

# Phone System Global®

## Phone System Global

### Regulatory Requirements for DID Ordering & DID Porting

Regulatory Requirements for DID Phone Numbers ordering from certain countries:

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*- Certain countries have regulatory requirements in place regarding the allocation of local numbers. While a customer could order a DID number type successfully and payment made, but if the DID number type ordered has a regulatory registration requirement, the customer may not be able to use the DID until the registration is submitted and approval received from the regulatory authority for the customer to use the DID.*

*- Information provided are to inform customers of the applicable requirements to ensure compliance with local telecommunications regulations.*

The following table lists countries where requirements apply, along with the documentation necessary for local number registration.

### DID Number Ordering

#### Required Documents (DID Number Type):

Country	Local	National	Toll-Free	Shared Cost	Mobile
Albania * f	1, 2, 3	N/A	N/A	N/A	N/A
Australia	1, 3	N/A	1, 3	1, 3	1, 2, 3, 7
Austria *i	1, 4	1, 4	-	N/A	N/A
Belgium *j	1, 5	1, 4	-	N/A	1, 2, 3, 7
Bosnia & Herzegovina *b, c	1, 2, 5, 7	N/A	1, 3	N/A	N/A
Bulgaria	1, 2, 6	N/A	1, 3	N/A	N/A
China *a, d, f, h, m	1, 2, 3, 7	N/A	N/A	1, 2, 3, 7	N/A
Croatia *g	1, 2, 5	N/A	1, 2, 4	N/A	N/A
Cyprus *c	1, 2, 3, 7	1, 2, 3, 7	-	N/A	N/A
Czech Republic	1, 6	N/A	-	N/A	N/A

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Denmark	N/A	1, 3	1, 3	N/A	-
Ecuador	N/A	N/A	1, 3	N/A	N/A
Estonia *f, h	N/A	1, 3	-	N/A	N/A
Finland *d	1, 2, 3	1, 2, 3	-	N/A	1, 3
France *f	1, 4, 7, 8	1, 4	N/A	N/A	N/A
Georgia	1, 2, 6, 7, 8	1, 2, 3, 8	1, 2, 3, 8	N/A	N/A
Germany *c, k	1, 2, 6, 7	1, 2, 4, 7	N/A	N/A	N/A
Greece	1, 4	N/A	N/A	N/A	N/A
Hong Kong	N/A	1, 2, 4, 7	1, 3	N/A	N/A
Hungary	1, 2, 6, 7	1, 2, 4, 7	-	N/A	N/A
Iceland	-	N/A	1, 3	N/A	N/A
India	1, 3	N/A	1, 3	N/A	N/A
Indonesia	1, 3	N/A	1, 3	N/A	N/A
Ireland	1, 5	1, 3	1, 3	N/A	N/A
Italy *g, j	1, 2, 5, 7	N/A	1, 2, 3, 7	N/A	N/A
Japan *f, g	N/A	1, 2, 3, 7	1, 2, 3	N/A	N/A
Latvia *f	1, 2, 4	N/A	1, 4	N/A	N/A
Lithuania	1, 4	-	-	N/A	-
Luxembourg *i	N/A	1, 3	1, 3	N/A	N/A
Malaysia *d	N/A	N/A	1, 2, 3	N/A	N/A
Malta	N/A	1, 2, 4, 7	N/A	N/A	N/A
Moldova	N/A	N/A	1, 3	N/A	N/A
Netherlands	1, 5	1, 4	1, 3	N/A	-
New Zealand	1, 3	N/A	-	N/A	N/A
Norway *c, i	1, 2, 4	N/A	1, 2, 4	N/A	N/A
Panama *d	-	N/A	1, 3, 8	N/A	N/A
Peru *b, c, f, g	1, 2, 5, 7	N/A	1, 2, 4, 7	-	N/A
Poland	1, 2, 6	N/A	1, 2, 3	N/A	1, 2, 3
Portugal	N/A	1, 4	-	N/A	N/A
Romania	1, 3	1, 3	1, 3	N/A	N/A
Saudi Arabia *h	N/A	N/A	1, 3	N/A	N/A
Serbia *b, c	1, 2, 5, 7	N/A	-	N/A	N/A
Singapore *l	1, 2, 3	N/A	1, 3	N/A	N/A

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Slovenia *f	1, 5	N/A	-	N/A	N/A
South Africa *e, g	1, 2, 5, 7	1, 2, 3, 7	1, 2, 3, 7	N/A	1, 2, 3, 7
Spain *j	1, 2, 5, 7	1, 2, 4, 7	-	N/A	N/A
Switzerland *f, g	1, 2, 4	N/A	1, 2, 4	N/A	N/A
Taiwan *d	N/A	N/A	1, 3	N/A	N/A
Thailand *d, g	1, 2, 3, 7	1, 2, 3, 7	1, 3	N/A	1, 2, 3, 7
Uganda	N/A	1, 2, 4, 7	N/A	N/A	N/A
Ukraine *g	1, 2, 3	N/A	-	N/A	-
United Arab Emirates *h	N/A	N/A	1, 3	N/A	N/A
Uruguay *h	N/A	N/A	1, 3, 7	N/A	N/A
Venezuela *b, c, d	1, 2, 4	N/A	1, 3	N/A	N/A

- User registration is not required  
N/A DID numbers' type not available.

**Required Document List (number 1 to 8):**

1. Name, business name and contact phone numbers.
2. Passport or ID copy. In case registration process is performed under a company name, the company registration certificate shall be provided instead of a passport or ID copy.
3. Address worldwide.
4. Local address in the same country as DID ordered.
5. Local address in the same area as DID ordered.
6. Local address in the same city as DID ordered.
7. Proof of address form (copy of utility bill no older than 6 months).
8. Specific registration form needs to be filled in and signed by the end user. You will be provided with the required form during the registration process.

**Required Document List (\*alphabet a to m):**

- \*a Company (worldwide) registration certificate along with passport or ID copy and proof of address form (not older than 3 months) should be provided.
- \*b A local passport or ID copy should be provided.
- \*c If number registration is performed under a company name, a local company registration

certificate should be provided.

\*d A detailed description of DID usage should be provided.

\*e Passport or ID copy: South African national identity document; South African biometric national identity card; passport (issued by any country).

\*f The following numbers cannot be registered under personal details: Albania, China Local, China Shared Cost, Japan Toll-free, Estonia National, France Local, Latvia Local, Peru Local, Peru Toll-free, Slovenia Local, Switzerland Toll-free.

\*g If number registration is performed under a company name, company registration certificate along with a passport or ID copy should be provided.

\*h Letter of intention (LOI) should be provided for United Arab Emirates, Saudi Arabia, Uruguay Toll-free, Estonia National and China registrations.

\*i If number registration is performed using personal details, end user's birth date and birthplace should be provided.

\*j If number registration is performed under personal details the national tax code should be provided; If number registration is performed under company name, VAT number and signatory tax code should be provided.

\*k The address in the proof must match the address in the certificate of ID.

\*l If number registration is performed using personal details, end user's passport or ID number should be provided. If number registration is performed under a company name, business registration number should be provided.

\* m A photo of the authorized representative holding their passport/ID.

**PSG reserves the right in its sole discretion to request additional information at any stage of the registration process.**

## **DID Number Porting**

### **DID Porting Pricing and Information General Terms**

#### **General Terms**

- Local Number Portability (LNP) enables end-users to keep their telephone number when switching from one telecommunications service provider to another.

- LNP services are not standardized and vary by country. PSG will make every attempt to provide this service in as many countries as possible.

- PSG LNP team is dedicated to assisting our customers' porting requirements. This team works over multiple time zones ensuring the fastest processing times possible.

- Porting fee is non-refundable and will be deducted upon porting (re)submission.

- All free porting is subject to PSG approval on an individual case basis.

- In case of porting rejection/cancellation 15 USD fee per number will be applied.

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- A standard port-out processing fee is 2 USD per number. Exceptions may apply for specific countries.
- All prices are in US dollars.

**Requirements List (DID Number Porting):**

1. LOA (Letter of Authorization) for this country to be made available by PSG Support Team.
2. Specific information for this country\*.
3. Latest Invoice from the current provider.
4. Account number from the current provider.
5. Contact person's name, surname, phone number.
6. Local TAX / VAT number, company registration number (for business) or personal identification number (for person).
7. ID / Passport copy (for person) or company registration certificate (for business).
8. ID / Passport copy of the signee.
9. Legal proof of Authorization to act on behalf of the company (for business).
10. End-user's address in the same city as the number(s) to be ported.
11. End-user's address in the same area as the number(s) to be ported.
12. End-user's address in the same country as the number(s) to be ported.
13. Latest Proof of Payment to the current provider

**Requirements List – Specific per Country Requirements (DID Number Porting):**

**Albania –**

A copy of the document used for the first number registration with the current provider.

**Australia –**

Porting category - CAT A (simple) or CAT C (complex) - indicated by the current provider.

**Austria –**

Company stamp on the LOA.

**Chile –**

RUN / RUT identification number.

Chilean ID / Passport copy (for person) or company registration certificate (for business) and Chilean ID / Passport copy of the signee.

**Chile mobile**

Invoice from the Chilean provider.

RUN / RUT identification number.

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Chilean ID / Passport copy (for person) or company registration certificate (for business).

A 4-digit CAP code will be requested for prepaid customers.

Account screenshot for prepaid customers.

Electronic certificate for local VAT (e-Rut).

Power of Attorney certificate from the local commercial register.

**Czech Rep.** –

OKU number from the current provider.

**Denmark** –

VAT / CVR number (for business).

**Dominican Rep.** –

RNC number or "Registro Mercantil" number (for companies).

ID / Passport number (for person).

**Estonia** –

Personal identification number (for person) or company registration number (for business).

**Finland** –

Finnish social security number (for person) or Finnish VAT number (for company); not required for international customers.

**France** –

Porting for business entities only.

SIRET number.

RIO code from the current provider (optional).

**Germany** –

Proof of address (required if the local address is not indicated on the Invoice).

German ID / Passport copy (for person) or company registration certificate (for business).

Number allocation document from the local regulator.

**Greece** –

Greek ID / Passport copy (for person) or company registration certificate (for business).

**Israel** –

Invoice from the original underlying carrier.

**Italy** –

Migration code from the current provider.

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**Lithuania –**

Personal identification number (for person) or company registration number (for business).

**Mexico -**

NIP code (for person) or "Poder Notarial" (Power of Attorney) document (for business).

ID / passport of the signee must be local (Mexican).

**Netherlands -**

Toll free numbers cannot be ported under personal details. Company VAT and registration numbers are required.

National numbers require a number allocation document from the local regulator.

Only virtual mobile numbers can be ported.

**Norway –**

Date of birth (for person) or local company registration number (for business).

Puerto Rico PIN / Password from the current provider and the last four digits of the social security number (for wireless line).

**South Africa -**

DSL information from the current provider.

Hand signed LOA on the company letterhead with the company stamp (for business).

**Spain –**

Service access type (individual analog or complete multiple).

**Sweden –**

Personal identification number (for person) or company registration number (for business).

**Switzerland -**

Preferred porting date.

Contact e-mail address.

Proof of ownership from the local regulator (for Toll-free numbers).

**UK -**

Original underlying carrier's name.

MBN (main billing number) with the current provider.

Number line type (single or multi).

**United States -**

PIN / Password from the current provider and the last four digits of the social security number (for wireless line).

**Requirements List – DID Porting Pricing & Requirement Documents (DID Number Porting):**

Country	DID Porting Pricing					Requirement Documents			
	Local	National	Mobile	Toll-Free	Time	Local	National	Mobile	Toll-Free
Albania	<del>45.00</del> free	N/A	N/A	N/A	7-14 Days	1, 2, 3, 5, 7	N/A	N/A	N/A
Australia*	<del>30.00</del> free	N/A	<del>30.00</del> free	<del>40.00</del> free	20-35 Days	1, 2, 3, 4, 5	N/A	1, 3, 4, 5	1, 3, 5
Austria	N/A	<del>45.00</del> free	N/A	N/A	14-30 Days	N/A	1, 2, 3	N/A	N/A
Belgium	<del>20.00</del> free	<del>20.00</del> free	N/A	<del>100.00</del> free	7-14 Days	1, 3, 6, 11	1, 3, 12	N/A	1, 3, 6
Brazil	<del>10.00</del> free	N/A	N/A	<del>10.00</del> free	7-14 Days	1, 3, 6, 7, 8	N/A	N/A	1, 3, 6, 7, 8
Canada	<del>10.00</del> free	N/A	<del>10.00</del> free	<del>5.00</del> free	7-14 Days	1, 3, 12	N/A	1, 3, 12	1, 3, 12
Chile	<del>10.00</del> free	<del>10.00</del> free	<del>10.00</del> free	<del>10.00</del> free	7-14 Days	1,2,3,6,7,8	<b>1,2,3,6,7,8</b>	1,2,3,5,6,7,8,9,12,13	<b>1,2,3,6,7,8</b>
Croatia	<del>25.00</del> free	N/A	N/A	<del>25.00</del> free	14-30 Days	1, 3, 7	N/A	N/A	1, 3, 7
Czech Rep.	<del>35.00</del> free	N/A	N/A	<del>50.00</del> free	14-30 Days	1, 2, 3	N/A	N/A	1, 3
Denmark	N/A	<del>25.00</del> free	N/A	<del>20.00</del> free	7-14 Days	N/A	1, 2, 3	N/A	1, 3
Dominican Rep	<del>25.00</del> free	N/A	N/A	N/A	7-14 Days	1, 2, 3, 12	N/A	N/A	N/A
Estonia	N/A	<del>25.00</del> free	N/A	N/A	7-14 Days	N/A	1, 2, 3	N/A	N/A
Finland**	Varies	Varies	N/A	Varies	7-14 Days	1, 2, 3	1, 2, 3	N/A	1, 2, 3, 9
France	<del>20.00</del> free	N/A	N/A	N/A	20-35 Days	1, 2, 3, 12	N/A	N/A	N/A
Germany	<del>15.00</del> free	<del>15.00</del> free	N/A	<del>5.00</del> free	14-30 Days	1, 2, 3, 7,10	1, 2, 3, 7, 12	N/A	1, 2, 3, 7, 12
Greece	<del>15.00</del> free	N/A	N/A	N/A	7-14 Days	1, 2, 3, 6, 7, 12	N/A	N/A	N/A
Ireland	<del>10.00</del> free	<del>10.00</del> free	N/A	<del>5.00</del> free	2-5 Days	1, 3, 4	1, 3, 4	N/A	1, 3, 4
Israel	<del>15.00</del> free	<del>15.00</del> free	<del>15.00</del> free	N/A	2-5 Days	1, 3	1, 3	1, 2, 3	N/A
Italy	<del>25.00</del> free	N/A	N/A	<del>35.00</del> free	7-14 Days	1, 2, 3, 6, 12	N/A	N/A	1, 3, 6, 12
Latvia	<del>25.00</del> free	N/A	N/A	N/A	7-14 Days	1, 3	N/A	N/A	N/A
Lithuania	<del>15.00</del> free	<del>15.00</del> free	<del>15.00</del> free	<del>5.00</del> free	2-5 Days	1, 2, 3	1, 2, 3	1, 2, 3	1, 2, 3
Luxembourg	N/A	<del>30.00</del> free	N/A	<del>30.00</del> free	2-5 Days	N/A	1, 3, 5	N/A	1, 3, 5
Malta	N/A	10.00 free	N/A	N/A	14-30 Days	N/A	1, 3, 4, 7, 12	N/A	N/A
Mexico	<del>10.00</del> free	N/A	N/A	<del>20.00</del> free	7-14 Days	1, 2, 3, 7, 8, 9	N/A	N/A	1, 3, 7, 8, 9
Netherlands	<del>20.00</del> free	<del>20.00</del> free	<del>20.00</del> free	<del>60.00</del> free	7-14 Days	1, 3, 11	1, 2, 3, 7, 12	1, 2, 3, 12	1, 2, 3, 4, 5
New Zealand	<del>50.00</del> free	N/A	N/A	<del>75.00</del> free	20-35 Days	1, 3, 5	N/A	N/A	1, 3, 5
Norway	<del>15.00</del> free	<del>15.00</del> free	N/A	<del>15.00</del> free	2-5 Days	1,2,3,5,7,12	1,2,3,5,7,12	N/A	1, 2, 3, 5, 7, 12
Panama	<del>15.00</del> free	N/A	N/A	N/A	7-14 Days	1, 3, 7, 8, 13	N/A	N/A	N/A
Poland	<del>40.00</del> free	N/A	N/A	<del>40.00</del> free	7-14 Days	1, 3, 5, 7, 11	N/A	N/A	1, 3, 6, 7
Puerto Rico	<del>15.00</del> free	N/A	N/A	N/A	14-30 Days	1, 2, 3, 4	N/A	N/A	N/A



**Requirements List – DID Porting Pricing & Requirement Documents (DID Number Porting):**

DID Porting Pricing						Requirement Documents			
Country	Local	National	Mobile	Toll-Free	Time	Local	National	Mobile	Toll-Free
Romania	<del>40.00</del> free	N/A	N/A	<del>50.00</del> free	14-30 Days	1, 3, 7, 8,12	N/A	N/A	1, 3, 7, 8
Slovakia	<del>40.00</del> free	N/A	N/A	<del>50.00</del> free	7-14 Days	1, 3	N/A	N/A	1, 3
Slovenia	<del>20.00</del> free	N/A	N/A	N/A	7-14 Days	1, 3	N/A	N/A	N/A
South Africa	<del>20.00</del> free	<del>20.00</del> free	N/A	<del>20.00</del> free	7-14 Days	1, 3, 8, 10	1, 3, 8, 12	N/A	1, 3, 8, 12
Spain	<del>15.00</del> free	<del>15.00</del> free	N/A	<del>5.00</del> free	7-14 Days	1, 2, 3, 6, 12	1, 2, 3, 6, 12	N/A	1, 3, 6
Sweden	<del>45.00</del> free	<del>130.00</del> free	45.00	130.00	7-14 Days	1, 2, 3	1, 2, 3	1, 2, 3	1, 2, 3
Switzerland	45.00	N/A	N/A	50.00	14-30 Days	1, 2, 3, 7	N/A	N/A	1, 2, 3, 7
United Kingdom	<del>25.00</del> free	<del>25.00</del> free	N/A	<del>25.00</del> free	7-14 Days	1, 2, 3, 4	1, 2, 3, 4	N/A	1, 2, 3, 4
United States	<del>10.00</del> free	N/A	<del>10.00</del> free	<del>10.00</del> free	7-14 Days	1, 2, 3, 12	N/A	1, 2, 3, 12	1, 3, 12

N/A Porting service not available

\* Custom porting fee is applied for CAT C (complex) porting requests. For more information please contact: [mvno-support@phonesystemglobal.com](mailto:mvno-support@phonesystemglobal.com)

\*\* Please contact: [mvno-support@phonesystemglobal.com](mailto:mvno-support@phonesystemglobal.com) for additional information.

Prices, terms, and other information may be changed or updated without notice.

All free porting for this promotion is subject to approval by PSG.