

Legal persons

	I have ported 1 or several mobile numbers	I have ported 1 or several numbers of one or several fixed telephone line(s).	I have ported all the numbers of an ISDN basic connection
When am I entitled to compensation?	<p>I have mentioned that I would like to have my number immediately ported:</p> <p>You are entitled to compensation if number porting has not been achieved within 1 working day(*) after the receipt of the validation of the porting request (**) by your new operator.</p>	<p>I have mentioned that I would like to have my number immediately ported:</p> <p>You are entitled to compensation if number porting has not been achieved within 1 working day(*) after the installation and activation of your telephone line.</p>	<p>I have mentioned that I would like to have my number immediately ported:</p> <p>You are entitled to compensation if number porting has not achieved within 1 working day(*) after the installation and activation of your ISDN basic connection.</p>
	<p>I have mentioned that I would like to have my number ported on a specific date:</p> <p>You are entitled to compensation if number porting has not been achieved within 1 working day after the date agreed upon between you and your new operator.</p>	<p>I have mentioned that I would like to have my number ported on a specific date:</p> <p>You are entitled to compensation if number porting has not achieved within 1 working day after the installation and activation of your telephone line and if, during installation and activation, the date for porting the number agreed upon has already been reached or has passed.</p>	<p>I have mentioned that I would like to have my number ported on a specific date:</p> <p>You are entitled to compensation if number porting has not been achieved within 1 working day after the installation and activation of your ISDN basic connection and if, during installation and activation, the date for porting the number agreed upon has already been reached or has passed.</p>
Amount of the financial compensation	5 EUR per ported number per day of delay	5 EUR per ported number per day of delay	3 EUR per ported number and per day of delay

Example 1

On Tuesday, 10 September, our company purchased a subscription for 6 mobile numbers with a new operator.

We asked for **immediate porting** of all numbers.

Porting was achieved on Thursday, 12 September at 9 a.m.

Situation 1: *The new operator received validation of number porting on Wednesday, 11 September.*

The company is not entitled to compensation.

Situation 2: *The new operator received validation on the same day, i.e. on 10 September*

The company is entitled to compensation of $6 \times 5 \text{ EUR} = 30 \text{ EUR}$.

Our company entered on Tuesday, 3 September into a contract with a new fixed operator.

The contract lays down that the existing series of direct inward dialling numbers of 500 fixed numbers will be **ported as quickly as possible and at the same time as installation and activation** of the new telephone line.

The contract does not foresee in any specific compensation for possible delays.

We agreed with the new operator that the line would be delivered on Monday, 30 September.

Situation 1: *The numbers were ported and the new phone line was installed and activated on Tuesday, 1 October at 12 p.m.*

The company is not entitled to compensation.

Situation 2: *The numbers were ported and the phone line was activated on Wednesday, 2 October at 7 p.m.*

The company is entitled to compensation of $2 \times 500 \times 5 \text{ EUR} = 5\,000 \text{ EUR}$

On Monday, 2 September (working day) I purchased, on behalf of a non-profit-making association which I am in charge of, a subscription with a new operator.

It is a subscription to an ISDN basic connection.

I asked to **port as quickly as possible** the 4 existing numbers which are part of the ISDN connection.

It was agreed with my provider that the line would be installed on Monday, 30 September (working day).

Situation 1: *The numbers were ported on Tuesday, 1 October at 12 p.m. and the ISDN connection was activated on the same day at 3 p.m.*

The non-profit-making association is not entitled to compensation.

Situation 2: *The numbers were ported on Tuesday, 1 October at 4 p.m. The installer of the new operator activated the ISDN connection on Wednesday, 2 October at 7 p.m.*

The non-profit-making association is entitled to compensation of $1 \times 4 \times 3 \text{ EUR} = 12 \text{ EUR}$

Example 2

On Saturday, 14 September I entered via my Ltd into a contract for one mobile subscription with a new operator.

On Saturday, 14 September, our company entered into a contract for fixed lines with 200 direct inward dialling numbers.

On Monday, 9 September (working day) I purchased, on behalf of a non-profit-making association which I am in charge of, a subscription with a new operator.

	<p>It was agreed with the seller that the new SIM card would be activated on the Saturday of the following week, i.e. on 21 September.</p> <p>Situation 1: <i>The number was ported on Monday, 22 September before 5 p.m.</i></p> <p>The Ltd is not entitled to compensation.</p> <p>Situation 2: <i>The number was ported on Wednesday, 24 September after 5 p.m.</i></p> <p>The Ltd is entitled to compensation of 3*5 EUR = 15 EUR</p>	<p>The contract specifies that these 200 numbers will be activated on the expiry date of the contract with the former provider, in our case, on Saturday, 21 September.</p> <p>The contract does not foresee in any specific compensation for possible delays.</p> <p>Situation 1: <i>The series of direct inward dialling numbers was ported and the lines were installed on Monday, 23 September before 5 p.m.</i></p> <p>The company is not entitled to compensation.</p> <p>Situation 2: <i>The series of direct inward dialling numbers was ported on Wednesday, 24 September and the lines were activated on Thursday, 25 September at 10 a.m.</i></p> <p>The company is entitled to compensation for 3 days of delay * 200 numbers* 5 EUR= 3 000 EUR</p>	<p>It is a subscription to an ISDN basic connection.</p> <p>I asked to have the 2 existing numbers, part of the ISDN connection, ported on the expiry date of the former contract, in this case, on Monday, 30 September.</p> <p>It was agreed with the provider that the line would be installed on Tuesday, 1 September (working day).</p> <p>Situation 1: <i>The numbers were ported on Tuesday, 1 October at 12 p.m. and the ISDN connection was activated on the same day at 2 p.m.</i></p> <p>The non-profit-making association is not entitled to compensation.</p> <p>Situation 2: The numbers were ported, as agreed, on Monday, 30 September at 4 p.m. However, the installer of the new operator only activated the ISDN connection on Wednesday, 4 October at 7 p.m.</p> <p>The non-profit-making association is entitled to compensation for 3 days of delay * 2 numbers* 3 EUR= 18 EUR</p>
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If you are faced with situations that are not described in this document, please contact BIPT, Department Numbering Management, via the e-mail address numbering@bipt.be.

(*) What is a working day? A working day means each day from Monday to Friday from nine in the morning to 4.59 p.m., except for legal holidays.

(***) What does validation of the number porting request mean? It is the confirmation by the former operator that the number which porting is requested meets all porting conditions.