

Number Portability Questionnaire

NRA: _____

Country: _____

In case of any doubt concerning the provided answers, please indicate the person to contact:

Name: _____

Email: _____

Phone: _____

*Please notice that you are invited to identify the answers you consider **confidential**. IRG assures that every confidential answer will remain as such and will not be part of eventual versions of the future report that will be made available out of IRG.*

At first glance this questionnaire may seem rather long but in fact its questions are easily answered (most of them by simply checking a box) as well as very objective.

QUESTIONNAIRE INDEX

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Part I – Market environment

A.I.1) Facts and Figures

1 Please detail some Facts and Figures

1.1) Date of introduction of the Number Portability:

| | (YYYY/MM) |
|-------------------------------------------------------------|-----------|
| Mobile Number Portability | |
| Number Portability for other non-geographic numbers | |
| Number Portability for Fixed Telephone Service ¹ | |

Feel free to provide us with any comment you might find relevant to clarify the previous answer.

1.2) Date of introduction of 3rd generation services, if applicable: _____ (YYYY/MM)

1.3) If applicable, date of the commercial launch of the MVNO (Mobile Virtual Network Operator) who first began to operate: _____ (YYYY/MM)

¹ The fixed telephone services do not comprise non-geographic numbers.

1.4) Related to the end of each year, please indicate:

| | No. of mobile network operators | No. of MVNOs ² (if applied) | Quantity of mobile ported numbers | No. of Subscribers of Mobile Telephone Service | No. of Subscribers of UMTS Services | Quantity of 3 rd generation mobile ported numbers |
|------|---------------------------------|----------------------------------------|-----------------------------------|------------------------------------------------|-------------------------------------|--------------------------------------------------------------|
| 2003 | | | | | | |
| 2004 | | | | | | |

| | Quantity of other ported non-geographic numbers |
|------|-------------------------------------------------|
| 2003 | |
| 2004 | |

| | Quantity of fixed ported numbers | No. of telephone main accesses ³ |
|------|----------------------------------|---------------------------------------------|
| 2003 | | |
| 2004 | | |

A.I.2) Tariffs

2 Please detail some relevant issues regarding tariffs in your country.

2.1) Tariffs applied in calls to mobile ported numbers

2.1.1) How is the price of voice calls to mobile ported numbers defined?

Mobile to mobile voice calls Fixed to mobile voice calls

Option 1 – The price must be “number oriented”⁴

☐
☐

² MVNOs - Mobile Virtual Network Operators

³ This indicator corresponds to the sum of the indicators for “number of analogue accesses” and “number of equivalent digital accesses” with respect to direct access, including accesses installed at customer request, public payphones and the providers’ own complement. The own complement of accesses is understood to be the complement of accesses for use by the provider itself (accesses pertaining to companies with which the provider has a dominant or group relationship are not included in its own complement and are accounted for as “accesses installed at customer request”). The “number of equivalent digital accesses” corresponds to the number of lines pertaining to the fixed telephone service supported in each installed digital access. In ISDN accesses the number of equivalent accesses is two for each basic ISDN access and 30 for each primary ISDN access.

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| Option 2 – The price must be “network oriented” ⁵ | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 3 – Operators / Providers are free to decide about the tariffing rule, but all of them settled “number oriented” pricing ³ | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 4 - Operators / Providers are free to decide about the tariffing rule, but all of them settled “network oriented” pricing ⁴ | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 5 – There is no common practice among Operators / Providers. | <input type="checkbox"/> | <input type="checkbox"/> |

Feel free to provide us with any comment you might find relevant to clarify the previous answer.

2.1.2) Please describe how the price of other types of calls (eg. SMS, video-calling) to mobile ported numbers is defined

2.2) Tariffs applied in calls to fixed ported numbers

2.2.1) How is the price of voice calls to fixed ported numbers defined?

| | | |
|-------------------------------------------------------------|-----------------------------------|----------------------------------|
| | Mobile to fixed voice calls | Fixed to fixed voice calls |
| Option 1 – The price must be “number oriented” ⁶ | <input type="checkbox"/> | <input type="checkbox"/> |

⁴ When calling a ported number the price is equal to the price applied to calls terminating at the network that was originally allocated to the number.

⁵ When calling a ported number the price is equal to the price applied to calls terminating at the new network to which the number is now allocated.

⁶ When calling a ported number the price is equal to the price applied to calls terminating at the network that was originally allocated to the number

Option 2 – The price must be “network oriented”⁷ ☐ ☐

Option 3 – Operators / Providers are free to decide about the tariffing rule, but all of them settled “number oriented” pricing⁵ ☐ ☐

Option 4 - Operators / Providers are free to decide about the tariffing rule, but all of them settled “network oriented” pricing⁶ ☐ ☐

Option 5 - There is no common practice among Operators / Providers. ☐ ☐

Feel free to provide us with any comment you might find relevant to clarify the previous answer.

2.3) Calling price differences depending on the termination network

This group of questions intends to gather information on the existence of price differences in calls depending on the termination network.

2.3.1) Mobile to Mobile Voice National Calls (Please answer only if you chose Option 2, 4 or 5 in question 2.1.1).

Which of the following sentences is more appropriate to characterize the situation in your country regarding the highest price difference between on-net calls and off-net calls⁸ (Mobile to Mobile National Calls)?

⁷ When calling a ported number the price is equal to the price applied to calls terminating at the new network to which the number is now allocated

⁸ Price difference between on-net calls and off-net calls = [(price of national off-net calls – price of national on-net calls) / price of national on-net calls]*100.

Example: Mobile operator XPTO has the following price plan relative to calls to mobile networks:

Price / minute to national on-net calls = 0,50 €

Price / minute to national off –net calls = 1 €

Price difference = [(1-0,5)/0,5]*100= 100%

There are no considerable price differences between on-net and off-net calls ☐

Price differences between on-net and off-net may reach (**please complete**) _____ % ☐

Feel free to provide us with any comment you might find relevant to clarify the previous answer.

2.3.2) Fixed to Mobile National Voice Calls (Please answer only if you chose Option 2, 4 or 5 in question 2.1.1).

Which of the following sentences is more appropriate to characterize the situation in your country regarding the highest price difference of fixed calls according to the mobile network of destination⁹ (Fixed to Mobile National Calls)?

There are no considerable price differences according to the mobile network of destination ☐

Price differences according to the mobile network of destination may reach (**please complete**) _____ % ☐

Feel free to provide us with any comment you might find relevant to clarify the previous answer.

⁹ Price difference of fixed calls according to the mobile network of destination = [(Highest price charged in fixed calls to a mobile network – Lowest price charged in fixed calls to a mobile network) / Lowest price charged in fixed calls to a mobile network]*100.

Example: Fixed operator ABC has the following price plan:

Price / minute of a national call to mobile operator XPTO = 0,30 €

Price / minute of a national call to mobile operator STUV = 0,50 €

Price / minute of a national call to mobile operator WXYZ = 0,60 €

Major Price difference = [(0,6-0,3)/0,3]*100= 100%

2.3.3) Fixed to Fixed Voice National calls (please answer only if you chose Option 2, 4 or 5 in question 2.2.1)

Which of the following sentences is more appropriate to characterize the situation in your country regarding the highest price difference between on-net calls and off-net calls¹⁰?

There are no considerable price differences between on-net and off-net calls ☐

Price differences between on-net and off-net may reach (**please complete**) _____ % ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

2.3.4) Mobile to Fixed National voice calls (please answer only if you chose Option 2, 4 or 5 in question 2.2.1)

Which of the following sentences is more appropriate to characterize the situation in your country regarding the highest price difference of mobile calls according to the fixed network of destination¹¹ (Mobile to Fixed National calls)?

¹⁰ Price difference between on-net calls and off-net calls = [(price of national off-net calls – price of national on-net calls) / price of national on-net calls]*100.

Example: Fixed operator ABC has the following price plan relative to calls to fixed networks:

Price / minute to national on-net calls = 0,2 €

Price / minute to national off-net calls = 0,3 €

Price difference = [(0,3-0,2)/0,2]*100= 50%

¹¹ Price difference of mobile calls according to the fixed network of destination = [(Highest price charged in mobile calls to a fixed network – Lowest price charged in mobile calls to a fixed network) / Lowest price charged in mobile calls to a fixed network]*100.

Example: Mobile operator XPTO has the following price plan:

Price / minute of a national call to fixed operator ABC = 0,50 €

Price / minute of a national call to fixed operator DEF= 0,60 €

Price / minute of a national call to fixed operator GHI= 0,75 €

Major Price difference = [(0,75-0,5)/0,5]*100= 50%

There are no considerable price differences according to the fixed network of destination ☐

Price differences according to the fixed network of destination may reach (**please complete**) _____ % ☐

Feel free to provide us with any comment you might find relevant to clarify the previous answer.

2.4) Association between dialling codes and providers / operators by end-users

In your opinion, how strongly do end-users associate dialling codes with their respective providers / operators¹²?

| | Fixed telephone service | Mobile telephone service |
|--------------------------------------------------------------------------------------------|-------------------------------|--------------------------------|
| End-users do not associate dialling codes with any providers / operators | <input type="checkbox"/> | <input type="checkbox"/> |
| Few / some end-users associate dialling codes providers / operators | <input type="checkbox"/> | <input type="checkbox"/> |
| There is a strong and general association between dialling codes and providers / operators | <input type="checkbox"/> | <input type="checkbox"/> |

Feel free to provide us with any comment you might find relevant to clarify the previous answer.

¹² In some countries the dialling codes are strongly associated by end-users to some providers / operators. Taking as an example the Portuguese mobile phone market, the three operators in activity (TMN, VODAFONE and OPTIMUS) are strongly associated to their respective dialling codes (96, 91 and 93). To illustrate how strong this association is it is interesting to mention that even some advertising campaigns held in the past by these operators reinforced this fact and referred to their networks as the “96 network”, “91 network” or “93 network”. With the introduction of NP this association is seldom fallacious (eg. a user may be dialling a 96 code and the destination network is no longer TMN but is instead VODAFONE). Thus, measures to promote tariff transparency in the context of NP gain a stronger relevance wherever the dialling codes are strongly associated by end-users to providers / operators.

PART II – Measures to promote tariff transparency in the context of NP

A.II.1) Information about tariffs applied in calls to ported numbers

- 1 Is there any measure/rule established to guarantee that end-users are informed by each mobile operator / fixed telephone service provider about the tariffing rules applied to calls to ported numbers (“network oriented pricing”¹³ or “number oriented pricing”¹⁴)?

Yes ☐

No ☐

If you answered “Yes”, please describe the main aspects of the mentioned rule:

*In those countries where the price of calls to ported numbers is “number oriented”¹² (**Option 1 of both questions 2.1.1 and 2.1.2 – Part I**), please answer only to the following groups of questions:*

A.II.7 - Measures to promote tariff transparency for end-users who port their numbers;

A.II.8 – Complaints;

A.II.9 – Future Actions (question 9.3 only).

The remaining countries are kindly asked to answer to the questions included in the remaining groups (from A.II.2. to A.II.9)

¹³ When calling a ported number the price is equal to the price applied to calls terminating at the new network to which the number is now allocated.

¹⁴ When calling a ported number the price is equal to the price applied to calls terminating at the network that was originally allocated to the number.

A.II.2) Telephone Information Service¹⁵

2 Is there any telephone information service implemented to promote tariff transparency on calls to ported numbers?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer (eg. describe if the service is provided by a call center operator or by an Interactive Voice Response – IVR – Service).

If you answered “Yes”, please go to question 2.1). If not, please go directly to question 3.

2.1) Is the referred telephone information service available due to (multiple choice is possible):

NRA request¹⁶ ☐

Mobile Network Operators initiative ☐

Fixed telephone service providers initiative ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

¹⁵ Typically, telephone information service is a service which allows consumers to contact a call-center managed by an operator / provider / entity (see question 2.3) to obtain a certain information (see question 2.2) in the context of number portability. The consumer will receive an answer to his request by the call-center operator. Notice, that this service may assume other formats (eg. The service may be provided by an Interactive Voice Response – IVR - service).

¹⁶ “NRA request” also includes “specification in legislation”

If you answered “NRA request”, please go to question 2.2). If not, go directly to question 3).

2.2) Is the referred telephone information service provided by (multiple choice is possible):

- | | |
|----------------------------------------------|--------------------------|
| Option 1 – Mobile Network Operators | <input type="checkbox"/> |
| Option 2 – Fixed telephone service providers | <input type="checkbox"/> |
| Option 3 – Other entities | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

2.3) What kind of information on Number Portability is provided by this telephone service?
(multiple choice is possible)

| | Service provided by FTS providers | Service provided by Mobile Network Operators | Service provided by other entities |
|-------------------------------------------------|-----------------------------------------|----------------------------------------------------|------------------------------------------|
| Information on any number's network | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about ported numbers network | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to fixed ported numbers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to mobile ported numbers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to other ported numbers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on Number Portability proceedings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you chose “Other information”, please specify:

2.4) Circumstances that imply the implementation of telephone information service

2.4.1) In which circumstances must mobile operators implement this telephone information service? (Please answer, if you chose Option 1 in question 2.2)

Whenever mobile operators have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐

Other circumstances ☐

If you chose "Other circumstances", please specify:

2.4.2) In which circumstances must fixed telephone service providers implement this telephone information service? (Please answer, If you chose Option 2 in question 2.2)

Whenever fixed telephone service providers have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐

Other circumstances ☐

If you chose "Other circumstances", please specify:

2.4.3) In which circumstances must other entities implement this telephone information service? (Please answer, If you chose Option 3 in question 2.2) – Multiple choice is possible

- Whenever mobile operators have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐
- Whenever fixed telephone service providers have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐
- Other circumstances ☐

If you chose “Other circumstances”, please specify:

2.5) Price of calls to the telephone information service provided

2.5.1) Concerning the price of calls to the telephone information service provided:

| | Service provided by Mobile Network Operators | Service provided by Fixed Telephone Service | Service provided by other entities |
|--------------------------------------------------------------|----------------------------------------------|---------------------------------------------|------------------------------------|
| Option 1 – The price is freely settled | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 2 – NRA imposes that these calls are free of charge | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 3 – NRA imposes an exact fee to be paid by customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 4 – NRA imposes a maximum fee to be paid by customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

2.5.2) If NRA imposes an exact or maximum fee, please quantify:

| | Service provided by Mobile Network Operators | Service provided by FTS providers | Service provided by Other entities |
|------------------------------|----------------------------------------------------|--------------------------------------|---------------------------------------|
| €/ per minute (VAT included) | | | |

If you chose Option 3 in question 2.2), please answer question 2.6). If not, go directly to question 2.7)

2.6) Please, answer if you chose Option 3 in question 2.2)

2.6.1) Which entities provide the referred telephone information service? _____

2.7) If MVNOs¹⁷ are operating in your country, please answer this question. If not, please go directly to question 3).

The above mentioned measures described to mobile network operators (from question 2.1 to 2.6) are also applied to MVNOs?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

¹⁷ MVNOs - Mobile Virtual Network Operators

A.II.3) Information Service provided by SMS¹⁸

3 Is there any information service provided by SMS implemented to promote tariff transparency on calls to ported numbers?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

If you answered “Yes”, please go to question 3.1). If not, please go directly to question 4.

3.1) Is the referred information service provided by SMS available due to (multiple choice is possible):

NRA request¹⁹ ☐

Mobile Network Operators initiative ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

If you answered “NRA request”, please answer question 3.2). If not, go directly to question 4).

¹⁸ Typically, information service provided by SMS is a service which allows consumers to send an SMS to a given operator / provider / entity (see question 3.3) to obtain a certain information (see question 3.2) in the context of number portability. The consumer will receive back an SMS containing an answer to his request.

¹⁹ “NRA request” also includes “specification in legislation”

3.2) Is the referred information service provided by (multiple choice is possible):

Option 1 – Mobile Network Operators ☐

Option 2 – Other entities ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer

3.3) What kind of information on Number Portability is provided by SMS? (multiple choice is possible)

| | Service provided by Mobile Network Operators | Service provided by other entities |
|-------------------------------------------------|----------------------------------------------------|------------------------------------------|
| Information on any number's network | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about ported numbers network | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to fixed ported numbers | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to mobile ported numbers | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to other ported numbers | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on Number Portability proceedings | <input type="checkbox"/> | <input type="checkbox"/> |
| Other information | <input type="checkbox"/> | <input type="checkbox"/> |

If you chose "Other information", please specify:

3.4) Circumstances that imply the implementation of SMS information service

3.4.1) In which circumstances must mobile operators implement this information service provided by SMS? (Please answer, If you chose Option 1 in question 3.2)

Whenever mobile operators have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐

Other circumstances ☐

If you chose "Other circumstances", please specify:

3.4.2) In which circumstances must other entities implement this information service provided by SMS? (Please answer, If you chose Option 2 in question 3.2)

Whenever mobile operators have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐

Other circumstances ☐

If you chose "Other circumstances", please specify:

3.5) Price of communications to the information service provided by SMS

3.5.1) Concerning the price of communications to the information service provided by SMS:

| | Service provided by Mobile Network Operators | Service provided by other entities |
|---------------------------------------------------------------------|----------------------------------------------|------------------------------------|
| Option 1 – The price is freely settled | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 2 – NRA imposes that these communications are free of charge | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 3 – NRA imposes an exact fee to be paid by customers | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 4 – NRA imposes a maximum fee to be paid by customers | <input type="checkbox"/> | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

3.5.2) If NRA imposes an exact or a maximum fee, please quantify:

| | Service provided by Mobile Network Operators | Service provided by Other entities |
|------------------------------|----------------------------------------------|------------------------------------|
| €/ per minute (VAT included) | | |

If you chose Option 2 in question 3.2), please answer question 3.6). If not, go directly to question 3.7)

3.6) Please, answer if you chose Option 3 in question 3.2)

3.6.1) Which entities provide the referred information service? _____

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

3.7) If MVNOs²⁰ are operating in your country, please answer this question. If not, please go directly to question 4).

The above mentioned measures described to mobile networks operators (from question 3.1 to 3.6) are also applied to MVNOs?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

A.II.4) Information Service provided by Internet

4 Is there any Information Service provided by Internet implemented to promote tariff transparency on calls to ported numbers?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

²⁰ MVNOs - Mobile Virtual Network Operators

If you answered “Yes”, please go to question 4.1). If not, please go directly to question 5.

4.1) Is the referred information service available due to (multiple choice is possible):

- | | |
|----------------------------------------------|--------------------------|
| NRA request ²¹ | <input type="checkbox"/> |
| Mobile Network Operators | <input type="checkbox"/> |
| Fixed telephone service providers initiative | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

If you chose “NRA request”, please go to question 4.2). If not, go directly to question 5).

4.2) Is the referred information service provided by (multiple choice is possible):

- | | |
|----------------------------------------------|--------------------------|
| Option 1 – Mobile Network Operators | <input type="checkbox"/> |
| Option 2 – Fixed telephone service providers | <input type="checkbox"/> |
| Option 3 – Other entities | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

²¹ “NRA request” also includes “specification in legislation”

4.3) What kind of information on Number Portability is provided by Internet? (multiple choice is possible)

| | Service provided by FTS providers | Service provided by Mobile Network Operators | Service provided by other entities |
|-------------------------------------------------|-----------------------------------|----------------------------------------------|------------------------------------|
| Information on any number's network | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about ported numbers network | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to fixed ported numbers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to mobile ported numbers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on tariffs to other ported numbers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information on Number Portability proceedings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you chose "Other information", please specify:

4.4) Circumstances that imply the implementation of internet information service

4.4.1) In which circumstances must mobile operators implement this information service provided by Internet? (Please answer, if you chose Option 1 in question 4.2)

- Whenever mobile operators have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐
- Other circumstances ☐

If you chose "Other circumstances", please specify:

4.4.2) In which circumstances must fixed telephone service providers implement this information service provided by Internet? (please answer, if you chose Option 2 in question 4.2)

Whenever fixed telephone service providers have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐

Other circumstances ☐

If you chose "Other circumstances", please specify:

4.4.3) In which circumstances must other entities implement this information service provided by Internet? (please answer, if you chose Option 3 in question 4.2) – Multiple choice is possible

Whenever mobile operators have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐

Whenever fixed telephone service providers have at least a tariff plan with different prices according to the mobile or fixed network of destination ☐

Other circumstances ☐

4.5) Price of communications to the information service provided by Internet

4.5.1) Concerning the price of communications to the referred information service:

| | Service provided by Mobile Network Operators | Service provided by Fixed Telephone Service | Service provided by other entities |
|---------------------------------------------------------------------|----------------------------------------------|---------------------------------------------|------------------------------------|
| Option 1 – The price is freely settled | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 2 – NRA imposes that these communications are free of charge | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 3 – NRA imposes an exact fee to be paid by customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 4 – NRA imposes a maximum fee to be paid by customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

4.5.2) If NRA imposes an exact or a maximum fee, please quantify:

| | Service provided by Mobile Network Operators | Service provided by FTS providers | Service provided by Other entities |
|------------------------------|----------------------------------------------|-----------------------------------|------------------------------------|
| €/ per minute (VAT included) | | | |

If you chose Option 3 in question 4.2), please answer question 4.6). If not, go directly to question 3.7)

4.6) Please, answer if you chose Option 3 in question 4.2).

4.6.1) Which entities provide the referred information service? _____

4.6.2) Which is(are) the web site(s) address(es) where this service is provided?

4.7) If MVNOs²² are operating in your country, please answer this question. If not, please go directly to question 5).

The above mentioned measures described to mobile network operators (from question 4.1 to 4.6) are also applied to MVNOs?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

A.II.5) On-line Announcement at start of voice calls

5 Is there any On-line Announcement at start of voice calls implemented to promote tariff transparency?

Yes ☐

No ☐

²² MVNOs - Mobile Virtual Network Operators

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

If you answered “Yes”, please answer questions from 5.1) to 5.11). If not, please go to question 5.12)

5.1) The On-line Announcement is provided by (multiple choice is possible):

Option 1 - Mobile network originating operators ☐

Option 2 - Fixed Telephone service originating providers ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

5.2) Is the referred On-line Announcement available due to (multiple choice is possible):

NRA request²³ ☐

Mobile network operators initiative ☐

Fixed telephone service providers ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

²³ “NRA request” also includes “specification in legislation”

If you chose “NRA request”, please answer questions from 5.3) to 5.11). If not, please go directly to question 5.12).

5.3) What type of on-line announcement is available?

Option 1 – Tone Alert. ☐

Option 2 - Voice message. Operators can freely choose the content of the message. ☐

Option 3 - Voice message. NRA imposes a specific content for the message. ☐

Option 4 – Voice Message. NRA imposes a minimum set of information to be included in the message ☐

If you answered Option 3 or 4 – Which is (are) the imposed content(s) or the minimum information to be included in the on-line announcement:

Please, feel free to provide us with any comment you might find relevant to clarify the answer to question 5.3).

5.4) Concerning the price of the on-line announcement:

| | Mobile network originating calls | Fixed telephone service originating calls |
|-----------------------------------------------------|-------------------------------------------|-------------------------------------------------------|
| The price is freely settled | <input type="checkbox"/> | <input type="checkbox"/> |
| NRA imposes that the announcement is free of charge | <input type="checkbox"/> | <input type="checkbox"/> |
| NRA imposes an exact fee to be paid by end-users | <input type="checkbox"/> | <input type="checkbox"/> |
| NRA imposes a maximum fee to be paid by end-users | <input type="checkbox"/> | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

5.5) Is the On-line Announcement:

| | Mobile network originating calls | Fixed telephone service originating calls |
|-----------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------|
| Option 1 - Available with no possibility for the calling customer to disable the announcement | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 2 - Available by default but with the possibility of disabling the announcement | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 3 – Available to the calling customer on request | <input type="checkbox"/> | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

If you chose Option 2 or Option 3, please answer questions 5.6) and 5.7). If you chose Option 1, please go directly to question 5.9).

5.6) Is the possibility of not hearing the on-line announcement available by:

NRA request²⁴ ☐

Mobile network operators initiative ☐

Fixed telephone service providers ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

5.7) Does the NRA determine any proceedings regarding the inhibition of the on-line announcement?

Yes ☐

No ☐

If you answered "Yes" then go to question 5.8). If not, go to question 5.9)

5.8) What proceedings must be followed to inhibit the on-line announcement?

The calling party may dial a code number to activate or deactivate the inhibition of the on-line announcement ☐

The calling party may ask the operator / provider to activate or deactivate the inhibition of the on-line announcement ☐

Other proceedings ☐

²⁴ "NRA request" also includes "specification in legislation"

Please specify "Other proceedings"

5.9) Type of calls in which the on-line announcement is available (if you chose Option 1 in question 5.1, please answer question 5.9.1 and 5.9.1.1). If you chose Option 2 in question 5.1, please answer question 5.9.2)

5.9.1) In which type of calls originated at mobile network is the on-line announcement available (to be answered only if you chose Option 1 in question 5.1) – Multiple choice is possible

- | | |
|------------------------------------------------------------------------------------------------------------------|--------------------------|
| Voice calls to mobile numbers | <input type="checkbox"/> |
| Voice calls to fixed numbers | <input type="checkbox"/> |
| Voice calls to other numbers | <input type="checkbox"/> |
| Voice calls to mobile ported numbers | <input type="checkbox"/> |
| Voice calls to fixed ported numbers | <input type="checkbox"/> |
| Voice calls to other ported numbers | <input type="checkbox"/> |
| Voice calls to mobile ported numbers which may become more expensive because the number belongs to a new network | <input type="checkbox"/> |
| Voice calls to fixed ported numbers which may become more expensive because the number belongs to a new network | <input type="checkbox"/> |
| Voice calls to other ported numbers which may become more expensive because the number belongs to a new network | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

5.9.1.1 If 3G services are available in your country, please tickle the box if the sentence applies to your country (to be answered only if you chose Option 1 in question 5.1):

☐ The voice calls mentioned in the previous question includes calls originated at a 3G network. Thus, the on-line announcement is available on those calls.

and comprises (multiple choice is possible):

- ☐ Pure voice services
- ☐ Video calling services
- ☐ Other services. Please specify: _____

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer (eg. If the voice calls mentioned in the previous question do not include calls originated at a 3G network, please explain the reasons for that)

5.9.2) In which type of call originated at fixed network is the on-line announcement available (to be answered only if you chose Option 2 in question 5.1) – Multiple choice is possible

- Voice calls to mobile numbers ☐
- Voice calls to fixed numbers ☐
- Voice calls to other numbers ☐
- Voice calls to mobile ported numbers ☐
- Voice calls to fixed ported numbers ☐
- Voice calls to other ported numbers ☐
- Voice call to mobile ported numbers which may become more expensive because the number belongs to a new network ☐
- Voice call to fixed ported numbers which may become more expensive because the number belongs to a new network ☐
- Voice call to other ported numbers which may become more expensive because the number belongs to a new network ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

5.10) Is the on-line announcement available for roaming-in voice calls?

Yes ☐

No ☐

5.11) If MVNOs²⁵ are operating in your country, please answer this question. If not, please go directly to question 5.12).

The above mentioned measures described to mobile network operators (from question 5.1 to 5.10) are also applied to MVNOs?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

5.12) Please answer only if you answered “**No**” in question 5) or “Mobile network operators initiative / Fixed telephone service providers initiative” in question 5.2).

Is there any particular reason why you haven't introduced / imposed any on-line announcement?

²⁵ MVNOs - Mobile Virtual Network Operators

5.13) Are you planning to introduce / impose an on-line announcement in a near future?

| | Mobile network originating calls | Fixed telephone service originating calls |
|-----|-------------------------------------|----------------------------------------------|
| Yes | <input type="checkbox"/> | <input type="checkbox"/> |
| No | <input type="checkbox"/> | <input type="checkbox"/> |

A.II.6) Other measures

6 Description of other measures to promote tariff transparency

6.1) Are operators / providers obliged to highlight in their **Itemised Bills**²⁶ the difference between calls to ported and calls to non-porting numbers?

| | Mobile network originating calls | Fixed telephone service originating calls |
|-----|-------------------------------------|----------------------------------------------|
| Yes | <input type="checkbox"/> | <input type="checkbox"/> |
| No | <input type="checkbox"/> | <input type="checkbox"/> |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

²⁶ Itemised bills may identify which calls were made to ported numbers or even the network to which dialed numbers are allocated.

6.2) Do **contracts**²⁷ inform about portability's consequences in terms of tariff transparency?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

6.3) If MVNOs²⁸ are operating in your country, please answer this question. If not, please go directly to question 6.4).

The above mentioned measures described to mobile network operators (questions 6.1 and 6.2) are also applied to MVNOs?

Yes ☐

No ☐

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

6.4) Please provide us with any other information about measures not specified in the previous issues of the questionnaire that have been implemented in your country to promote tariff transparency for end-users who call to ported numbers.

²⁷ Contracts – Original contracts the customer signs when joining a network

²⁸ MVNOs - Mobile Virtual Network Operators

Measures in the scope of Mobile Number Portability:

Measures in the scope of Number Portability for fixed telephone service:

6.5) Are any of the measures described to promote tariff transparency in the context of NP (questions from A.II.1 to A.II.6) also applied to other non-geographic services? If yes, who has implemented the tariff transparency measures for this type of service (eg. the operator / provider which originates the call, the service provider that owns the service provided through a non-geographic number)?

A.II.7) Measures to promote tariff transparency for end-users who port their numbers

Question 7 intend to gather information about measures to promote tariff transparency for end-users who port their numbers. This issue is also referred in Recital 41 of the US Directive (2002/22)

7 Is there any measure implemented by NRA to guarantee that end-users who port their numbers are fully aware of the tariffs applied to the porting process?

Yes

☐

No

☐

7.1) If you answered “Yes”, please describe the implemented measures

7.2) If you answered “No”, please answer: Why is there no measure to promote tariff transparency for end-users who port their numbers?

Both the recipient and the donor network operator are not allowed to charge end-users for the porting process ☐

Recipient network operators are allowed to charge end-users for the porting process, but in practice they are not charging their new clients (who ported their old number) for the porting process ☐

Recipient network operators are allowed to charge end-users for the porting process, but operators are taking by their own initiative the necessary measures to promote tariff transparency for end-users who port their numbers ☐

Both the recipient and the donor operators are allowed to charge end-users for the porting process, but operators are taking by their own initiative the necessary measures to promote tariff transparency for end-users who port their numbers ☐

Other reasons ☐

If you answered “Other reasons”, please specify

A.II.8) Complaints

8 How many complaints per year regarding tariff transparency related to Number Portability were sent to NRA?

| | Complaints related to tariff transparency in the scope of Mobile NP | Complaints related to tariff transparency in the scope of NP for fixed telephone service |
|------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 2003 | | |
| 2004 | | |

Please, feel free to provide us with any comment you might find relevant to clarify the previous answer.

A.II.9) Future actions

9 Future actions

9.1) What measures are you planning to introduce regarding tariff transparency in the context of Mobile Portability Number in a near future?

9.2) What measures are you planning to introduce regarding tariff transparency in the context of Portability Number for fixed telephone service in a near future?

9.3) What measures are you planning to introduce regarding tariff transparency for end-users who port their numbers
