



Wholesale Market

Number Portability

Maintain the phone number of your new end customers



Number Portability

The service allows Operators interconnected with TIM to provide their customers with the portability service for fixed-line telephone numbers. The Number Portability (NP) service is also known as Service Provider Portability (SPP).

Who is it for?

In general, Pure Number Portability is intended for cases in which the creation or migration of end-customer access is not concurrent.

Description of the Number Portability service

Any customer of any Operator, as the holder of a telephone number (fixed network) that the Operator has assigned to them, may request the portability service for their number when switching to another Operator.

For this to happen, both the Operator transferring the number (known as 'Donor') and the Operator acquiring it (known as 'Recipient') must make the request following a shared process and with the contractual obligations assumed with the customer. The Operator to whom the Ministry of Economic Development initially assigned the number (known as the 'Donor') also participates in the process.

The Number Portability service provides the Operator interconnected with TIM with the necessary tools to carry out the service, in line with the regulations in force.

To take advantage of the Number Portability service, the Operator must have its telephone numbering sequences assigned to it by the Ministry of Economic Development. It must also have previously activated the reverse interconnection service with the TIM telephone network, possibly through a third-party Operator whose network is directly interconnected with that of TIM.

Regulatory Conditions

The service is for:

Operators with an individual license or a general authorisation for telecommunications networks and services for public use which existed before the entry into force of Italian Legislative Decree no. 259 of 1 August 2003, containing the 'Electronic Communications Code' (referred to in Article 38 of the Code), as last amended by Italian Legislative Decree no. 70 of 28 May 2012.

Companies with a general authorisation for electronic communications networks and services pursuant to Art. 25 of Italian Legislative Decree no. 259 of 1 August 2003, as last amended by Italian Legislative Decree no. 70 of 28 May 2012.

Resolution 4/CIR/99 of the Italian Communications Regulator ('AGCom') provides that SPP must be provided by all licensed Operators who are assignees of numbering for geographic and non-geographic services.

It is important to point out that AGCom has introduced new regulations on geographic NP in Resolutions 27/08/CIR, 41/09/CIR, 52/09/CIR, and the most recent 35/10/CIR.

The Number Portability offer is presented within the current Reference Offer of the service 'Collection, Termination and Transit on the fixed telephone network of TIM'.





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Entry in the Register of Producers of Electrical and Electronic
Equipment (AEE) IT080200000799
Share Capital €11,677,002,855.10 fully paid-up