

Regulation

ON TELEPHONE NUMBER PORTABILITY

Issued in Helsinki on 13th April 2011

The Finnish Communications Regulatory Authority (FICORA) has, under sections 51 and 52 of the Communications Market Act of 23 May 2003 (393/2003), stipulated as follows:

Section 1

Scope of application

This regulation applies to telephone number portability in public telephone networks, unless otherwise provided for below. This regulation is applied only to a communications service provided through a number in the national telephone numbering plan, for which an agreement has been made in accordance with Section 67 of the Communications Market Act.

In this regulation, subscriber refers to a legal person or a natural person who has entered into an agreement concerning the provision of a communications service or a value added service.

Section 2

Porting of fixed telephone network subscriber numbers

A subscriber may retain his or her subscriber number specific to a numbering area or a nationwide subscriber number irrespective of the telecommunications operator providing the service.

Subscriber numbers specific to a numbering area can be ported within the numbering area.

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Section 3

Nationwide service number portability

A subscriber may retain his or her nationwide service number irrespective of the telecommunications operator providing the communications service. Televoting numbers beginning with 0700 fall outside the scope of portability.

Section 4

Mobile network subscriber number portability

Where traffic is directed by means of a nationwide mobile area code, a subscriber may retain his or her mobile subscriber number irrespective of the telecommunications operator providing the service.

If several numbers are connected to the same service provided in a mobile network, at least the voice service number must fall within the scope of portability. The numbers of other services can be ported if they have been included in a separate agreement in writing.

Section 5

Master system

A master system refers to a database of ported numbers used by telecommunications operators to exchange information on number portability. The data produced by the database enables the routing of calls to the ported number directly to the recipient operator's network.

Telecommunications operators responsible for porting telephone numbers in a public telephone network must collaborate to maintain the master system created for telephone number portability. All ported telephone numbers must be stored in the master system.

Section 6

Information exchange between telecommunications operators

The master system must be used by telecommunications operators for exchanging information related to portability.

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The porting request made by the recipient operator to the donor operator also serves the purpose of a notice of termination for the donor operator.

The donor operator must inform the recipient operator immediately if the number cannot be ported or if the porting of the number is delayed. Also a reason must be provided explaining why the number could not be ported.

Section 7

Routing of calls

Calls, short messages and multimedia messages must be routed directly to the recipient network.

The call originating network makes a call query and, on the basis of this query, it creates a routing number, notwithstanding the traffic cases referred to in subsections 3 through 5.

If a call from a fixed network within a telecommunications area to a mobile network or to a subscriber number in the same area is dialled with the general operator prefix, or, if the subscriber has made a pre-selection agreement on such traffic cases, the call will be routed to the network determined by the general operator prefix or pre-selection agreement. This network then makes a call query and composes the routing number.

A call query for an incoming call from another telecommunications area, from a mobile network or from an international telephone network is made by the operator routing the call to the telecommunications area.

A call query for an incoming call from an international telephone network to a non-geographical number is made by the operator of international traffic who first received the call in Finland.

Section 8

Porting time and the loss of service

The porting time, in addition to the standard delivery time of a communications service, shall not exceed five working days, unless the subscriber has agreed on a later delivery time with the recipient operator. The porting time is calculated from when the recipient

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operator sends the information needed for number portability to the donor operator after the acceptance of the new agreement, up to the moment the number functions in the new network.

Number portability must be implemented in accordance with subsection 1, irrespective of the communications service agreement type or the length of the term of notice.

The loss of service between the technical closure of the old service and the technical opening of the new service shall not exceed 10 minutes in regard to services provided in the mobile network, and 60 minutes in regard to services provided in the fixed telephone network.

Section 9

Information service

The operators must maintain in co-operation a public, comprehensive and free-of-charge information service on ported numbers. The service must be provided at least as a voice service in a 0800 service number.

A number range which an operator has transferred to another operator is regarded as a ported number range. The operator using the number range must see that up-to-date information about the user operator is provided in the information service.

Section 10

Entry into force

This regulation enters into force on 25th May 2011 and will remain in force until further notice.

This regulation repeals FICORA's regulation of 6 March 2009 on *telephone number portability* (46 G/2009 M).

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Section 11

Information and publication

This Regulation is included within the Series of Regulations issued by the Finnish Communications Regulatory Authority and can be obtained from the Customer Service Office of FICORA:

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In Helsinki, on 13th April 2011

Director-General	Asta Sihvonen-Punkka
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Director	Timo Lehtimäki
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