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# Intellectual Property, Media and IT

Legal Flash | Portugal

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## Contents

**Entry into force of amendments to the ANACOM's portability regulation**



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## I. Entry into force of amendments to the portability regulation

The ANACOM's Regulation No 58/2005 of 18 August on portability has been the subject of several amendments, being recently modified by the ANACOM's Regulation No 257/2018 published on 8 May ("Portability regulation").

The changes introduced by the 2018's amendment to the portability Regulation provided for the outline of a new validation mechanism for the electronic portability requests, through a Portability validation code ("CVP") and was expected to enter into force 9 months after its publication. As there were found some technical difficulties, this deadline was changed in January by an ANACOM's deliberation and the deadline was extended to 11 May 2019.

In its current wording, the Portability Regulation stipulates that in order to request the portability of a number, the consumer shall submit the application to the new operator, providing also its identification document, as well as a document proving the request for termination the contract currently in force (with the previous operator) and the CVP.

The CVP is a 12-digit numerical code that allows operators to identify their users and their number(s) for portability purposes and is used to validate the portability requests transmitted electronically between operators.

Each user may have a CVP (only one even if the user has a pack of services) or several CVPs and, after portability, is assigned a new CVP by the new operator.

The CVP will be communicated to the user in one of the following ways: monthly invoices, SMS or in the reserved area of the client on the Internet.

The portability process should take up to one business day, except for legally anticipated exceptions, and if it takes longer, the operator must compensate the user at 2.5€ per day of delay and if the service is interrupted the compensation should rise to 20€ per day delay.

With this simplification of the portability process, ANACOM aims to shorten the process of porting numbers, reducing the refusals of portability due to the absence of user identification data.



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