

## Natural persons

	I have ported 1 mobile number	I have ported 1 number of a fixed telephone line or all numbers of an ISDN basic connection	I have ported several mobile numbers (****) (these numbers must however be registered under the same name)
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 <b>sending</b> date of the validation request (**) by your new operator.</p>	<p>I have mentioned that I would like to have my number/numbers 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 date of your telephone line.</p>	<p>I have mentioned that I would like to have my numbers 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 porting request (**) by 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 been achieved within 1 working day after the date agreed upon between you and your operator.</p>	<p>I have mentioned that I would like to have my number/numbers 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 date of your telephone line.</p>	<p>I have mentioned that I would like to have my numbers 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 operator.</p>
Amount of the financial compensation	3 EUR per day of delay for the ported number	3 EUR per day of delay per ported number	5 EUR per day of delay and per ported number
Example 1	<p>I bought a prepaid card from a new operator on Tuesday, 3 September at 4 p.m.</p> <p>I have asked for <b>immediate</b> porting of the number.</p> <p>Porting was achieved on Thursday, 5</p>	<p>I purchased a subscription with my new fixed operator on Monday? 2 September (working day).</p> <p>I asked to <b>port</b> my existing number (e.g. 050 38 78 99) <b>as quickly as possible and to install a new phone line.</b></p>	<p>I purchased a subscription for 2 mobile numbers on Tuesday, 3 September at 4 p.m.</p> <p>I asked for <b>immediate</b> porting of both numbers.</p> <p>Porting was achieved on Thursday, 5</p>

	<p>September at 9 a.m.</p> <p><b>Situation 1:</b> <i>My new operator sent the validation request on Wednesday, 4 September.</i></p> <p>I am not entitled to compensation.</p> <p><b>Situation 2:</b> <i>My new operator sent the validation request on the same day, i.e. on 3 September</i></p> <p>I am entitled to compensation of 3 EUR.</p>	<p>It was agreed with my provider that the line would be installed on Monday, 30 September (working day).</p> <p><b>Situation 1:</b> <i>My number was ported and my phone line was activated on Tuesday, 1 October at 12 p.m.</i></p> <p>I am not entitled to compensation.</p> <p><b>Situation 2:</b> <i>My number was ported and my phone line was activated on Wednesday, 2 October at 7 p.m.</i></p> <p>I am entitled to compensation of 2*3 EUR = 6 EUR.</p>	<p>September at 9 a.m.</p> <p><b>Situation 1:</b> <i>My new operator received validation on Wednesday, 4 September.</i></p> <p>I am not entitled to compensation.</p> <p><b>Situation 2:</b> <i>My new operator received validation on the same day, i.e. on 3 September.</i></p> <p>I am entitled to compensation of 2*5 EUR = 10 EUR.</p>
<p><b>Example 2</b></p>	<p>I entered into a contract for one mobile subscription on Tuesday, 10 September.</p> <p>It was agreed with the seller that my new SIM card would be activated on the <b>following Saturday</b>, i.e. on 14 September.</p> <p><b>Situation 1:</b> <i>My number was ported on Monday, 16 September before 5 p.m.</i></p> <p>I am not entitled to compensation.</p> <p><b>Situation 2:</b> <i>The number was ported on 18 September at 6 p.m.</i></p> <p>I am entitled to compensation of 3*3 EUR = 9 EUR.</p>	<p>I purchased a call credit with my new fixed operator on Monday, 2 September (working day).</p> <p>I asked the porting of my existing number (for example: 050 38 78 99) and the activation of a new telephone line <b>on the expiry day of my contract with my former operator</b>, i.e. on Saturday, 28 September.</p> <p><b>Situation 1:</b> <i>My number was ported on Monday, 30 September (working day) before 12 p.m.</i></p> <p>I am not entitled to compensation.</p> <p><b>Situation 2:</b> <i>My number was ported on Tuesday, 1 October at 7 p.m.</i></p> <p>I am entitled to compensation of 3*3 EUR = 9 EUR.</p>	<p>I purchased a subscription for 2 mobile numbers on Tuesday, 3 September at 4 p.m.</p> <p>I asked the porting of both numbers (for example: 050 38 78 99) <b>on the expiry day of my contract with my former operator</b>, i.e. on Saturday, 7 September.</p> <p><b>Situation 1:</b> <i>Both numbers were ported on Monday, 9 September at 10 a.m.</i></p> <p>I am not entitled to compensation.</p> <p><b>Situation 2:</b> <i>Both numbers were ported on Tuesday, 12 September at 11 a.m.</i></p> <p>I am entitled to compensation of 2*4*5 EUR = 40 EUR.</p>

### Example 3

On Tuesday, 10 September I entered by phone into a contract for one mobile subscription.

A few days later, I receive by post my new SIM card indicating me that my new card will be activated on Monday, 16 September.

**Situation 1:** *My number was ported on Tuesday, 17 September before 5 p.m.*

I am not entitled to compensation.

**Situation 2:** *The number was ported on 19 September at 6 p.m.*

I am entitled to compensation of  $3 \times 3$  EUR = 9 EUR.

If your situation does not correspond to one of the situations described above, you can contact the Department Numbering Management of BIPT (link the e-mail address [numerotation@bipt.be](mailto:numerotation@bipt.be)) for further explanation.

(\*) 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 is a validation request?

The request to be electronically submitted by your new operator to your former operator to start the number porting process.

(\*\*\*) What does validation of the number porting request mean?

It is the confirmation by your former operator that the number for which porting is requested meets all porting conditions, for instance: confirmation that the number is active on its network, that the SIM card number on the request is right, etc.

(\*\*\*\*) Several mobile numbers can also be distributed among several porting of simple numbers, possibly on different dates.