working day following the day the request for number porting is received, to verify whether all necessary conditions are met and to submit the notification thereof.

Once the donor operator accepts to port the number, the number must be ported no later than three working days.

If the request for number porting is accompanied by a request for a full local loop unbundling, the number porting procedure may last longer, as laid down in the relevant Reference Offer, and the operator will be required to meet both requests at the same time.

How much does it cost to have your number ported?

The subscriber is required to pay a fee in the amount of RSD165.00 (VAT excluded) to the receiving operator. The donor operator cannot request the reimbursement of the number porting costs from the subscriber.

Can I cancel the number porting procedure?

The cancellation of the procedure for number porting is limited by a deadline and may occur only within the period between the beginning of the number porting procedure and the receipt of the reply of the donor operator to the request. The cancellation of the number porting procedure may be requested from the receiving operator.

Subscriber notification

Operators are required to provide an automatic voice message to be received by a calling party. The message will be free of charge and will have the following content: "The number you have dialled has been ported to the network XXX. Please wait while the connection is being established". The message will initially be disabled and will be made available or disabled once again upon request. However, the request may not be made by the subscriber who has ported the number in question.

Important information

Subscriber who has ported the number may not request the porting of the same number sooner than six months following the day the number has been ported from one operator to another.