

REGULATION

ON THE MANNER OF NUMBER PORTABILITY IMPLEMENTATION

(Approved by AKEP Steering Council Decision No. 2 of 2 February 2026)¹

¹AKEP's position on the comments of interested parties on the Draft Regulation approved for public consultation by the AKEP Steering Council Decision No. 7 of 12 June 2025, is published in a separate document on the AKEP website <https://akep.al/konsultime/konsultime-te-perfunduara/>.

The Draft-Regulation for public consultation, approved by AKEP Steering Council Decision No.7 of 12 June 2025, including Appendix 1 'Explanatory Note to the public consultation document' at the end of the document (pg. 29-52) may be found in: https://akep.al/wp-content/uploads/2026/02/AKEP_Draft-Rregullo-re-on-implementation-of-Number-Portability_Public-Consultation_ENG.pdf

CHAPTER I

General Provisions

Article 1

Subject matter

The subject matter of this Regulation is:

- a) the determination of the manner of implementation of number portability by undertakings of public electronic communications networks and services;
- b) the determination the relevant time limits for the implementation of portability.

Article 2

Aim

The purpose of this Regulation is to ensure the implementation of number portability by all undertakings of public telephone networks and/or publicly available telephone services (voice communication services), in accordance with the technical solutions, procedures, and time limits set out in this Regulation.

Article 3

Legal basis

This Regulation is drafted pursuant to Article 12, points 1/j and 2/ll, and Articles 126, 145, and 146 of Law No. 54/2024 “On Electronic Communications in the Republic of Albania” (hereinafter, Law 54/2024).

Article 4

Definitions and Abbreviations

Without prejudice to the provisions of Law 54/2024 and other secondary legislation adopted for its implementation, for the purposes of this Regulation, the following terms shall have the meanings set out below:

1. “Number Portability” means the service/facility through which end-users/subscribers provided with numbers from the National Numbering Plan can keep their numbers, upon request, regardless of the undertaking providing the service to the subscriber at the network termination point.
2. “Centralized Reference Database (CRDB)” means the Centralized Number Portability Database, which records the status of each transaction and all standard messages exchanged between operators during the number porting process, and which also contains the information (data) necessary for routing calls to ported numbers, through which the local mirror databases (LMDB) of ported numbers of all operators are updated.
3. “Local Mirror Database (LMDB)” means an active database at the operator’s premises, which contains the data necessary for routing calls to ported numbers and which is used by the operator in real time during the establishment of a call.
4. “All Call Query (ACQ)” means a routing method for calls to ported numbers whereby the originating network, prior to establishing each call, determines the network in which the called number is currently located by querying its own Local Mirror Database (LMDB).

5. “Public Electronic Communications Operator/Provider” (hereinafter, Operator) means an undertaking authorized to provide public electronic communications networks and/or services, including public telephone networks and/or telephone/voice communication services, in accordance with the provisions of Law No. 54/2024 and the relevant secondary legislation.
5/1 “Access Network Operator” means an undertaking/operator whose access network or associated facilities are used by the donating operator/provider and/or the recipient operator/provider, or by both, for the provision of publicly available number-based interpersonal communication services (public telephone service/voice communication service) to the end user/subscriber.
6. “Donor Operator/Provider” (hereinafter, Donor Operator/DO) means the Operator that provides the public telephone/voice communication service to the subscriber prior to the porting of the number.
Note: The term *Donor Operator* in this Regulation has the same meaning as the terms *Transferring Provider*, *Transferring Undertaking*, and *Donor Provider* referred to in points 12, 14, and 15 of Article 145 of Law No. 54/2024.
6/1 “Donor Network” (hereinafter also referred to as the DO Network) means the public electronic communications network of the Donor Operator, or used by the Donor Operator, in which the number was/is located prior to porting.
6/2 “Initial Donor Operator” (hereinafter, IDO) means the operator to which AKEP has assigned the right to use the number or number range of which a ported number forms part. Where a number has been ported only once or is in the process of being ported for the first time, the Donor Operator and the Initial Donor Operator shall be the same undertaking.
7. “Recipient Operator/Provider” (hereinafter, Recipient Operator / RO) means the undertaking that provides the public telephone/voice communication service to the subscriber after the porting of the number.
Note: The term *Recipient Operator* in this Regulation has the same meaning as the term *Recipient Provider* referred to in points 12 and 14 of Article 145 of Law No. 54/2024.
7/1 “Recipient Network” (hereinafter, the RO Network) means the public electronic communications network of the Recipient Operator, or used by the Recipient Operator, in which the number is placed after porting.
8. “Number Porting” means the transfer of a subscriber’s number from the Donor Operator to the Recipient Operator, including the processes of deactivation of the number from the Donor Operator’s network and its activation in the Recipient Operator’s network.
9. “Centralized Reference Database Operator” (hereinafter, the CRDB Operator) means the legal entity registered in the Republic of Albania, selected by AKEP in accordance with the relevant public procurement procedures, to ensure the maintenance and management of the operation of the platform (hardware) and programmed systems (software) installed in the Centralized Reference Database (CRDB), in compliance with the provisions of this Regulation and other relevant AKEP acts related to number portability.
10. “Subscriber” means the end user—whether a consumer, a business, or any type of entity—that has entered into a contract (with a prepaid, post-paid, or hybrid tariff plan) with an undertaking for the provision of a public telephone service/voice communication service.
11. “MSISDN” means a unique national N(S)N number that identifies a subscriber in a mobile communications network (mobile telephone number).
12. “Active Number” for the purposes of this Regulation, means a number from the National Numbering Plan assigned by an undertaking for use by a subscriber/end user, which is

subject to an active/valid subscription contract (with prepaid, post-paid, or hybrid payment arrangements, for a fixed or indefinite term) with the provider of the voice communication service (Donor Operator), i.e. the public telephone/voice communication service is in active status.¹

13. “Deactivated/terminated Number”, for the purposes of this Regulation, means a number that no longer meets the conditions of an active/valid contract as defined in point 12 above, as the subscription contract has been terminated by the subscriber and/or the provider of the voice communication service, and the number has been permanently deactivated from the Donor Operator’s network.
14. “Personal Identification Number” - means the unique personal number on the Identity Card, Passport, of every Albanian citizen or foreigner with permanent or temporary residence in the Republic of Albania and which serves as the main criterion for identifying the subscriber.
15. “Approval” means the set of verifications carried out by the Donor Operator to check the accuracy and completeness of the request submitted by the Recipient Operator, with the aim of avoiding errors in the execution of number portability.
16. “Rejection” means the refusal of a number porting request by the Donor Operator, based on the rejection criteria set out in this Regulation.
17. “Conditional Approval/Acceptance” means the response of the Donor Operator to a request for porting a number with a post-paid tariff plan where, as a result of the verification process, it is determined that the subscriber is a debtor or has contractual obligations to be fulfilled prior to the termination of the existing contract with the Donor Operator for the number to be ported (in accordance with point 19 below).
18. “Pending Status” means the status created in the CRDB system for a porting request for a mobile or fixed number that has been conditionally approved by the Donor Operator.
19. “Contractual obligations to be fulfilled prior to termination of the contract/number porting”:
means the financial obligations of the subscriber towards the Donor Operator, the payment/fulfilment of which must be completed before the Donor Operator approves the number porting request. These may include, as applicable:
 - a. obligations for invoices issued by the Donor Operator (including any outstanding obligations—past due—and the invoice for the use of the service during the current/previous month) that remain unpaid by the subscriber as of the date the porting request is received by the Donor Operator via the CRDB/the date of conditional acceptance of the request;
 - b. the obligation for payment for service usage during the current month, according to the invoice issued/to be issued by the Donor Operator up to the date of notification of the conditional acceptance of the porting request or up to the date of payment by the subscriber of the obligations referred to in this paragraph (points ‘a’ and ‘c’);

¹ A contract/number shall also be considered active where the subscriber’s services have been temporarily suspended/deactivated (but not permanently) (e.g., due to payment delays, failure to recharge, or expiry of prepaid credit validity). A prepaid mobile number shall be considered active, for the purposes of this Regulation, as long as it is able to send and/or receive communications at the time of the porting request and has not entered the status of a number permanently deactivated by the service provider.

- c. fees² and/or financial compensation³ applicable to the subscriber in the event of termination before the minimum term of a fixed-term contract, in accordance with Article 144 of Law No. 54/2024.
20. “Contractual obligations to be fulfilled upon/after the termination of the contract”: means the obligations that may be fulfilled by the subscriber only on the date of termination of the contract or after that date, and which may include, as applicable:
- a. the obligation to pay the invoice issued by the Donor Operator for the applicable charges for receipt/use of the service after the last day of the billed period up to the date of completion of number porting/service termination by the Donor Operator, where the services used by the subscriber during this period are not or are only partially included in the last invoice issued by the Donor Operator (point 19(a) or 19(b) above);
 - b. the return by the end-user of the terminal equipment included in the integrated tariff package or compensation for the equipment in the event of failure to return it within the deadline set by the Donor Operator under the existing contract (not earlier than the date of service termination by the Donor Operator).

Article 5

Scope of application and general principles

1. This Regulation applies only to the portability of numbers assigned to end-users/subscribers by undertakings to use for public telephone /voice communication service belonging to the following categories of numbers in the National Numbering Plan (NNP):
 - geographic numbers (hereinafter fixed numbers) as defined in point 25 of Article 4 of Law 54/2024;
 - non-geographic mobile numbers (hereinafter mobile numbers) as defined in point 26/a of Article 4 of Law 54/2024.
2. Fixed number portability is applied only between the Donor Operator and the Recipient Operator that are providers of publicly available telephone/voice communication services from fixed locations. A fixed number may be ported/activated only on networks that provide publicly available telephone/voice communication services from fixed locations (public fixed telephone networks) and at a specific geographic location, belonging to the same geographic region/numbering area as before porting, in accordance with the National Numbering Plan and the relevant AKEP Regulation on the Assignment and Use of Numbers and Number Ranges and the National Numbering Plan.⁴
3. Mobile number portability is applied only between the Donor Operator and the Recipient Operator that are providers of publicly available mobile telephone/voice communication services, and a mobile number may be ported/activated only on mobile networks, regardless of location.

² Early termination fee for a fixed-term contract pursuant to point 1/c/iv of Article 180 of Law 54/2024 (point 2 of Article 18 of Regulation 49/2021). This fee is not applicable in the cases provided for in points 6, 8, 9 and 10 and 11 of Article 144 of Law 54/2024.

³ Compensation for terminal equipment: Outstanding obligations related to subsidized terminal equipment and/or equipment included in the integrated tariff package at the time of contract conclusion (pursuant to points 11 and 12 of Article 144 of Law No. 54/2024).

⁴ Currently in force: Regulation No. 10 “*On the Allocation and Use of Numbers and Numbering Series and the National Numbering Plan*”, approved by Decision of the AKEP Steering Council No. 932, dated 11.08.2009, as amended.

4. Number porting/portability does not apply to the transfer of numbers between networks providing services from fixed locations and mobile networks.
5. Number portability follows the principle of technological neutrality. The Donor Operator and the Recipient Operator are not required to use the same technology to provide publicly available telephone/voice communication services to the subscriber, i.e., regardless of the call switching technology used (circuit switching or packet switching). A fixed number may be ported regardless of the fixed network technology (e.g., optical fibre, coaxial cable, copper wire, etc.) used by the Recipient Operator and/or the Donor Operator.
A mobile number may be ported regardless of the mobile network technology (2G, 3G, 4G, 5G, etc.) or the SIM card technology (physical SIM card or eSIM) used by the Recipient Operator and/or the Donor Operator.
6. The Donor Operator is required to accept/approve a porting request only for numbers for which the subscriber/end-user is entitled to request porting, in accordance with the provisions of this Regulation.
7. The technical implementation of number portability does not prevent the subsequent expansion of the scope of secondary legislation on number portability. The Centralized Reference Database shall be able to support the porting of all numbers included in the National Numbering Plan, in accordance with the relevant AKEP acts.
8. The provisions of this Regulation concerning the routing of calls to ported numbers shall be applied by all undertakings of electronic communications networks and/or services that provide voice communication services to their subscribers, as well as by network operators that provide transit of calls, in accordance with the provisions of Article 8 of this Regulation and other relevant AKEP secondary legislation.

CHAPTER II

Technical solutions for number portability and ensuring the availability of the CRDB

Article 6

Obligations for the Preparation of the Recipient/Donor Operator Networks and Testing

1. All operators shall adapt and upgrade their electronic communications networks and systems in line with the increasing number of ported numbers, in order to enable number portability and the implementation of the related number portability obligations as Donor Operators and Recipient Operators, in accordance with the provisions of Law No. 54/2024 and this Regulation.
2. Every operator shall establish its own Local Mirror Database of ported numbers (LMDB), including information on all ported numbers in the Republic of Albania.
3. All operators, in relation to the number porting process, shall mutually exchange information on the use of ported numbers through the CRDB, which records all stages of the number porting process.
4. Communication between the Recipient Operators and the Donor Operators for number porting shall be carried out exclusively through the CRDB.
5. The Recipient Operator and the Donor Operator are responsible for the number transfer process and for the preparation of their electronic communications networks, systems, and

services, and the quality of the existing service shall not be adversely affected during the number transfer process.

6. In order to provide/enable the number portability service, an operator shall establish and test interconnection with other operators before offering the number portability service.
7. Prior to offering the number portability service, operators are obliged to carry out at least the following tests:⁵
 - a. connectivity between the operator and the CRDB in accordance with the instructions of the CRDB Operator, including for the number porting process between the operator and the CRDB, the receipt of notifications on the status of the porting process, and the updating of the LMDB;
 - b. interconnection with other operators as Donor Operators and Recipient Operators for the origination, termination, and transit of calls, SMS and MMS messages (for mobile network operators) to/from ported numbers, including the correct presentation of CLI.

Article 7

Information on ported numbers

1. Information on ported numbers shall be stored in the operators' Local Mirror Databases of ported numbers (LMDB) and in the CRDB, which is a reference database.
2. The CRDB provides information for each ported number, including the network in which the number was located prior to porting, the network in which the number is placed after porting, as well as the exact date and time when the porting becomes effective. All operators that route calls to fixed and mobile numbers shall synchronize their local mirror databases with the Centralized Reference Database at least every six hours.

Article 8

Routing of calls to ported numbers

1. Operators of public telephone networks or publicly available telephone/voice communication services shall, through full automation of the process, support the routing of calls to ported fixed and mobile numbers. The selected routing method shall be the "All Call Query (ACQ)" method.
2. The operator of the mobile network and services in which the call originates shall be responsible for routing the call (direct transfer) or for sending messages to ported numbers in all networks in which the ported numbers are located, in accordance with the technical specifications of ETSI TS 123 066.
3. Operators of public fixed telephone/voice communication services, as well as operators that transit calls between networks, shall be responsible for the correct direct routing of calls to ported numbers of other fixed networks by using the "All Call Query (ACQ)" method.
4. Operators of public mobile telephone/voice communication services, in whose networks calls are originated, as well as operators that route calls from other networks, shall be directly responsible for the proper routing of calls to ported numbers in public mobile electronic communications networks, in accordance with the "All Call Query (ACQ)" method.
5. For the routing of incoming international calls/messages to ported numbers, the first

⁵ The tests shall be performed according to the instructions of the CRDB operator and the AKEP number portability technical specifications document.

operator authorized in the Republic of Albania that receives the incoming international call/message and has a direct relationship with foreign operators shall be obliged to forward them to the appropriate network in which the ported number is currently located, in accordance with the following cases:

a) According to the “All Call Query (ACQ)” method: direct forwarding to the Recipient Operator (the network in which the number is currently located) in cases where the two operators have concluded an interconnection agreement that also covers the forwarding of incoming international calls/messages between those operators for ported numbers. This method shall also apply where the first operator receiving the incoming international call/message is the Initial Donor Operator of the number;

b) According to the “Onward Routing” method: the first operator receiving the incoming international call/message forwards the call/message to the network of the Initial Donor Operator of the number (holder of the number allocated by AKEP), with whom it has an interconnection agreement for the termination of incoming international calls/messages. Thereafter, the Initial Donor Operator shall be obliged to forward the call/message to the Recipient Operator of the number (where the number is currently located), in accordance with the provisions of the relevant interconnection agreement with the Recipient Operator. This method shall apply in cases where the first operator receiving the incoming international call/message has an interconnection agreement with the Initial Donor Operator of the number for the termination of incoming international calls/messages, but does not have such an agreement with the Recipient Operator of the number.

The Initial Donor Operator shall be obliged to pay the Recipient Operator the applicable termination rate communicated by the latter, and shall be entitled to charge the operator that forwards the incoming international call/message the Recipient Operator’s termination rate for such calls/messages, as well as a fee for the database query service and the transit of the call to the Recipient Operator’s network in which the number is currently located. Any disputes that may arise between the Donor Operator and the Recipient Operator regarding the termination rate of incoming international calls/messages to ported numbers (including cases referred to in point (a) above) shall be resolved by AKEP in accordance with the provisions of Article 47 of Law No. 54/2024.

6. Operators may fulfil the obligations set out in this Article either directly or through contractual agreements with a transit operator, a copy of which shall be submitted to AKEP.

Article 9

Notification of ported numbers

1. Operators are obliged to inform their subscribers, by means of a voice message in the form of a beep tone, of the porting of a number, prior to the completion of a call to ported numbers, where the retail tariffs applied for off-net calls are higher than on-net tariffs.
2. The beep tone shall be the same for all operators and shall serve to notify subscribers that the number has been ported, as a transparency measure in cases where tariffs for calls outside the network (off-net/to numbers ported to other networks) are higher than those within the network (on-net/before number porting).

Article 10

Centralized Reference Database (CRDB)

1. For the exchange of data on ported numbers between the local mirror databases of ported numbers (LMDB), the Centralized Reference Database (CRDB) shall be used.
2. The CRDB shall contain information on all ported numbers, including codes for routing calls to ported numbers and transactions between operators (operators, names of Donor Operators and Recipient Operators of the numbers, dates, number of transfers, and information on the status of the number porting process).

3. AKEP ensures the availability of the CRDB by carrying out the relevant public procurement procedures in order to guarantee and secure:
 - a) the platform (hardware) and operating systems (software) of the CRDB (initially and/or any subsequent necessary upgrades);
 - b) the premises for hosting the CRDB platform and operating systems;
 - c) the maintenance and management service for the operation of the platform and systems installed in the CRDB, provided by the CRDB Operator.
4. In order to ensure the continuous, high-quality, and reliable availability of the CRDB, including its operation, AKEP shall periodically (at least once every three years) carry out public consultation processes with stakeholders.
5. The public consultation process referred to in point 4 above shall include discussions with stakeholders regarding the performance and operation of the CRDB, as well as the need, if any, for improvements to the platform and systems installed in the CRDB, and other issues related to the availability of the CRDB.
6. The CRDB Operator shall guarantee impartiality and reliability to electronic communications operators throughout the entire period of providing the maintenance and management service for the operation of the platform and systems installed in the CRDB.

The CRDB Operator shall be independent from all electronic communications operators and shall provide the service in accordance with the principle of non-discrimination, treating equally all electronic communications operators connected to the CRDB (that are obliged to connect to the CRDB), and shall inform them of any development, software, technical, or operational update related to the maintenance and management service of the CRDB.

The technical requirements, including those ensuring the criteria of impartiality and reliability and the principle of non-discrimination, shall be determined by AKEP in the document “*Technical Specifications for Number Portability*”, approved by a Decision of the AKEP Steering Council,⁶ as well as in the relevant technical specification documents/terms of reference in the public procurement procedure for the selection of the CRDB Operator.
7. The CRDB Operator shall be responsible for operating the platform and shall guarantee the availability of the database functions, including the necessary software developments (including technical/operational developments) required for changes in the number portability process in accordance with the provisions of this Regulation and other relevant AKEP acts related to number portability.
8. The technical specifications for the hosting environment of the CRDB platform and operating systems shall be determined by AKEP in the relevant public procurement procedure, where hosting is to be carried out in premises other than those of the CRDB Operator.

Notwithstanding the above paragraph and point 3(b) of this Article, in order to guarantee and secure the hosting environment for the CRDB platform and operating systems, AKEP may use its own premises and/or those of specialized public institutions that ensure secure 24/7 hosting, at no additional cost or at significantly lower cost than that offered by economic operators in the market.
9. The CRDB Operator shall comply with the legal provisions on the protection of personal data.
10. Based on reports and statistics produced by the CRDB, AKEP shall periodically publish reports containing information and statistics on number porting, the performance of the CRDB, and the performance of operators in number porting.

⁶ The document “*Technical Specifications for the Implementation of Number Portability*”, approved by Decision of the AKEP Steering Council No. 1318, dated 14.06.2010, will be amended by AKEP in order to reflect all changes related to number portability, including those adopted through this Regulation.

Article 11

Prior notification of end-users

1. The originating network operator shall transmit a **beep tone** to the calling party when making a call to a ported number, where the retail tariffs for off-net calls/SMS are higher than those for on-net calls/SMS.
2. Operators shall inform subscribers about the possibilities referred to in this Article and the manner of submitting a request, in accordance with the relevant recommendations (recommendations on transparency and the publication of information).
3. AKEP, through the CRDB Operator, shall provide a website at www.portabiliteti.al with information on the number porting process, so that interested parties may, inter alia, obtain information regarding the process of porting a number.

Article 12

Use of routing codes

1. For the transfer of calls to ported numbers, routing codes determined by AKEP shall be used, in accordance with the specifications set out in the relevant AKEP Regulation on the Assignment and Use of Numbers and Number Ranges and the National Numbering Plan.
2. For the purpose of routing calls to operators' ported numbers, AKEP shall be obliged to ensure the assignment of number portability routing codes.
3. The routing code referred to in the paragraph above is defined as follows: the numerical value of the Number Portability Routing Prefix is 99 X₁X₂, where:
 - a) 99 – is the access code for number portability;
 - b) X₁X₂ – is the identifying number of the undertaking that provides the service.
4. Operators shall ensure that subscribers are not able to dial routing codes. Any such attempt shall be detected and rejected by the system.
5. Operators shall be obliged to use the routing code for routing calls to ported numbers.

CHAPTER III

Number porting process

Article 13

Eligibility for porting a number and number portability request

1. The porting process is based on the “*one-stop shop*” principle. A subscriber/end user who wishes to port a number shall submit a request for the possibility of number porting to the Recipient Operator.
2. In order to be eligible for number porting, the end user must be using an Active Number as a subscriber of the Donor Operator, or the end user must have used a Deactivated Number for which, upon termination of the contract with the Donor Operator, they have not waived the right to port that number. The request for number porting shall be carried out in accordance with the procedures and time limits set out in this Regulation.
3. The number porting process shall be recipient-led, meaning that the Recipient Operator shall be responsible for submitting the subscriber's porting request to the Donor Operator, monitoring the number porting process, and sending the relevant notifications to the subscriber regarding the process, in accordance with the provisions of this Regulation.
4. The application form for number portability for end users is attached to this Regulation as Annex 1.

Article 14

Obligations of the Receiving Operator

1. Prior to the start of the number porting process, the Recipient Operator shall verify the identity of the applicant person/subscriber submitting the number porting request.

Where the applicant is a consumer (individual) subscriber of the Donor Operator, identification by the Recipient Operator shall be carried out by verifying an identification document that proves the person's identity, including their Personal Identification Number, through a valid identification document such as an Identity Card or Passport.

Where the applicant is a business subscriber (natural or legal person) of the Donor Operator, identification by the Recipient Operator shall be carried out by verifying an identification document that proves the identity of the authorized representative of the applicant, including their Personal Identification Number, through a valid identification document such as an Identity Card or Passport, as well as by verifying a simple extract/historical record of the natural or legal person.

Upon completion of the successful number porting process, the Recipient Operator shall register the data of the ported subscriber in accordance with the relevant registration form approved by AKEP, pursuant to the applicable legal provisions.

The Recipient Operator shall keep and archive all documentation related to the number porting process, including the number porting request, and, upon request by AKEP, to submit it electronically or in hard copy within the deadline specified by AKEP.

2. The Recipient Operator shall, through the CRDB, submit the number porting request to the Donor Operator, based on the subscriber's request in accordance with the form in Annex 1. The Recipient Operator shall be obliged to provide the subscriber with a printed or electronic copy of the porting request in accordance with the form in Annex 1. Where the time of entry of the request into the CRDB system by the mobile Recipient Operator differs from the time of submission of the request by the subscriber, the Recipient Operator shall notify the subscriber by SMS of the time at which their porting request was entered into the system. In any case, the Recipient Operator shall enter the request into the CRDB system no later than one working day from the submission of the request by the subscriber.
3. The Recipient Operator shall be obliged to ensure that the use of the number after import is in accordance with the rules on the use of numbers set out in the relevant AKEP Regulation on the Assignment and Use of Numbers and Number Ranges and the National Numbering Plan.
4. The Recipient Operator shall inform the subscriber who submits a number porting request about the number transfer process, including:
 - a) the period during which the porting process will be carried out;
 - b) the period when service activation in the Recipient Operator's network will begin;
 - c) the services of the Recipient Operator;
 - d) the responsibilities and conditions for the transmission of warning notifications to subscribers when callers call ported numbers;
 - e) the reasons for refusal of number porting requests;
 - f) the reasons for delays in the number transfer.
5. Where the Recipient Operator conducts the porting process without the subscriber's authorization, the number shall be returned to the Donor Operator's network, and the subscriber and the Donor Operator shall have the right to claim compensation for damages.
6. For the provision of services on its network, in addition to the information required under Article 141 of Law No. 54/2024 and other applicable laws and secondary legislation, the Recipient Operator shall be obliged to provide the subscriber submitting a porting request with all necessary information, in particular the information set out in Annex 1 to this Regulation, including:
 - a) that a request to port an Active Number constitutes a request to terminate the existing contract with the Donor Operator, and that the completion of number porting shall automatically terminate the subscriber's existing contract with the Donor Operator, but shall not terminate the subscriber's obligations towards the Donor Operator under the existing contract (or the previous contract where the porting request concerns a Deactivated Number), where such obligations exist and are to be paid/fulfilled in accordance with the relevant notification(s) from the Donor Operator;

- b) any obligation that the subscriber must pay to the Recipient Operator prior to concluding the contract; and
- c) where necessary, the technical specifications of the Recipient Operator's network interface and whether the subscriber will be able to use existing terminal equipment on the Recipient Operator's network.

Article 15

Obligations of the Donor Operator

1. All donor operators that use fixed or mobile numbers shall be obliged to support the number porting process and the execution of number porting to the Recipient Operator, in accordance with the provisions of this Regulation.
2. The Donor Operator shall not be obliged to accept a request to port a number to the Recipient Operator where the number is:
 - a) an Active Number, as defined in point 12 of Article 4 of this Regulation, which has been activated for the first time with the Donor Operator (as a new number or as a number ported from another Donor Operator) for less than 1 (one) month;
 - b) a Deactivated Number, as defined in point 13 of Article 4 of this Regulation, which has been deactivated by the Donor Operator for more than 1 (one) month;
 - c) a Deactivated Number, as defined in point 13 of Article 4 of this Regulation, for which, upon termination of the contract with the Donor Operator, the end user has expressly waived the right to port the number after its deactivation.
3. The Donor Operator shall be obliged to carry out number porting even where the services contracted with the subscriber have been suspended or temporarily unilaterally interrupted prior to the contract being deemed terminated in accordance with the applicable legal and secondary legislation, due to non-payment of invoiced obligations by the subscriber. In cases where, due to non-payment of the monthly invoice, the subscriber is subject to unilateral suspension of the contracted services, the Donor Operator shall be obliged to conditionally accept the porting request, and the request shall be approved and the number ported only once the subscriber has settled the invoiced obligation with the Donor Operator, in accordance with the provisions of this Regulation.
4. The Donor/Transferring Operator, in addition to what is provided for in Articles 141 and 180 of Law No. 54/2024 and the relevant secondary legislation, shall ensure that end users/subscribers are appropriately informed in the contract/general terms and conditions of the contract about: their right to number porting; their right to reimbursement of remaining or unused credit in the use of prepaid services; and their right to compensation in cases of delays or abuses by the Donor Operator in porting the subscriber's number, in accordance with points 1(c)(ii) and 1(c)(iii) of Article 180 of Law No. 54/2024.
5. Where a ported number enters the status of Deactivated Number (as defined in point 13 of Article 4 of this Regulation) and remains in this status for more than three (3) months from the date of deactivation, and the former end user has not exercised the right to port the number within this period, or where the number is withdrawn from the subscriber for reasons set out in the applicable legal and secondary legislation, the ported number shall revert to the Initial Donor Operator (IDO), which holds the right of use of the number assigned by AKEP. The Recipient Operator shall notify the Initial Donor Operator of such numbers by updating the relevant information in the CRDB, in accordance with the instructions of the CRDB Operator.
6. All mobile operators shall be obliged, every three (3) months, during the first five (5) working days of the months of January, April, July, and October, to carry out the repatriation process (return to the Initial Donor Operators) of ported numbers in their networks that have remained in the status of Deactivated Number for more than 1 (one) month from the date of deactivation. For fixed networks, the update and repatriation process shall be carried out annually in the month of January.

7. Subscriber data relating to a porting request shall be treated by the Donor Operator with the utmost confidentiality and shall be used exclusively for the purpose of executing number porting. During the 35-day Pending status period created in accordance with Article 18 of this Regulation for a porting request conditionally accepted subject to settlement of contractual obligations by a post-paid subscriber, the Donor Operator shall be prohibited from offering individual offers, bonuses, or other preferential conditions to the subscriber who has submitted a porting request.
8. The Donor Operator shall have the right to reject a number porting request only for the reasons referred to in Article 18, point 5(c) of this Regulation.
9. The Donor Operator shall have the right to conditionally accept a number porting request from a post-paid subscriber only where, on the date of receipt of the porting request by the Donor Operator via the CRDB / the date of conditional acceptance of the request, the subscriber has “Contractual obligations to be fulfilled prior to termination of the contract/number porting”, as defined in point 19 of Article 4 of this Regulation.
The Donor Operator may not include additional obligations within the “contractual obligations to be fulfilled prior to termination of the contract/number porting”, other than those specified in the existing contract between the Donor Operator and the subscriber for the service that includes the number to be ported, and which are applicable in the event of termination of the contract at the subscriber’s request, in accordance with Article 144 of Law No. 54/2024 and other applicable legal and secondary legislation.
Contractual obligations to be fulfilled upon/after termination of the contract/number porting, as defined in point 20 of Article 4 of this Regulation, shall not constitute grounds for conditional acceptance of a porting request for an Active Number. Such obligations may be paid/fulfilled by the subscriber only on or after the date of contract termination/service cessation by the Donor Operator, in accordance with the relevant notification from the Donor Operator.
The Donor Operator shall have the right to conditionally accept a porting request from a former post-paid subscriber for a Deactivated Number only where, on the date of receipt of the porting request via the CRDB / the date of conditional acceptance, the subscriber/end user has outstanding obligations under the previous contract with the Donor Operator (which may include any type of unfulfilled obligation under points 19 and 20 of Article 4 of this Regulation).
10. The Donor Operator shall be obliged to accept a number porting request where none of the rejection or conditional acceptance criteria are met.
11. In cases of rejection of a number porting request due to mismatch of ID/NIPT, or conditional acceptance of a porting request for a post-paid number, the Donor Operator shall notify and inform the subscriber through a durable medium of communication (SMS for mobile operators) and shall carry out the relevant actions and processes for correction of the ID and/or execution of the number porting, in accordance with the requirements and deadlines specified in points 12(b), 13, and 14 of Article 18 of this Regulation.
12. After the porting date/service termination, the Donor Operator shall have the right to invoice a post-paid subscriber only for “Contractual obligations to be fulfilled upon/after termination of the contract”, which are additional obligations arising during the Pending status that were not included in the invoicing of “Contractual obligations to be fulfilled prior to termination of the contract/number porting”, or which may only be fulfilled by the subscriber after service/contract termination by the Donor Operator, such as the return of terminal equipment.
13. The Donor Operator shall ensure that subscriber data in the subscriber database(s) used for verification of number porting requests are synchronized with the subscriber data in the database(s) used by Donor Operator staff at the undertaking’s sales points.
14. The Donor Operator, upon request, shall be obliged to reimburse consumer-category subscribers for their remaining or unused prepaid credit for mobile communications services, in accordance with the provisions of Article 22 of this Regulation.

Article 16

Rights and Obligations of the Subscriber

1. Number portability is a right of the subscriber in their contractual relations with the Donor Operator and the Recipient Operator. The subscriber has the right to retain their number when changing operators.
2. A subscriber/end user may port a number by concluding a contract with the Recipient Operator and by signing, with the Recipient Operator, a request for number porting from the Donor Operator (in accordance with Annexes 1 and 2 to this Regulation).
The subscriber's request to port an Active Number, signed with the Recipient Operator, constitutes an expression of the subscriber's intention to terminate/close the existing contract with the Donor Operator, and the submission of the request by the Recipient Operator to the Donor Operator via the CRDB constitutes a request for termination of the subscriber's existing contract with the Donor Operator.
The existing contract with the Donor Operator and the new contract with the Recipient Operator may be prepaid or post-paid. The new contract with the Recipient Operator shall enter into force only in the event of successful completion of number porting and on the date of activation of the ported number with the Recipient Operator.
3. The successful completion of the porting process of an Active Number shall automatically terminate the contract between the subscriber and the Donor Operator, but shall not terminate the subscriber's obligations under the existing contract with the Donor Operator that arose prior to completion of the porting.
The successful completion of the porting process of a Deactivated Number shall not terminate the obligations arising from the previous contract with the Donor Operator that existed prior to completion of the porting.
In particular, a post-paid subscriber shall be obliged to pay (settle) or fulfil any obligation, in accordance with point 19 of Article 4 of this Regulation (where applicable), arising from the existing contract (or the previous contract in the case of a Deactivated Number) with the Donor Operator prior to acceptance/execution of the porting request, and/or any obligation, in accordance with point 20 of Article 4 of this Regulation (where applicable), arising from the existing contract with the Donor Operator and which may be fulfilled only after service termination by the Donor Operator/porting of the subscriber's number.
4. No contract between a subscriber and an operator may exclude the subscriber's right to port a number. Contractual clauses that exclude or limit the subscriber's right to port a number, in contradiction with the provisions of Law No. 54/2024 and this Regulation, shall be null and void.
5. A post-paid subscriber whose number porting request has been conditionally accepted by the Donor Operator shall pay the Donor Operator all unpaid obligations/invoices arising from the existing contract, in accordance with points 19(a) and 19(b) of Article 4 of this Regulation and the relevant notification from the Donor Operator, prior to acceptance/execution of the porting request by the Donor Operator. Otherwise, the porting request shall be automatically cancelled/considered rejected upon expiry of the 35-day period.
6. A post-paid subscriber whose number porting request has been conditionally accepted by the Donor Operator shall fulfil all applicable obligations arising from the existing contract due to early termination of the fixed-term contract, including compensation for subsidized telephone devices or other terminal equipment included in the integrated tariff package, in accordance with point 19(c) of Article 4 of this Regulation and the relevant notification from the Donor Operator, prior to acceptance/execution of the porting request by the Donor Operator.
7. The subscriber shall be eligible to port a number only 1 (one) month after becoming a subscriber of the Donor Operator (either through the allocation/activation of services with a new number by the Donor Operator or through porting of the number from another Donor

Operator), and the subscriber shall retain the right to port that number as its former end user for up to 1 (one) month after the date of termination of the contract/deactivation of the number by the Donor Operator.

The subscriber/end user shall have the right to request the porting of an Active Number currently in use with the Donor Operator or a Deactivated Number previously in use with the Donor Operator, within the following time limits:

- Active Number: not earlier than 1 (one) month from the date of becoming a subscriber of the Donor Operator (date of first activation of the number with the Donor Operator as a new number or as a number ported from the Initial Donor Operator);
- Deactivated Number: no later than 1 (one) month from the date of termination of the previous contract/deactivation of the number by the Donor Operator, unless the end user has expressly waived this right.

(Note: The Active/Deactivated Number requested to be ported may be a number first activated as a new number with the Donor Operator (Initial Donor Operator) or a number previously ported to the Donor Operator from another donor operator.)

8. Subscribers shall be obliged to notify the undertaking with which they have concluded the subscription contract of any changes to their data registered in the undertaking's database, based on the relevant documentation. During the execution of a porting request, the subscriber may be required to correct identification details in the Donor Operator's network, in accordance with the provisions of this Regulation.
9. Consumer-category subscribers shall have the right to request reimbursement from the Donor Operator for their remaining or unused prepaid credit used for prepaid services, up to the date of service termination/number porting by the Donor Operator, in accordance with the provisions of Article 22 of this Regulation.

Article 17

Administrative Procedure for Number Porting

1. The porting process is initiated by the subscriber. The subscriber contacts the Recipient Operator and expresses in writing their intention to conclude a contract/obtain service from the Recipient Operator and to port the specified number, in accordance with Annex 1 to this Regulation. The Recipient Operator shall inform the subscriber of their rights and obligations in accordance with the provisions of this Regulation.
2. After the Recipient Operator has completed the identification and information of the subscriber in accordance with this Regulation and is ready to conclude a contract (post-paid or prepaid) with the subscriber and to import the number, and the subscriber agrees to the terms and conditions for the provision of services by the Recipient Operator, the subscriber shall complete and sign the relevant Number Porting Form in accordance with Annex 1 to this Regulation.
The time limits for the porting process shall be calculated starting from the Time of Entry of the Porting Request into the CRDB System by the Recipient Operator.
3. The subscriber may not withdraw from the number porting request after completing the form and submitting the porting request to the Recipient Operator and after the porting request has been entered into the CRDB by the Recipient Operator.
4. The Recipient Operator shall review the subscriber's application in accordance with standard procedures and shall proceed with the porting process in accordance with the provisions of this Regulation. Where the Recipient Operator refuses to provide services to the subscriber, it shall inform the subscriber in writing (SMS, email, letter, etc.), including the reasons for refusal.

Article 18

Porting Request and Response

1. After the subscriber completes the number porting request in accordance with Article 17 of this Regulation, the Recipient Operator shall submit the porting request to the CRDB immediately or within the time limits set out in this Regulation, but no later than one working day from the time the subscriber submits the request, and shall notify the subscriber of the time the request is entered into the system, in accordance with this Regulation. The porting request shall contain, and shall be in accordance with, the form in Annex 1 to this Regulation.
2. The Donor Operator shall be notified via the CRDB of the number porting request, including the desired date of number transfer, as set out in the form in Annex 1.
3. The Centralized Reference Database shall immediately check the accuracy of the porting request as quickly as possible, in particular whether the number to be ported is a geographic or mobile number and whether it is correctly located in the Donor Operator's network. If any error is detected, the Centralized Reference Database shall immediately send an error message to the Recipient Operator. The Recipient Operator shall be obliged, in cooperation with the Donor Operator and the subscriber, to correct the detected error in the porting request within the deadline set out in this Regulation.
 - a) If an error is detected, the Centralized Reference Database shall immediately send an error message to the Recipient Operator.
 - b) If the Centralized Reference Database does not detect any error, it shall immediately register the porting request, assign a reference number, and confirm receipt of the request, including the assigned reference number. The Centralized Reference Database shall then immediately forward the porting request to the Donor Operator, including the assigned reference number.
4. Upon receipt of a porting request, the Donor Operator shall check/verify, in the following order:
 - i. whether the number to be ported is an Active Number or a Deactivated Number with the Donor Operator (as defined in points 12 and 13 of Article 4 of this Regulation) and the relevant time limits for the right to request porting of an Active/Deactivated Number (as set out in point 7 of Article 16 of this Regulation);
 - ii. whether the subscriber's personal identification number (ID) provided in the porting request matches the subscriber's ID in the Donor Operator's subscriber database;
 - iii. whether the subscriber's NIPT number provided in the porting request matches the subscriber's registered NIPT number in the Donor Operator's database (applies only to subscribers that are natural or legal persons registered with a NIPT number);
 - iv. whether the number to be ported has outstanding contractual obligations under the existing contract for an Active Number or the previous contract for a Deactivated Number (applies only to post-paid numbers).

The verification by the Donor Operator shall be fully automated in its subscriber database(s) (prepaid and post-paid) for the following fields:

- MSISDN number;
- status (Active/Deactivated) and activation/deactivation date;
- subscriber ID (Personal Identification Number for individuals, or NIPT for businesses, and ID for individual users of numbers);
- debtor/outstanding contractual obligations.

Verification/checking of outstanding obligations (applicable only to post-paid users/subscribers) may be carried out through internal communications within the Donor Operator's structures, but shall not take longer than four (4) working hours from receipt of the request.

5. After examination, the Donor Operator shall send the response to the porting request to the Centralized Reference Database. The porting response shall contain:
- the reference number of this porting process;
 - Acceptance (Approval), Rejection (negative response), or Conditional Acceptance of the request;

a) Rejection reasons for a porting request

In the case of a negative response (Rejection), the DO includes an indicator regarding the relevant reason for rejecting the porting request. Except for cases of exceeding the daily capacity under point 10 below, a request may be rejected only for the following reasons:

- i. the number to be ported is not located at the Donor Operator network
This response is generated automatically by the CRDB.
- ii. the number to be ported does not have the right to/cannot be ported because it is:
 - a. an Active Number but its end user has been a subscriber of the Donor Operator for less than 1 (one) month; or
 - b. a Deactivated Number that has been deactivated by the Donor Operator for more than 1 (one) month, or a Deactivated Number for which the end user has expressly waived the right to port that number;
- iii. the subscriber's Personal Identification Number (ID) provided in the porting request does not match the subscriber's ID in the Donor Operator's database;
- iv. the subscriber's NIPT number provided in the porting request does not match the subscriber's registered NIPT number in the Donor Operator's database (applies only to subscribers that are legal entities registered with a NIPT number with the Donor Operator).

b) Conditional Acceptance of a porting request

In the case of Conditional Acceptance of a porting request, the DO includes in the response the reason that the subscriber/end user who submitted the request has outstanding obligations under the existing contract (where the request concerns an Active Number) or the previous contract (where the request concerns a Deactivated Number).

The Donor Operator's response of Conditional Acceptance applies only to post-paid subscribers where the subscriber/end user of the number:⁷

- i. for an Active Number: has outstanding obligations under the existing contract only for "Contractual obligations to be fulfilled prior to termination of the contract/number porting" as defined in point 19 of Article 4 of this Regulation;
- ii. for a Deactivated Number: has outstanding obligations under the previous contract with the Donor Operator (which may be any type of unfulfilled obligation under points 19 and 20 of Article 4 of this Regulation).

The Donor Operator's Conditional Acceptance response shall be sent to the CRDB, where a Pending Status is created and the Recipient Operator is notified that the request has been conditionally accepted and has entered Pending Status.

The porting request shall remain in Pending Status until the subscriber settles the relevant obligations with the Donor Operator, but not longer than 35 calendar days from the date this status is created.

Once the subscriber fulfils the obligations, the Donor Operator shall accept the porting request by notifying the Recipient Operator via the CRDB system, and the request

⁷ If a contract with a business subscriber includes a group of mobile numbers and different end users, the obligations (and contracts) for users who individually pay the invoices issued by the operator for the numbers they use (i.e., not paid by the Business subscriber) are individual. In such cases, these users may not be denied the right to port their number, nor may their porting request be refused, due to the obligations or benefits of other users within the same group or of the Business subscriber.

moves from Pending Status to Accepted Status, after which the relevant processes for completion of number porting shall continue.

If the subscriber fails to fulfil the obligations / the Donor Operator fails to send the acceptance message within the maximum 35-day Pending Status period, the case shall be closed by the CRDB and the request shall be considered Rejected.

In cases of a negative response (rejection for the reasons in points a/iii and a/iv above) and conditional acceptance (point (b) above), the Donor Operator shall be obliged to cooperate with the subscriber and the Recipient Operator to enable correction of the identified error in the subscriber's data and/or payment of obligations by the subscriber in order to complete the number porting process within the deadlines set out in this Regulation. During this process, the Donor Operator is prohibited from offering individualized offers/bonuses to the subscriber.

6. All operators of mobile electronic communications networks and/or services shall apply full automation to examine and process porting requests and responses in their role as Donor Operator. For mobile Donor Operators, the time between receipt of a porting request and the response via the CRDB system shall not be longer than five (5) minutes in 100% of cases in the calendar month for prepaid subscribers. For mobile post-paid users, this time limit shall not be longer than four (4) working hours in 90% of cases in the calendar month and not longer than one (1) working day in 100% of cases in the calendar month.
7. For mobile Donor Operators, the time between receipt of a porting request and the response, where 1 (one) porting request includes more than 10 numbers of a business-category subscriber, shall not be longer than three (3) working days.
8. For operators of fixed electronic communications networks and/or services, the time between acceptance of the porting request and the response via the CRDB system shall not be longer than six (6) working hours in 90% of cases in the calendar month and not longer than three (3) working days in 100% of cases in the calendar month.
9. For fixed Donor Operators, the time between receipt of a porting request and the response, where 1 (one) porting request includes more than 10 numbers of a business-category subscriber, shall not be longer than five (5) working days.
10. The maximum number of requests that may be accepted in the CRDB addressed to the same donor operator within one working day is 3000. The maximum number of requests that may be accepted in the CRDB and processed within the day, addressed to the same donor operator within one working day, is 2500. The maximum capacity figures set out in this point may be increased or amended through separate administrative acts issued by AKEP in implementation of this Regulation, also depending on improvements in the CRDB system (hardware and software) and market dynamics.
11. If the Donor Operator does not send the porting response within the time limits set out in paragraphs 5, 6, 7, 8, and 9 of this Article, the Centralized Reference Database shall act as if it has received a positive response for porting.
12. In the event of rejection or conditional acceptance of a porting request by the Donor Operator for the reasons referred to in points 5(c) and 5(d) above:
 1. After receiving the response from the CRDB system, the Recipient Operator shall immediately notify and inform the subscriber (by SMS for mobile operators) of the reasons for rejection or conditional acceptance, as well as the alternatives for correcting errors/settling obligations:
 - i) in case of rejection due to ID mismatch, the subscriber is advised to contact the Donor Operator to correct the ID data registered with the Donor Operator;
 - ii) in case of conditional acceptance, the subscriber is informed that they have contractual obligations towards the Donor Operator and is advised to settle/fulfil them according to the notice they will receive from the Donor Operator.
 2. The Donor Operator, no later than 8 (eight) hours/1(one) working day from the rejection of the porting request due to ID/NIPT mismatch, or from the conditional

acceptance of the porting request, shall notify and inform the subscriber (by SMS for mobile operators) of the reason(s) for rejection or conditional acceptance of the number porting request, including in this notification:

- i) in case of rejection due to ID/NIPT mismatch:
 - advising the subscriber to visit the Donor Operator's points of sale to correct identification data using the relevant form.
- ii) in case of conditional acceptance due to the post-paid subscriber's obligations:
 - information on the total and detailed monetary amount of the "Contractual obligations to be fulfilled prior to termination of the contract/number porting" (point 19, Article 4) that the subscriber must pay as a condition for acceptance of the porting request by the Donor Operator/termination of the contract with the Donor Operator, as well as the maximum deadline for payment of these obligations of 30 calendar days from the date of notification, and that if these obligations are not paid the porting request will be rejected and the relationship between the subscriber and the Donor Operator will continue under the existing contract;
 - information on "Contractual obligations to be fulfilled upon/after termination of the contract" (point 20, Article 4), if any, such as billing for the remaining period up to the date of contract/service termination by the Donor Operator and/or return of terminal equipment included in the integrated tariff package or compensation for the equipment if it is not returned within the deadline set by the Donor Operator under the existing contract (not earlier than the date of service termination by the Donor Operator).

In the case where 1 (one) porting request contains more than 10 mobile numbers of a business category subscriber, and with individual billing/payment (footnote no. 7), the deadline referred to in point 2 is increased by 1 business day for every 10 post-paid mobile numbers, part of the same (multiple) porting request.

13. Upon the subscriber's appearance at the Donor Operator, in accordance with point 12(2) above, the Donor Operator shall:

- carry out identification and correction of the subscriber's data based on the ID and Personal Identification Number provided by the subscriber, through a valid identification document/means, using the relevant form for this purpose. The Donor Operator shall provide the subscriber with a copy of the form signed by the Donor Operator;
- provide the subscriber with the relevant invoice for settlement of the "Contractual obligations to be fulfilled prior to termination of the contract/number porting" and/or a payment order/receipt (proof of settlement/payment of the relevant obligations).

14. The Donor Operator shall, immediately, or at most:

- within 4 (four) working hour after the correction of identification data;
- within 8 (eight) working hours after payment by the subscriber at one of the Donor Operator's points of sale (16 hours/2 working days after a bank payment / submission of the bank payment order by the subscriber) of all "Contractual obligations to be fulfilled prior to termination of the contract/number porting" (point 19, Article 4), update its database referred to in point 4 of this Article and carry out the subsequent actions for acceptance and/or execution of the porting request.

15. Recipient Operators shall submit porting requests in the CRDB system and Donor Operators shall return responses to porting requests in the CRDB system every working day from 08:00 to 17:00. The message for the execution of portability (Npexec) may be sent up to sixty (60) minutes before the end of the CRDB system operating hours stated above.

16. The activation time of the ported number shall not be longer than twenty-four (24) hours from the time the request is submitted into the system by the Recipient Operator. An exception to this deadline shall apply where the request must be processed during official public holidays or where the request is rejected or conditionally accepted by the Donor Operator for the reasons set out in this Regulation. In such cases, the time shall be calculated from the moment the request is entered into the CRDB system by the Recipient Operator. An additional exception to the 24-hour deadline applies where the subscriber has expressed, in the form in Annex 1, their wish for porting to be completed within a period longer than 24 hours.

Article 19

Porting Confirmation

1. When the Centralized Reference Database receives a positive porting response from the Donor Operator, it shall immediately forward it to the Recipient Operator and record this information in the database.
2. The Recipient Operator may not choose a porting time later than the next working day, except where the subscriber requests that porting be completed within a different timeframe. The time period between the confirmation of porting and the porting time shall be no more than six (6) hours.
3. The Centralized Reference Database shall immediately forward the porting confirmation to the Recipient Operator. The porting confirmation is an authentic confirmation of the completion of the porting process and shall contain:
 - a) the reference number of this porting process;
 - b) the number to be ported;
 - c) the subscriber's name;
 - d) the code of the Donor Operator;
 - e) the code of the Recipient Operator; and
 - f) the date and time when porting will take place.
4. When the Centralized Reference Database receives a negative response, it shall immediately forward the response to the Recipient Operator. In this case, the porting process has been completed unsuccessfully and, depending on the reason for failure, the Recipient Operator may initiate another process.
5. During the number transfer process, the subscriber's electronic communications services may be interrupted; such services shall resume as soon as possible, but no later than one (1) working day.
6. In the event of failure of the porting process that may result in loss of service for the subscriber, for any reason after acceptance of the porting request and the corresponding CRDB messages for the release of the number by the Donor Operator, the Recipient Operator shall immediately inform the Donor Operator, requesting the Donor Operator to reactivate the number and the related services for the end user until the number is successfully ported. The Donor Operator shall reactivate immediately, but no later than 1 (one) working day (calendar day where technically feasible) from receipt of the Recipient Operator's request, and shall continue providing its services to the subscriber under the same terms and conditions until services with the Recipient Operator have been activated.
7. Access network operators or the operators of associated facilities used by the Donor Operator and/or the Recipient Operator, or by both jointly, for providing voice communication services to their subscribers, shall take measures to ensure that porting is carried out without delays and that service is provided without interruption for the end user, in accordance with the instructions of the Recipient Operator and/or the Donor Operator. In any event, all parties involved in a porting process (Recipient Operator, Donor Operator, and access network operators) shall ensure that any service interruption during the number porting process does not exceed one (1) working day.

Article 20

Escalation / Review

1. Each operator that uses fixed or mobile numbers shall designate a contact person, who shall have a telephone number and an email address, and who shall be responsible for handling cases that cannot be resolved through the standard electronic messages defined in this Chapter. The Centralized Reference Database shall maintain an intranet page containing the contact details of all operators' contact persons.
2. Where a porting request cannot be resolved through the exchange of standard electronic messages, the contact person of the Recipient Operator shall directly contact the contact person of the Donor Operator. In compliance with the "one-stop shop" principle of number porting, operators shall find a solution within the time limits set out in this Regulation, but no later than eight (8) working hours for other cases, by exchanging and updating accurate data in the interest of the subscriber and the continuation of the porting process.
3. Where specific technical or operational problems recur, electronic communications operators and the CRDB Operator shall cooperate in expanding the technical specifications in order to resolve such problems.

CHAPTER IV

Payments by Operators and Reimbursements and Compensation for Portability

Article 21

Coverage of financial costs and payments

1. AKEP shall cover the costs of ensuring the availability of the CRDB, as referred to in Article 10, paragraph 3 of this Regulation, in accordance with the relevant planned expenditures in its annual budget.
2. The annual costs/expenditures of AKEP referred to in paragraph 1 of this Article shall be fully covered/financed by the annual payments of electronic communications operators for number portability.
3. The payments of electronic communications operators referred to in paragraph 2 of this Article shall be calculated by AKEP on the basis of:
 - a. the total amount of the relevant expenditures provided for in AKEP's annual budget, or contracted with the relevant economic operators selected in accordance with the procedures set out in Article 10, paragraph 3 of this Regulation (the CRDB Operator and/or, as applicable, the economic operator for hosting facilities and/or the economic operator providing the CRDB platform (hardware) and operating systems (software) (initially and/or any subsequent necessary upgrades));
 - b. Covering/financing the total expenses referred to in point 3/a of this article as follows:
 - i. from the fixed payments of all public electronic/telephone communications operators that have the obligation (according to this Regulation or other legal and sub-legal acts) to connect to CRDB or that are directly connected to CRDB (physical and/or virtual connection with VPN);
 - ii. from the proportional payments of public electronic/telephone communications operators (OM), based on the quantity of 'port-in' numbers realized by each of them (as OM) in relation to the total quantity of numbers ported during the previous financial/calendar year by all operators.
 - c. Calculation of the annual obligation/payment (fixed and proportional according to points 3/b/i and 3/b/ii above) for number portability for each operator according to the following formulas:
 - i. The Fixed Obligation or Payment per Operator is equal for all operators connected to CRDB, in the amount of 50 thousand Lek;

- ii. The Proportional Obligation or Payment is based on quantity of the ported-in numbers by the operator and is calculated as:
[(Total Budgeted Expenditures for the current year according to point 3/a) – Total Fixed Obligations/Payments according to point 3/c/i) / (total amount of numbers ported during the previous financial/calendar year by all operators)] x [quantity of ‘port-in’ numbers received by the respective operator as RO during the previous year].
4. The financial value of the obligation/payment calculated for each operator according to point 3/c (i and/or ii) of this article is invoiced to the respective operators by AKEP within the month of March of each current year and they are obliged to make the payment to the account number specified in the invoice, and within the deadline specified in the invoice, no later than 30 (thirty days) from the date of invoicing through the fiscal system/receipt of the notification.
5. Each operator shall cover its own financial costs for adapting its network to enable number portability and the costs for maintaining facilities, including the automation of the processes for processing requests for response to porting requests as DO.

Each operator connected to the CRDB shall be obliged to pay the annual invoice issued by AKEP according to the provisions of points 3 and 4 of this article.

In addition to the above, each new operator that connects to the CRDB after 02.02.2026 shall be obliged to pay AKEP (according to the relevant invoice) a fee for initial connection (connection fee) with the CRDB in the amount of 20,000 Lek, to cover the operational costs necessary for AKEP/the CRDB operator to perform the relevant configurations. The CRDB operator shall perform the relevant configurations only after confirmation by AKEP of the payment made by the relevant operator. The income from this fee is paid into the budget of the current year (when the payment is made) of AKEP.

The fee for initial connection is also applied in the event of re-connection of an operator to CRDB, or other cases that require additional configurations/testing by the CRDB operator with the relevant operator, according to AKEP instructions on a case-by-case basis.

6. Each operator, as a Donor Operator (DO) and/or the Recipient Operator (RO), has the obligation not to apply any direct charge/fee to end-users/subscribers for the number porting service, including fees charged by the Donor Operator for changing a tariff plan from post-paid to prepaid for subscribers who have expressed their intention to port their number.
7. The DO has the right to apply a (wholesale) fee to the RO for number porting, which is paid by OM according to the respective monthly invoice, and this fee shall not be higher than 500 Lek (excluding VAT)/ 600 Lek (including VAT) for each number successfully ported from DO to RO.

Article 22

Reimbursement of unused prepaid service credits

1. Consumer-category subscribers who are prepaid users of public electronic communications services (mobile) have the right to request reimbursement from the Donor Operator (DO) for their remaining or unused credits as of the date of service termination by the DO / the date of number porting.
2. The Donor Operator shall carry out reimbursement of the consumer in accordance with the provisions of the existing contract with the subscriber and the relevant reimbursement procedures, drawn up and published in compliance with Article 180, paragraph 1(c)(iii) of Law No. 54/2024. Such procedures shall be simple and in compliance with the provisions of this Article and the applicable legislation.

3. The Donor Operator shall be obliged to reimburse the consumer for the remaining credits on the basis of a request submitted by the prepaid consumer to the Donor Operator within a reasonable deadline set by the Donor Operator in its reimbursement procedures, which shall not be less than fourteen (14) calendar days from the date of number porting. The Donor Operator shall provide consumers with the possibility to submit reimbursement requests at its points of sale, as well as through electronic online means (e.g., email or online submissions) used by the Donor Operator in its relations with subscribers and enabling subscriber identification.
4. The Donor Operator shall have the right to apply an administrative fee for processing a reimbursement request only where such a fee is provided for in the existing contract between the Donor Operator and the consumer. The fee applied in such cases shall be proportionate and reasonably related to the actual costs incurred by the Donor Operator in providing the reimbursement. The administrative reimbursement fee shall be fixed and independent of the reimbursed amount, but in any case, shall not exceed ALL 500 (including VAT).
5. The reimbursable credits of the prepaid subscriber pursuant to paragraph 1 above shall be the monetary value of the credits prepaid by the consumer subscriber that are valid for use, or their remaining value in the prepaid user's account (remaining prepaid balance) at the moment of service termination by the Donor Operator due to number porting to the Recipient Operator. This amount shall not include credits already used to purchase prepaid offers/packages, nor the value of credits granted by the Donor Operator as bonuses or promotions to the subscriber.
6. The Donor Operator shall reimburse the consumer, in compliance with the applicable legislation, using one of the following payment/reimbursement methods:
 - a) Cash payment at a point of sale of the DO, or
 - b) Payment by bank transfer if requested by the consumer according to the bank details provided by the consumer in the refund request.
 - c) Other (according to applicable/tax and/or consumer protection legislation)
7. The Donor Operator shall carry out the reimbursement within a reasonable period, but no later than thirty (30) calendar days from the date of receipt of the reimbursement request.
8. Within three (3) working days from receipt of the reimbursement request, the Donor Operator shall notify the consumer by a durable medium (SMS for requests submitted at the Donor Operator's point of sale, and email for requests submitted by email or online), informing the consumer of:
 - the amount and method of reimbursement, where the reimbursement request is valid; or
 - the reason for non-acceptance of the reimbursement request (e.g., the request was submitted outside the deadline set out in paragraph 3 above, and/or the consumer requesting reimbursement has no remaining valid credits as of the date of service termination/number porting).

Article 22/1

Compensation of end-users in case of delays or abuses with the porting process

1. The Donor Operator (DO) and/or the Recipient Operator (RO) shall be obliged to compensate and/or reimburse, upon request, the subscriber for delays and/or abuses committed by the DO/RO during the number porting process, in accordance with the provisions of the current contract between the subscriber and the Donor Operator / the new contract between the subscriber and the Recipient Operator, as well as the relevant procedures for compensation and reimbursement in cases of delay or abuse during the process of changing the service provider/number porting. These procedures shall be drafted and published by the Recipient Operator in compliance with Article 180, paragraph

- 1(c)(ii) of Law No. 54/2024 and the secondary legislation issued by AKEP in implementation of Law No. 54/2024.
2. Delays and/or abuses committed by the Donor Operator and/or the Recipient Operator in the number porting process shall include, inter alia:
 - carrying out the number porting process by the Recipient Operator without a request from the subscriber;
 - refusal or conditional acceptance of a number porting request by the Donor Operator in breach of the provisions of this Regulation;
 - exceeding the prescribed time limits by the Donor Operator in responding to a porting request;
 - exceeding the prescribed time limits by the Recipient Operator in submitting the porting request into the CRDB.
 3. Delays in the porting process that may occur due to actions or inactions by the subscriber, or due to objective reasons (major reasons, technical problems of CRDB, etc.), do not constitute grounds for the subscriber to request compensation.

Article 23

Handling of Disputes Related to Number Portability

1. The Recipient Operator and the Donor Operator involved in a number porting process shall cooperate with each other in good faith, without delaying or abusing the number porting procedures, and shall not port numbers without the clear and explicit consent of the end user.

Any dispute that may arise between operators, or between subscribers and operators, concerning matters related to the implementation of number portability and the arrangements set out in this Regulation, shall first be sought to be resolved amicably between the parties. Failing such resolution, any party shall have the right to refer the dispute to AKEP for resolution, in accordance with the applicable legal and secondary legislation governing the resolution of disputes between electronic communications network operators and electronic communications service providers, as well as disputes between end users and operators, pursuant to the provisions of Law No. 54/2024 and the relevant secondary legislation.
2. AKEP shall monitor, on a quarterly basis, through the CRDB system, the performance of operators with regard to number porting and shall carry out inspections/audits based on subscriber complaint statistics and CRDB data, as well as in individual cases involving problems with the implementation of number portability, in accordance with the provisions of Law No. 54/2024 and this Regulation.
3. Based on CRDB performance reports on operators' compliance with porting time limits and rules, as well as on subscriber complaints and disputes related to number porting (including complaint statistics), AKEP shall take proportionate measures against operators that fail to implement number portability or that are found to be in breach of the provisions of this Regulation.
4. AKEP shall designate a contact person within its structure for handling subscriber complaints related to number porting. This contact person shall communicate with the relevant contact persons of operators responsible for portability and shall carry out investigations into individual subscriber complaints and the actions of operators.

Article 24

Administrative Measures

1. In cases where undertakings fail to fulfil the number portability obligations set out in Articles 126 and 145 of Law No. 54/2024 and in this Regulation, AKEP shall impose administrative measures in relation to non-implementation of number portability, as well as for delays and abuses in the porting process, in accordance with the provisions of Article

184 of Law No. 54/2024 and the relevant secondary legislation.

2. Where an undertaking fails to settle the financial obligations provided for in this Regulation, the undertaking's access to the CRDB shall be suspended, and a fine shall be imposed in accordance with the provisions of paragraph 1 of this Article.

CHAPTER V

Final and transitional provisions

Article 25

Repeals

Regulation No. 43 “On the manner of implementing number portability”, approved by Decision of the AKEP Steering Council No. 2689, dated 22.09.2016, as amended, is repealed on the date of entry into force of this Regulation, with the exception of the provisions referred to in Article 27 of this Regulation, which remain in force for the relevant transitional period.

Article 26

Entry into force and implementation

1. This Regulation shall enter into force on the date of its approval by the AKEP Steering Council and shall be published on the AKEP website www.akep.al.
2. The obligation to implement this Regulation, except for the provisions referred to in Article 27 Transitional Provisions of this Regulation, shall commence from the date of its entry into force.

Article 27

Transitional provisions for technical implementation

1. The maximum deadline for the technical implementation by the undertakings in their systems of the provisions of this Regulation regarding:
 - a. the creation of a pending status in the CRDB and the conditional acceptance of number porting requests by the DO (Article 18, point 5/b);
 - b. automated processing of requests by the DO for the porting of deactivated numbers (Article 18, point 4/i);⁸
 - c. notification of the subscriber by SMS from the DO of the reason(s) for the rejection or conditional acceptance of the number porting request (Article 18, point 12/2);
is 1.08.2026.
2. The maximum deadline for the technical implementation:
 - a. by the undertakings in their systems of the provisions of this Regulation regarding the Number Porting Request Form (Annex 1);
 - b. by the CRDB Operator of the provisions of this Regulation regarding the deadline for requests for number re-porting (Article 18, point 5/a/ii/a)
is 15.03.2026.
3. The provisions of the document “Technical specifications for the implementation of number portability”, approved by the AKEP Steering Council Decision No. 1318, dated 14.06.2010

⁸ During the transitional period, the DO and the RO cooperate with each other for manual processing of requests for deactivated/terminated mobile numbers through communications (by email) between the relevant teams/temporary reactivation of the deactivated number for incoming calls/SMS only and for porting purposes only, etc.

shall remain in force, insofar as they do not contradict the provisions of this Regulation and other sub-legal acts of AKEP, until the date of approval/entry into force of the document of technical specifications approved under this Regulation.

4. The provisions of Regulation 43/2016 (Article 18, point 5/c/v; Article 18, point 12; Article 18, point 4/i and Annexes 1 and 2) shall be applied by undertakings until the relevant deadlines for the technical implementation in their systems of the relevant provisions referred to in points 1 and 2 of this Article of the Regulation.
5. All the undertakings and the CRDB Operator shall be obliged, during the transitional periods referred to in points 1 and 2 of this Article, to take all necessary technical and operational measures for the technical implementation in their systems and internal procedures of the provisions referred to in points 1 and 2 of this Article according to the relevant deadlines.

ANNEX 1

Number Porting Application Form

This Annex contains the minimum information of the porting request form to be used by the Recipient Operator, for Active and Deactivated(terminated) numbers. Where the applicant requests to port several numbers simultaneously and these include both Active Numbers and Deactivated Numbers, it is recommended that two separate forms are used—one for Active Numbers and one for Deactivated Numbers. Accordingly, Active and Deactivated numbers should not be included in the same form.

RO logo		
1	Donor Operator (DO):	
2	Receiving Operator (RO):	
3	Telephone number(s) requested to be ported from DO to RO:	
4	Current status of the number at the Donor Operator:	
	4.1	<input type="checkbox"/> Active
	4.2	<input type="checkbox"/> Deactivated
5	The subscriber's current tariff plan category at DO	
	5.1	<input type="checkbox"/> Prepaid
	5.2	<input type="checkbox"/> Post-paid/Hybrid (monthly fee)
6	Category of the subscriber's contractual relationship with the DO:	
	6.1	<input type="checkbox"/> Personal/Individual (Consumer)
	6.1.1	Name Surname:
	6.1.2	Unique Personal Number:
	6.2	<input type="checkbox"/> Business (Natural person, legal entity, Institution, etc., registered with NIPT/tax code at the DO)
	6.2.1	Subject Name:
	6.2.2	NIPT
	6.2.3	Name of Authorized Person
	6.2.4	Unique Personal Number of Authorized Person
7	Subscriber contact details for the porting process	
		Phone/Mobile Number:
		Email:
8	Date and Time of Submission of the Request by the Subscriber/Applicant to the RO:	dd / mm / yyyy Time: hh .mm
9	Date on which number porting/activation will be carried out at the RO:	<input type="checkbox"/> Within 1 business day, or <input type="checkbox"/> On date dd/mm/yyyy Time: hh.mm (During working days and business hours 8.00-16.00)

Notes:

The subscriber/applicant is provided by RO with a printed or electronic copy of the completed porting request form. If the Receiving Operator sends the request to the CRDB system on a date different from the date of submission of the request by the subscriber to the RO, the Receiving Mobile Operator notifies the subscriber by SMS of the date of submission of the request to the CRDB system, which shall not be later than 1 (one) business day from the date of submission of the request by the subscriber.

I, the undersigned applicant for number porting, hereby confirm that I have been informed as follows:

- a) Porting a telephone number means that the entire number is transferred from the Donor Operator (hereinafter, DO) to the Recipient Operator (hereinafter, RO). As a subscriber to a public telephone/voice communication service, I have the right to request number porting, and both the DO and the RO are obliged to support this process. By signing this porting request form with the RO, I request the porting of my number. The Recipient Operator leads the porting process and must take all necessary steps to port the number. The Recipient Operator shall inform me about the progress of the porting process at every stage.
- b) A request to port an Active Number constitutes a request to terminate my existing contract with the DO, and the completion of number porting will automatically terminate my existing contract with the DO. However, it does not terminate my obligations towards the DO under the existing contract (or the previous contract if the porting request concerns a Deactivated Number), where such obligations exist and must be paid/fulfilled in accordance with the relevant notification(s) from the DO.
If I have any questions regarding the amount of unpaid obligations or any other possible payments due to the DO, I must clarify these matters directly with the DO.
- c) The RO is obliged to inform me about the details of the terms of my new contract, in particular about any obligation I must pay to the RO and whether I can use my existing equipment on the RO's network.
- d) The RO shall notify me (by SMS for mobile operators) of the date on which the porting request is entered into the CRDB system (if this date differs from the date I submitted my request to the RO), and I acknowledge that I may not request cancellation of the number porting process after the request has been entered into the CRDB system.
- e) If I have any other questions regarding the terms or tariffs of the new contract with the RO, I will clarify these matters through direct contact with the RO before signing this document.

I declare as follows:

- 1. This request to port my number from the DO to the RO is a request to port an Active Number (Deactivated Number) that I currently use (or have used) as a subscriber of the DO.
- 2. I am willing to enter into a contract with the RO under the contractual terms and conditions, including service tariffs, as presented to me by the RO in separate documents.
- 3. I express my willingness for both operators to cooperate and to port the referred number from the DO to the RO within the requested timeframe. I authorize the RO, on my behalf, to forward my request to the DO for the porting of the Active Number and the termination of my existing contract for that number, or for the porting of the Deactivated Number.

Subscriber/Applicant:
Name Surname, Signature

Receiving Operator Representative:
Name, Surname, Signature and Seal of the RO

Place and date_____