



**Bosna i Hercegovina**  
**Босна и Херцеговина**  
**Regulatorna agencija za komunikacije**  
**Регулаторна агенција за комуникације**



*Unofficial translation!*

Pursuant to Article 39, paragraph 1 of the Law on Communications (Official Gazette of BiH, No. 31/03, 75/06 and 32/10) and the Decision on the Telecommunications Sector Policy of Bosnia and Herzegovina for the period 2008-2012 (Official Gazette of BiH, No. 08/09), The Council of the Communications Regulatory Agency, at its session held on the 29<sup>th</sup> of May 2012, brings the

**RULE 62/2012**  
**ON NUMBER PORTABILITY**

**PART ONE - INTRODUCTORY REMARKS**

**Article 1**

**(Subject)**

(1) The Rule on number portability (hereinafter: Rule), regulates the technical and administrative conditions for users in the public telephone network of Bosnia and Herzegovina to retain its/their numbers irrespective of the change of location, service and telecommunication operators.

(2) The Rule does not give the right to transfer numbers from fixed to mobile public telephone network and vice versa.

**Article 2**

**(Definitions of terms and abbreviations)**

The terms and abbreviations used in this Rule shall have the following meanings:

a) **Number portability** is a service that allows a user who meets the conditions set forth in this Rule, in the context of publicly available telephone services, to keep their number/s independent of the choice of services that provide publicly available telephone services.

b) **Transfer of a number** is a set of technical and organizational measures used to perform services of number portability in the manner prescribed by this Rule.

c) **Public telephone network** means the fixed and mobile telephone network that is used to provide public telephone services.

d) **Public telephone service** means the realization of telecom traffic in which a phone call is made, for the purpose of transmitting voice, data or fax messages, as well as signal messages, which are formed in the part of the text or multimedia service, via the public telephone network.

e) **Fixed operator** is the licensed operator for the provision of fixed telephone services.

f) **The mobile operator** is licensed operator for the provision of mobile public telephone services.

g) **The donor operator** is a fixed or mobile operator to whose number the service number portability is assigned.

h) **The recipient operator** is a fixed or mobile operator to whom the phone number is transferred from the donor operator, through the number portability service.

i) **The initial operator** is a fixed or mobile operator in whose telephone network begins the introduction of traffic towards the dialled number.

j) **User** is a natural or legal person to whom, for the realization of public telephone services, the phone number on the basis of a subscription contract (subscriber) is assigned, or a phone number is assigned for a service provided in accordance with the general terms of business operators, without the prior written reasoning contract.

k) **Call** marks the establishment of telecommunications traffic within the public telephone service in which the phone number of the user is the address of the calling or called party.

l) **The holder of a block of numbers** (range) is the holder of rights to use numbers assigned to him in the initial allocation of numbers in accordance with the Rule on the management of the numbering plan for telephone services in Bosnia and Herzegovina (Official Gazette of BiH, No. 36/02; 105/08 and 95/11).

m) **The central administrative database of ported numbers** is a database that contains information on the status of each transaction during the process of number portability, as well as data necessary for routing calls to ported numbers by which the operational databases that are located near the operator are updated.

n) **Operating database** indicates a source of information about ported numbers, which is located at the operator, and contains information necessary for routing calls to ported numbers and is used in the process of establishing a connection.

o) **Ported number** is a number that is transferred from the fixed/mobile telecommunications network operator, to which it has been awarded by the initial distribution, to the fixed/mobile telecommunications network of another operator.

p) ***The joint solution*** is a collection of information and technical solutions that enable successful integration of information sources with the numbers that have been transferred; including correlation function that number portability adds.

b) ***All Call Query*** method means the routing of calls to ported numbers at which the originating network, prior to establishing a call, conducts an inquiry in the operational database.

s) ***IMSI*** - International Mobile Subscriber Identification.

t) ***ID number*** is the area code for call routing used for the number portability service, determined by the Agency, and is used for routing calls, and it is the network number that marks a telecommunications network (**NetID**) and switching (**NodeID**) of the transferred number.

u) ***The administrator of the central administrative database*** is a legal entity registered in Bosnia and Herzegovina, to who in accordance with this Rule the authorization is granted for the establishment, operation, development, testing, maintenance and management of the central administrative database of ported numbers.

v) ***The Agency*** is the Communications Regulatory Agency of Bosnia and Herzegovina.

## PART TWO - IMPLEMENTATION OF THE NUMBER PORTABILITY SERVICE

### Article 3

#### (Number portability in the public telephone network)

(1) The operators in the public telephone network shall, at the user's request, allow the user, in case of change of operator service provider, service or location of the connector, to keep an existing phone number:

a) for geographic numbers in the geographical location located in the network group to which the user applicant belongs;

b) for non-geographic numbers, at any location.

(2) The operators in the mobile telephone network are obliged, at the request of the user, to allow the user, in case of change of operator and service provider in the mobile telephone network, to keep the existing number.

(3) In order to port your number, users who do not have the status of subscribers must be registered. The registration of users includes user identification in accordance with the procedure of the operator provider of telecommunications services. Registration of unregistered users is done when applying for the operator to which the applicant wants to transfer the number. For the purpose of registration, the applicant is required to provide the operator to which it desires to

transfer a number, in addition to general information from the form prescribed under Article 22 of this Rule, an insight into the SIM card and PUK number. The operator to which the user wants to transfer the number will prepare the form of the declaration of the right to use the number, which is required to be signed by each applicant, subject to registration. The statement contains the most essential information about the applicant, the SIM card and PUK number, and is linked to the number of the submitted application. The content of the statement is defined by the operator to which the user wants to transfer the number. The operator shall ensure that personal data of the applicant are properly protected.

#### Article 4 **(Principles of number portability)**

The following principles shall apply with number portability:

- a) Each user in the use of public telephone services will be able to keep on his request their existing phone number, in case they become the user of another operator. Exceptions in the use of number portability will be the case when the user moves from a fixed telephone service operator to a mobile phone service operator or vice versa.
- b) Number portability applies to phone numbers for which the service is provided for in this Rule and in the public telephone networks in which such numbers are assigned in accordance with the Rule on the management of the numbering plan for telephone services in Bosnia and Herzegovina (Official Gazette of BiH, No. 36/02; 105/08 and 95/11).
- c) The services made available to the holder of the transferred number will be determined by the offer that the receiving operator of number provides in accordance with its technical capabilities.
- d) Telephone number, which in accordance with this Rule is transferred to the receiving operator, becomes inactive at the operator providing the number.

#### Article 5 **(Compensation for transferred numbering)**

- (1) The operator of the recipient number will pay the providing operator a fee for registration of the numbers transferred, in proportion to the amount of compensation that the providing operator paid to the Agency in the initial allocation of numbering. The amount of these fees will not be higher than that in force under the applicable rule of the Agency which regulates fees for usage of telephone numbers.
- (2) For the use of number portability, the user at whose request the service is used, the recipient operator of the number will charge a special fee. This fee does not exceed the amount of 20.00 KM and shall be allocated between the donor operator and the receiving operator.

(3) The terms and amount of payment of the fees referred to in paragraph (2) of this Article shall be determined by agreement between the donor operator and the receiving operator.

(4) The operator of the recipient number can free users, at whose claims the service is used, of payment of the special charge referred to in paragraph (2) of this section, but the recipient number operator is not exempt of the payment of compensation to the donor operator specified in paragraphs (2) and ( 3) of this section.

(5) The operator of the recipient number is required within 3 working days from the day after the transferred number is put out of use, to return the number to the operator to which the number was assigned in the initial allocation of numbering.

#### Article 6 **(Operational databases)**

(1) Fixed and mobile operators of public telephone services will with a joint solution establish their own operational databases whose content is aligned with the content of the central administrative database of ported numbers.

(2) The operational database will contain information on the ported numbers in the public telephone network and will be the only valid source of operational information for all phone numbers transferred between operators.

(3) The operational database is updated with data from the central administrative database of ported numbers.

(4) The joint decision referred to in paragraph (1) above, for which the manager of the central administrative database prescribes a way to access the central and operational databases, as well as the communication protocols between the central and operational databases, in accordance with this Rule and with the consent of the Agency, operators are prescribed a limited number of days that are required for the process of number transfer.

#### Article 7 **(Responsibility in the process of number portability)**

(1) The recipient and the donor operator are responsible for the whole process of the transmission of numbers and the correct definition of the necessary information to successfully establish a connection with the transferred number. These data are available to operators of telecommunications networks through the operational databases.

(2) The administrator of the central administrative database is responsible for the availability and accessibility of the central administrative database of ported numbers, which will be defined by the administrator of the central administrative database in accordance with paragraph (4) of Article 6 of this Rule.

- (3) The administrator of the central administrative database is responsible for the timely update of the operational databases which pertain to the operator.
- (4) The recipient operator and the donor operator are responsible for the correct and timely delivery of data on the ported numbers in the central administrative database of ported numbers.
- (5) The financial responsibility for unsuccessful calls to ported numbers is not assumed by the administrator of the central administrative database.
- (6) The provider operators of telecommunications services must at the request of the manager of the central administrative database to submit all the necessary data in order to monitor the transfer number.

## Article 8

### **(Central administrative database of ported numbers)**

- (1) For the purposes of number portability service a central administrative database of ported numbers will be formed, to be managed by the administrator of the central administrative database.
- (2) Based on the joint activities of operators of public telephone services and the Agency on the selection of the manager of the central administrative database, the Agency will implement the procedure for the award of a License to provide services of manager of the central administrative database (hereinafter: License). The annual fee for a license is 500.00 KM and is payable once per bill issued by the Agency. The manner of financing, establishing, operating, development, testing, maintenance and management of the central administrative database of ported numbers, shall be prescribed by the License.
- (3) For the costs of establishing, operating, development, testing, maintenance and management of the central administrative database of ported numbers, as well as reimbursement of reasonable profit, the administrator of the central administrative database will be reimbursed by the telecommunication operators on the basis of the contract and under conditions to be approved by the Agency.
- (4) The administrator of the central administrative database, at the request of the Agency, is obliged to submit a report to the Agency on all matters pertaining to the use of the central administrative database of ported numbers.
- (5) Input and update of data in the operational database is made from the central administrative database of ported numbers.
- (6) The data which update the operational database of public telephone services relate to all the numbers that have been transferred within the public telephone network.

(7) All operators of public telephone services shall immediately upon learning of the existence of errors in synchronization between the operational databases notify the administrator of the central administrative database in order to eliminate them.

#### Article 9

##### **(Information and functions in order to establish the operation)**

(1) The information and functions available to operators through the joint solution include:

- a) Whether a particular phone number is ported;
- b) Who is the operator of a particular phone number in item a) of this paragraph in the case of a ported number;
- c) Network data on the transmitted phone number, or area code to call routing which marks a telecommunications network and switching in the network where the transferred number is;
- d) Harmonization of data, which includes the obligation of operators to provide alignment of their operational databases to the central administrative database of ported numbers.

(2) Additional information and functions available to the donor operator and the recipient operator of the transferred number through the joint solution include the following:

- a) An order for registration - porting of the number;
- b) Checking accounts with the donor operator;
- c) The release of the donor operator of the number to be transferred;
- d) Determine the day and hours of the porting of the number to the receiving operator.

(3) The joint solution will not enable queries between operators participating in the process of establishment of calls to ported numbers for traffic route at the time of establishing a connection.

#### Article 10

##### **(Data protection)**

The joint solution provides, in each case, a worked out, quick and simple process of transfer of numbers within which the administrator of the central administrative database and operators, as the holders of operational databases, are obliged to take care of the protection of personal data of users and confidentiality in the operational exchange.

#### Article 11

##### **(Methods of routing calls)**

(1) Operators of fixed telephone networks, in which the call originated, for the correct routing of calls to a ported number in the fixed telephone network of another operator will use a method of directing 'All Call Query'.

(2) Operators of fixed telephone networks, in which the call originated, for the correct routing of calls to ported number in the same network can use any suitable method for routing calls, whereby it must not prejudice the implementation of number portability service throughout the fixed telephone network.

(3) The operators of fixed telephone networks, in which the call originated, for the correct routing of calls to ported numbers in the mobile telephone network will use a method of directing 'All Call Query'.

(4) 'All Call Query' is a method of routing calls to ported numbers in which the originating network prior to establishing a call, conducts an inquiry in the operational number portability database. In the event that the called number is ported, the originating network, based on the area code for call routing – of the operator's ID number where the call is directed - obtained from their operational base of ported numbers, connects the call directly to the telecommunications network in which the transferred number can be found. If the number is not transferred, the starting network based on the dialled number routs the call directly to the telecommunications network to which the called number was assigned to in the initial allocation.

(5) The operators of mobile phone networks, in which the call originated, for the correct routing of calls to ported number in mobile telephone network will use the shortest available path to the mobile telephone network in which the transferred number is (direct routing in accordance with the specification of the European Institute for standard ETSI TS 123 066).

(6) The operators of mobile phone networks, in which the call originated, for the correct routing of calls to ported number in a fixed telephone network will use the direct method of routing.

## Article 12 (Principles of routing)

(1) The initial operator directs the traffic to the phone number of operators to whom he transferred the phone number, if in its operational database it has data on the ported number dialled and if at that moment there is free capacity in the interconnected link road to that phone number.

(2) For the initial traffic to the telephone numbers for which the originating network does not have information in the operational database that the dialled phone number is transferred, the call is routed to the operator who is the holder of the block of numbers after the initial distribution involving the number which the call concerns.

(3) For incoming international calls to transferred numbers, routing referred to in paragraph (1) of this Article is performed by an operator who provides incoming international switching. Incoming international calls to phone numbers for which the operator who performs incoming international orientation has no information that the number dialled is transferred; it is routed to



the operator who by the initial distribution is the carrier of a block of numbers including the number which the call concerns.

(4) For calls to ported numbers in which a code for the choice of the operator is contained, the routing referred to in paragraph (1) of this section in publicly available telephone service is carried out by the operator determined by a certain selection or pre-selection.

(5) The recipient operator of the number is responsible for establishing telephone traffic (terminating calls) to ported numbers as part of its public telephone network provided that they meet all legal requirements of this Article.

(6) Traffic towards a ported telephone numbers that requires routing between different public telephone networks, is routed through the same interconnection lines, as well as traffic to a non-transferred phone number that requires routing between those telephone networks.

(7) Special interconnection lines are not used for traffic to ported numbers, unless otherwise agreed between the operators.

#### Article 13

##### **(The use and structure of the ID number)**

(1) In order to ensure proper routing of traffic for calls to ported numbers, in exchange of signalization with the national number, which is the subject of the call, the operator who received the request to make a call, for the sake of the successful establishment of calls will send to the operator to whom the number is transferred to an associate ID number of the operator to whom the call is directed in front of which will be located a prefix of causal value # 14 reserved by the ITU-T Recommendation Q.850 for national use.

(2) The Agency shall determine the format, structure and method of allocation of the ID number to operators, for the use of the number portability service.

(3) ID number is used for call routing and represents a network number that indicates the telecommunications network (NetID) and switching (NodeID) of the transferred number.

#### Article 14

##### **(Protection against cyclic routing of traffic between operators)**

(1) Operators are required to take specific measures to prevent cyclic routing of traffic between operators, which are the result of inconsistent information from operational databases that define the routes of the call.

(2) Special measures referred to in paragraph (1) shall include:

- a) A mechanism that will automatically stop the traffic of calls in which the invited route includes the so-called 'jump the opposite', which is the case when the elements of a network, involved in the construction of the called route, are used.
- b) A mechanism that will automatically stop the traffic in case of receiving an ID number for which no traffic routes are foreseen.

### PART THREE – NUMBER PORTABILITY IN FIXED AND MOBILE PUBLIC TELEPHONE NETWORKS

#### Article 15

##### **(Portability in fixed and mobile public telephone network)**

Number portability between operators of fixed and mobile public telephone network is possible under the following conditions:

- a) Number portability between operators may be allowed if it is in accordance with Article 3 of this Rule and within the numerical groups specified by the Rules on the management of the numbering plan for telephone services in Bosnia and Herzegovina.
- b) The numbers that are not covered by paragraph a) of this section are numbers that are by any fixed operator used exclusively for their own use, as for example, numbers for testing or numbers to access the operator's services.
- c) Numbers used in the networks of more than one operator services for special purposes are also not transferable.
- d) In the fixed public telephone network individual numbers in an ISDN series or one of the numbers in a PBX BRA ISDN series are not transferable.
- e) In the mobile public telephone network identification numbers of any user in the publicly available telephone services insured via the public mobile telephone network (IMSI) are not transferable.
- f) The numbers that were active in the user groups of numbers in its own network operators for direct communication to their network cannot be divided but can be transferred only within the group of such numbers. This principle also applies in the case when a group of such numbers is transferred back to the original holder of the numbering.

#### Article 16

##### **(Recognition rates in fixed and mobile networks)**

- (1) The initial operators in fixed and mobile networks are required to provide its customers with a clear recognition of calls towards a ported telephone number, to which the call price is higher than the price of calls to that number when it was not transferred.
- (2) Service provider operators referred to in Article 3 of the present rules are bound to the queries of its users to information on ported numbers and prices for calls to these numbers through their own websites and call centres with phone numbers 080 0x xx xx.

(3) The provider of services under Article 3 of the present Rule shall not charge a call to a ported number at a price that is higher than the price of calls charged to non-ported number in the same telecommunications network, and for the same kind of services.

(4) The service provider operator under Article 3 of the present Rule shall not apply higher interconnection rates for calls to ported numbers, in relation to calls to non-ported numbers that are used to provide the same telecommunications services.

#### Article 17 **(Voice alert)**

(1) When you make calls to ported numbers, the operator of the public fixed or mobile telecommunication network in which the call originated, in order to fulfil obligations under Article 16, paragraph (1) shall, prior to the call inform the caller via voice message whose content indicates that the caller is establishing a call to a ported number. The duration of this message cannot be longer than four seconds. The message will read in one of the languages in official use in Bosnia and Herzegovina.

(2) After completing the voice message referred to in paragraph (1) of this Article, the operator provider of the public telephone services includes a monotonous beep in the duration of two seconds.

(3) Voice message described in paragraph (1) of this Article and sound signal described in paragraph (2) shall not be charged to the caller.

(4) At the request of the user of the telephone number, the operator of a public telephone service will turn off the warning described in paragraphs (1) and (2) of this section. The service shutdown of the abovementioned warning is free, and the operator of public telephone service will allow application for its exclusion also through electronic communications.

### PART FOUR - ADMINISTRATIVE PROCEDURE

#### Article 18 **(Procedure for transfer)**

(1) The process of transferring the number starts in the moment when a user submits a request to transfer the number to an operator to which they want to transfer the number. This requirement is also considered a request for the establishment of the customer relationship.

(2) Limited legal capacity persons (minors, etc.) are entitled to the rights and obligations of the customer relationship in accordance with the general regulations. The telecommunications operator shall, upon application by or on behalf of such persons, check whether the conditions for the conclusion of the customer relationship are fulfilled.

(3) The recipient number operator checks whether the number is portable, as well as the validity of the data contained in the application which relates to the number of the claimed transfer. This includes checking whether the user with the status of a subscriber attached a certificate of settlement of debts owed to the donor operator.

(4) The settlement of debts owed to the donor operator from the previous paragraph of this Article is considered the settlement of debts on behalf of service provided by the phone number to which the request for number portability is issued, which were incurred to the moment of application for number portability.

(5) Prepaid users cannot demand any compensation from the donor operator for the residual amount in their account and for unused traffic.

(6) The recipient operator submits the request to transfer the number by fax or e-mail to the donor operator, which is also considered as a user request for termination of the customer relationship with the donor operator on the day of the successful transfer of the number.

(7) The recipient operator is responsible for the execution of actions to harmonize with the user request.

(8) The donor operator is responsible for the execution of all orders received by the recipient operator.

(9) In the event that the required number cannot be transferred for one of the reasons provided in this Rule, or there will be a delay in the transfer of the number, the donor operator shall, within three working days of receipt of the request notify the recipient operator via written form of the reasons for the inability or delay of the transfer of the number.

(10) The donor operator is not obliged to provide number portability if:

- a) the application includes some formal defects that prevent treatment, including unpaid debt arising from the use of the number for which the transfer is requested, and these deficiencies are not remedied within the set deadline;
- b) the applicant is not the user of number for which the transfer is requested, nor is the proxy user of the number;
- c) mobile phone that the applicant uses is registered in the list of stolen appliances;
- d) number for which the applicant seeks portability is temporarily disconnected;
- e) during the implementation of number portability abuse of the number is determined for which the portability is issued, for the time a decision on such breach and the further right to use the number is decided.
- f) if the number is already in the process of transfer;

(11) In the event that there are no obstacles referred to in paragraph (10) of this Article, the donor operator shall carry out without delay the process of transfer of the requested number to the recipient number.

(12) The transfer order of the number shall be made on the date determined by the contract concluded between the user and the receiving operator in time from 13.00 to 16.00 hours, provided that until that moment the operational database of the operator are updated with information on the ported number by the central administrative database of ported numbers.

(13) The period in which the transferred number is not operational due to the implementation of the transfer operation, cannot be longer than three (3) hours in relation to the time stipulated in the agreement on the transfer of number between the user and the receiving operator.

#### Article 19

##### **(Objection of the operator)**

(1) If the operator of the recipient number, upon receiving the notification under Article 18, paragraph (9) of this Rule, decides that there are no reasons giving rise to the need to reject the request for the transfer of the number, it shall, within fifteen (15) days of receipt of such a notification give a written request to the Agency to decide on the obligation to transfer the phone number. The deadline for deciding on this request is thirty (30) days from the date of receipt of the request by the Agency.

(2) In the event that the Agency determines that there is no reason to, at the request of the user, refuse the transfer a number, a special decision will order the donor operator to execute the process of the transfer of the required number within ten (10) working days of receipt of the Agency's decision by that operator.

(3) An appeal against the decision ordering the transfer number does not delay effective execution.

#### Article 20

##### **(Withdrawal of the application for transfer)**

(1) After the recipient number operator sends an order to transfer the number to the donor operator, up until the moment of completion of transfer the user can cancel the request. In this case, the user is required to notify via a written statement the recipient operator no later than one day before the agreed date of the number transfer of the withdrawal of the application, where the user is required to prove:

- a) that they have submitted a written statement about keeping the customer relationship to the donor operator, or
- b) that they have submitted a request to transfer the number to another operator who is not the donor and in writing informed the donor operator of the matter, or

- c) that they have submitted a written statement to the donor operator about the termination of the customer relationship, and the phone number for which the transfer was originally requested is not further to be used.

(2) In order to prevent the lack of seriousness and the abuse of user rights on the transfer of numbers, the operator to which an application for number portability has been submitted, which in a decision released the applicants from paying fees under Article 5, paragraph (2) of this Rule, may in the case of the declaration of the withdrawal of the request charge the applicant a fee. The fee is charged for the costs of action by the applicant who raised this request. The declaration of withdrawal of the application is considered filed when a user in addition to a statement withdrawing from the requirement submits the proof of payment of compensation under Article 5, paragraph (2) of this Rule.

#### Article 21

##### **(Submission of a repeated request for number portability)**

The user who performed the number transfer cannot reclaim the number transfer in the period less than six months after the last number transfer.

#### Article 22

##### **(The application form for number transfer)**

(1) All operators in the public telephone network in Bosnia and Herzegovina are obliged to apply the form for number portability, which is made available to users of phone numbers in the public telephone network in Bosnia and Herzegovina.

(2) The application under paragraph (1) of this Article, which is also the final request for termination of an existing customer relationship, must be drawn up on a form which shall contain the following information:

- a) name: 'REQUEST FOR TELEPHONE NUMBER PORTABILITY';
- b) information about the user - a natural person, address of the connection (fixed network);
- c) the user data - legal person, the seat of the company from the court register, the person authorized to represent the company, address of the connection (fixed network);
- d) the date of the application;
- e) the number or group of numbers that requires transfer;
- f) the nature of the customer relationship with the donor operator (post-paid, prepaid);
- g) the purpose of the number to be transferred, according to the Numbering Plan for telephone services in Bosnia and Herzegovina (Official Gazette of BiH, No. 13/03; 105/08 and 95/11);
- h) name and headquarters of the donor operator;
- i) name and seat of the recipient operator;
- j) the date of the requested transfer;

- k) statement of the user that they request termination of the customer relationship with the donor operator;
- l) the user's request for the 'Request for telephone number portability' to be delivered to the donor operator for the realization of number portability;
- m) a statement by the recipient operator that on his part there are no obstacles to comply with the request for the transfer of number, including the absence of debt to the recipient operator on the basis of another user relationships;
- n) the consent of the user to in accordance with this Rule have their personal data collected, processed and exchanged between the operator and administrator of the central administrative database for the purpose of implementation of number portability;
- o) the applicant's signature and data from the identification document, information on the authorized agent, the number of the certification authority and the name of the body which carried out the verification;
- p) the number under which the application is maintained by the recipient operator.

(3) The recipient operator has the right to appoint other credible documentation that the applicant is required to submit with the application under paragraph (1) under a reasonable and necessary extent, but under no circumstances will it make such a commitment in order to slow down or hinder the resolving of the process upon request.

## PART FIVE - FINAL PROVISIONS

### Article 23

#### **(Implementing regulations)**

When it is necessary for the implementation of this Rule, the Agency is entitled to in accordance with Article 61, paragraph (2) and Article 99 of the Law on Administration (Official Gazette of BiH, No. 32/02 and 102/09) issue relevant guidelines, instructions and commands. The person in charge for the adoption of such legislation is the Director General.

### Article 24

#### **(Harmonization of general business conditions)**

(1) The operators of public telephone services in fixed and mobile telephone network shall, no later than five months from the date of entry into force of this Rule, harmonize its general business conditions to this Rule and publish them in accordance with Article 20 of the Law on Communications.

(2) Within seven days of the date of entry into force of this Rule, operators of public telephony services in fixed and mobile telephone networks are required to use the voice message prescribed within Article 17 of this Rule.

Article 25  
**(Entry into force and publication)**

(1) This Regulation shall enter into force eight days after its publication in the Official Gazette of BiH.

(2) On the effective date of this Rule, the application of Rule 32/2008 on Number Portability (Official Gazette of BiH, No. 20/08, 102/09) ceases to be valid.

Sarajevo, 29.05.2012

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CHAIRMAN OF THE COUNCIL

Neven Tomić