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REGULATION ON TELEPHONE NUMBER PORTABILITY 46 L/2023 M

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ANNEX 1: Service for checking information on a mobile subscriber connection agreement

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1 Objective of the Regulation

The purpose of this Regulation issued by the Finnish Transport and Communications Agency is to lay down provisions on portable telephone numbers and on how the portability is technically implemented in public telephone networks, how the calls to ported numbers are routed and how the information service related to ported numbers is implemented. The purpose is also to lay down provisions on the time limits associated with the portability process, the recipient telecommunications operator's obligations to provide information and a service for checking the end date of a fixed-term subscriber connection agreement.

2 Scope of Application

Telephone number portability means a feature that enables a subscriber to change the telecommunications operator providing a communications service so that the subscriber's telephone number remains the same. In connection with telephone number portability, only the number is ported, not any services connected to the number.

This Regulation applies to telephone number portability in public telephone networks, unless otherwise provided below. With respect to the service for checking the end date of a fixed-term subscriber connection agreement, this Regulation applies to those telecommunications operators that have been granted the right to use a mobile area code and have consumer customers or market their service to consumer customers.

This Regulation only applies to a communications service provided by means of a number included in the national numbering plan and for which a communications service agreement has been made in accordance with section 108 of the Act on Electronic Communications Services.

3 Definitions

For the purposes of this Regulation:

- 1 fixed telephone network means a communications network primarily used for targeted communications in which the terminal equipment is connected to the communications network by a cable or other leased line;
- 2 mobile network means a communications network primarily used for targeted communications in which the terminal equipment is connected to the communications network by means of freely propagating radio waves;
- 3 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 made to the ported number directly to the recipient operator's network;

- 4 subscriber means a legal or natural person who is party to an agreement concerning the provision of a communications service or a value-added service for a purpose other than telecommunications operations;
- 5 subscriber number means a number used in telecommunications and assigned to the user for identifying the subscription;
- 6 public telephone network means a mobile network or a fixed telephone network intended for a set of users not subject to any prior restriction and in which the numbering in accordance with Recommendation E.164 of the International Telecommunication Union (ITU) is used.

4 Rights of subscribers

The process to port a telephone number between telecommunications operators is initiated by the subscriber, with the exception of the situations referred to in section 5. The process begins when a subscriber informs a telecommunications operator about wanting to change service providers and retain the current telephone number by using telephone number portability and makes a subscription agreement with another telecommunications operator (recipient telecommunications operator).

The right to port a telephone number only applies to that person or company or person authorised by a company that has contractual liability for the agreement that entitles to the use of a communications service connected to the number.

The fixed-term duration of an agreement does not constitute an impediment to the portability of a number. The recipient telecommunications operator must determine what type of an agreement the subscriber has and inform the subscriber of potential obligations associated with a fixed-term agreement.

For consumer subscriptions, the date when the number is ported can be set at a maximum of three (3) months of the date when the process was initiated.

5 Telephone number portability in connection with arrangements between telecommunications operators

Telecommunications operators may use the technical number portability procedure in accordance with this Regulation:

- 1 in connection with a telecommunications operator's internal arrangements;
- 2 within the terms and conditions of a subscription agreement in connection with business arrangements in which subscriptions are transferred from one telecommunications operator to another;
- 3 based on an agreement between telecommunications operators for the purpose of relinquishing unused numbers to another telecommunications operator to be used by new subscribers.

In such cases, the process to port a number is initiated by a telecommunications operator or jointly by the telecommunications operators that have entered into a

mutual agreement. The time limits laid down in this Regulation do not apply in these situations.

The subscriber's right to port a number to another telecommunications operator must not be restricted in connection with or as a result of arrangements by or between telecommunications operators.

6 Portability of different number types

Portability of fixed telephone network subscriber numbers

Subscribers may retain their subscriber numbers specific to a telecommunications area or a nationwide subscriber number irrespective of the telecommunications operator providing the service.

Subscriber numbers specific to a telecommunications area can be ported within the same telecommunications area. The Uusimaa telecommunications area is divided into two numbering areas, Uusimaa I and Uusimaa II, within which subscriber numbers may be ported.

Portability of service numbers

Subscribers may retain their nationwide service numbers irrespective of the telecommunications operator providing the communications service.

Portability of mobile network subscriber numbers

Where traffic is directed by means of a nationwide mobile area code, subscribers may retain their mobile subscriber numbers irrespective of the telecommunications operator providing the service.

If several services with their own subscriber numbers are connected to the same mobile subscription, 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 an agreement in writing.

7 Portable numbers and numbers excluded from portability

Portable numbers and number ranges

The following numbers and number ranges are subject to portability:

- 1 subscriber numbers specific to a telecommunications area in a fixed telephone network within the telecommunications area (in the Uusimaa telecommunications area within a numbering area);
- 2 nationwide subscriber numbers;
- 3 nationwide service numbers with the exception of televoting numbers beginning with 07007;

- 4 subscriber numbers in a mobile network when traffic is directed to the subscriber number by means of a nationwide mobile area code;

Portable numbers must also meet at least one of the following conditions:

- 1 the subscriber has a valid agreement that concerns the ported number and entitles the subscriber to use a communications service;
- 2 the number of a prepaid subscriber has been opened and the subscriber has been registered and identified.

Numbers excluded from portability

The following numbers are excluded from portability:

- 1 area codes and other codes and prefixes assigned to telecommunications operators;
- 2 internal routing numbers used within networks;
- 3 prepaid subscriber numbers if the subscriber has not been registered and identified;
- 4 televoting numbers beginning with 07007.

8 Master system

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 as well as number ranges that are in use and subject to portability must be stored in the master system.

9 Information exchange between telecommunications operators

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

A portability request made by the recipient telecommunications operator to the donor telecommunications operator also serves the purpose of a notice of termination of the subscription agreement for the donor operator.

The donor operator must immediately inform the recipient operator if the number cannot be ported or if the porting of the number is delayed. In such a case, a reason must be provided explaining why the number cannot be ported.

A telecommunications operator is responsible for ensuring compliance with the provisions governing the portability process with respect to the numbers associated with the operator code assigned to it.

10 Routing of calls

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

11 Porting time and interruption of service

Porting a number from a donor telecommunications operator to a recipient telecommunications operator may not take longer than five working days. If the recipient operator requests the number to be ported at a specific time upon the request of the subscriber, the donor operator may perform the porting at the requested time without the maximum porting time referred to above preventing it.

The porting time is calculated from the date of the recipient operator sending the information needed for porting the number to the donor operator after accepting the new agreement. The porting time is deemed to have ended once the number technically functions in the network of the recipient operator, that is once the new service is opened in accordance with subsection 4.

The number must be ported in accordance with subsection 1 irrespective of the communications service agreement type or the length of the term of notice.

No more than 10 minutes may pass between the technical closure of the former service and the technical opening of the new service with regard to services provided in the mobile network, whereas no more than 60 minutes may pass with regard to the services provided in the fixed telephone network.

12 Information service

The telecommunications operators must cooperate in the maintenance of a general and comprehensive information service for the ported numbers that is free-of-charge for the users.

A number range that a telecommunications operator has relinquished to the use of another operator is regarded as a ported number range. The telecommunications operator using the number range must ensure that up-to-date information about the telecommunications operator using the number range in question is provided in the information service.

13 Service for checking the end date of a fixed-term subscription agreement

Telecommunications operators that have been granted the right to use a mobile area code by the Finnish Transport and Communications Agency and that have consumer customers or market their service to consumer customers must provide the service referred to in this section and provided for by section 109, subsection 5 of the Act on Electronic Communications Services.

The service is provided as an SMS-based service. The service must be implemented at the latest by 1 January 2022. The service concept is described in Annex 1 to this Regulation.

14 Transitional provisions and entry into force

This Regulation enters into force on 5 September 2023 and will remain in force until further notice.

This Regulation repeals FICORA Regulation 46 K/2021 M of 25 August 2021.

15 Information and publication

This Regulation is included in the Series of Regulations issued by the Finnish Transport and Communications Agency and can be obtained from the Agency's customer service.

The Regulation and the accompanying explanatory memorandum are also published online on the Finnish Transport and Communications Agency's website and in Finlex, the Electronic Statutes of Finland.

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SMS-based service

- a) Telecommunications operators must provide their consumer customers with the service referred to in section 109, subsection 5 of the Act on Electronic Communications Services as an SMS-based service.
- b) To use the service, the consumer sends the text message 'sopimus' or 'abonnemang' to the number 18321. Keywords in other languages can also be offered.
- c) The service must be free of charge to the customer sending the text message.
- d) The service must be available on all days of the week 24 hours a day (24/7).
- e) In 98 per cent of cases, the customer must receive a response from the service within one (1) minute from sending a message to the service.
- f) The uniform messages and their language versions to be used in the service to respond to the consumer's SMS are as follows:

I. Fixed-term contracts

"The subscription whose number is <number> is provided on the basis of a fixed-term contract whose end date is <DD month YYYY>. Best regards, <service provider>, customer service tel. <tel-customer-service>."

"Abonnemanget vars nummer är <nummer> har ett tidsbundet avtal som upphör att gälla <dd månad åååå>. Med vänlig hälsning <tjänsteleverantör>, kundtjänst: telefon <kundtjänstnumret>."

"The subscription whose number is <number> is provided on the basis of a fixed-term contract whose end date is <DD month YYYY>. Best regards, <service provider>, customer service tel. <tel-customer-service>."

II. Rolling contracts

"The subscription whose number is <number> is provided on the basis of a rolling contract. Best regards, <service provider>, customer service tel. <tel-customer-service>."

"Avtalet för abonnemanget vars nummer är <nummer> gäller tills vidare. Med vänlig hälsning <tjänsteleverantör>, kundtjänst: telefon <kundtjänstnumret>."

"The subscription whose number is <number> is provided on the basis of a rolling contract. Best regards, <service provider>, customer service tel. <tel-customer-service>."

III. User does not have the right to access contract information on the subscription

The user of the subscription whose number is <number> does not have the right to access the contract information of the subscription. Please contact the

customer service of <service provider> by calling the following number: <tel-customer-service>."

"Användaren av abonnemanget vars nummer är <numret> har inte rätt att få uppgifter om abonnemangsavtalet. Vänligen kontakta <tjänsteleverantörens> kundtjänst genom att ringa <kundtjänstnumret>."

"The user of the subscription whose number is <number> does not have the right to access the contract information of the subscription. Please contact the customer service of <service provider> by calling the following number: <tel-customer-service>."

IV. Contract information not found

"Contract information not found. Please contact the customer service of <service provider> by calling the following number: <tel-customer-service>."

"Avtalsuppgifter hittas inte. Vänligen kontakta <tjänsteleverantörens> kundtjänst genom att ringa <kundtjänstnumret>."

"Contract information not found. Please contact the customer service of <service provider> by calling the following number: <tel-customer-service>."

V. Invalid keyword

"The service does not recognise the keyword "<sent keyword>". Please try again or contact <service provider>'s customer service by calling <tel-customer-service>."

"Tjänsten känner inte igen nyckelordet "<sänt nyckelord>". Var god och försök igen eller kontakta <tjänsteleverantörens> kundtjänst genom att ringa <kundtjänst-numret>."

"The service does not recognise the keyword "<sent keyword>". Please try again or contact <service provider>'s customer service by calling <tel-customer-service>."

VI. Service experiencing high volumes of enquiries

"The service is currently experiencing a high volume of customer enquiries. Please try again later or contact <service provider>'s customer service by calling <tel-customer-service>."

"Tjänsten är överbelastad, var god och försök igen om en stund eller kontakta <tjänsteleverantörens> kundtjänst genom att ringa <kundtjänstnumret>."

"The service is currently experiencing a high volume of customer enquiries. Please try again later or contact <service provider>'s customer service by calling <tel-customer-service>."

VII. Unspecified error

"Error. Please contact the customer service of <service provider> by calling the following number: <tel-customer-service>."

"Fel i tjänsten. Vänligen kontakta <tjänsteleverantörens> kundtjänst genom att ringa <kund-tjänstnumret>."

"Error. Please contact the customer service of <service provider> by calling the following number: <tel-customer-service>."

- g) Only enquiries that are made manually from the consumer's terminal equipment are allowed in the service. A maximum of five (5) enquiries may be made about the same subscription within 24 hours.
- h) The telecommunications company must record the following data monthly with regard to the contract information inspection service:
 - i. number of enquiries received
 - ii. number of enquiries to which a response has been sent
 - iii. percentage of enquiries to which a response has been sent within one (1) minute.

Statistical data must be reported to the agency based on a specific request made by the Finnish Transport and Communications Agency.