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| Hosting customer numbers in France |

# Customer Q&A

## Introduction

Please find below the important steps you & Colt need to take in order to comply with the Regulatory changes in France effective 1st January 2023.

This document is in a Q&A format and is for guidance purposes only. It is not legally binding.

This document is valid as of January 2023.

## Version Control

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| --- | --- | --- |
| Version | Notes / Updates | Date |
| 1.0 | First issue | 19 July 2022 |
| 2.0 | Updates:-1. **Please contact your account manager, who will share the order form for hosting of customer owned number blocks**
2. Links to Colt authorisation form (Mandat pour le service de collecte) added to Q&A-3
3. Contact email provided for APNF registration in Q&A-3
 | 15 Aug 2022 |
| 3.0 | Updates:-1. Link updated to the latest ARCEP decision in Q&A-1 in which these points have been updated:-
	1. confirmation of the number quarantine duration (Q&A-10)
	2. ARCEP will release 1k number blocks from July 2023 (Q&A-3)
2. Fixed format issue and Colt signature added to the mandate pour le service de collecte (Q&A-3)
3. Clarifications in managing number portability section (Q&A-3)
4. Clarifications on resourcing requirements for lawful intercept (Q&A-5)
5. Added link to the tri-partite agreement (Q&A-14)
6. Updated timelines (Q&A-15)
7. New Q&A-18 for sub-reselling
 | 18 Oct 2022 |
| 4.0 | Updates:-1. This document is available in French language [here](https://344164.fs1.hubspotusercontent-na1.net/hubfs/344164/FR/Hosted-customer-numbers-in-france-qa-FR.docx).
2. OPTA mandate is available in Q&A-3
3. Further guidance on how to register with APNF in Q&A-3
4. More information on the impacts of our 26th Nov release in Q&A-14 to 16
5. New Q&A-19 covers the regulatory changes impacting calls from automated systems
 | 21 Nov 2022 |
| 5.0 | Updates:-1. Tri-partite agreement now available in French language. Tri-partite agreement will become mandatory – see Q&A-14
2. More info on how to manage existing reserved / pre-activated Colt numbers after your own numbers go live - see Q&A-16
3. New porting Letter of Authorisations (LOA) are available – see Q&A-20
 | 6 Jan 2023 |

## Glossary

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| Abbreviation | Description |
| APIs | Application Programming Interfaces used for number management on wholesale SIP trunks (Number Hosting) |
| APNF | Association for the standardisation of inter-operator flows in France |
| ARCEP | National Regulatory body in France |
| EOF | Colt’s electronic order form |
| GEO | Geographic / fixed line (telephone numbers) |
| OPTA | Technical operator connected to APNF’s centralized database who manages portability requests on behalf of non-connected operators |
| Q&A | Question & Answer |
| UI | User Interface e.g. Numbers on Demand accessed via our customer portal, Colt Online and used for number management on wholesale SIP trunks (Number Hosting) |

Customer Q&A

1. What Regulatory changes are happening in France & when?

There are 3 important changes effective 1st January 2023:-

1. The resale of new geographic and location independent numbers for outbound voice services will be forbidden.
2. France will no longer have 400+ local area codes. 01-05 numbers will be available for use throughout mainland France, similar to 09 numbers today – they effectively become location independent “nomadic” numbers available nationally (this excludes the French overseas territories).
3. The duration of the frozen & quarantine period for numbers is changing.

ARCEP, the Regulator in France, has published further information on these changes here:

<https://www.arcep.fr/uploads/tx_gsavis/22-1583.pdf>

1. As a Colt customer, will I be impacted?

You are impacted if you are:-

1. reselling Colt’s outbound voice services such as SIP Trunking, Voice Line (v), Colt Intelligent Communications and/or Number Hosting to end-customers under your own brand, and
2. contract with these end-customers for the provision of Colt’s geographic & location independent numbers in France primarily for making outbound Voice calls

You must take action now to be ready for the changes effective 1st January 2023 – please read on….

1. What are the impacts?

**Registering & acquiring numbers**

ARCEP, the Regulator, require you to complete the following steps – please note you will need some knowledge of the French language:-

1. Register for your own Operator code in France here: [https://extranet.ARCEP.fr/portail/Communications%C3%A9lectroniques/IdentifiantCE/DemanderunidentifiantCE.aspx](https://extranet.arcep.fr/portail/Communications%C3%A9lectroniques/IdentifiantCE/DemanderunidentifiantCE.aspx), and then using your login & pwd details…
2. Apply for your own blocks of 10k numbers (01-05 & 09) using this link: <https://extranet.arcep.fr/portail/login.aspx?ReturnUrl=%2fportail%2fCommunications%c3%a9lectroniques%2fNum%c3%a9rotation/Demandedattributionderessourcesennum%C3%A9rotation.aspx>. A step by step guide is available here (<https://information.colt.net/hubfs/FR%20REG%20AUG%202022/ARCEP%20-%20operator%20code%20and%20number%20block%20application%20guide%20-%20v3.docx>)
3. ARCEP also offer you the choice of applying for your own porting / routing prefix, however these prefixes are in short supply. We & ARCEP recommend you consider continuing to use Colt’s porting / routing prefix as a simpler & easier solution

To register with ARCEP for your Operator code you will need to provide your legal entity details and your registered address, which does not need to be in France. Once your application to ARCEP is submitted & validated it will take 3 weeks for ARCEP to complete your application.

Once you have your Operator code (inc login & pwd to ARCEP’s extranet) you can apply for your 10k number blocks and your porting / routing prefix (if required). This will take a further 3 weeks to be processed. These are the official lead times and may get extended during busy periods.

Number blocks are currently available in increments of 10k. ARCEP confirmed that they will release 1k blocks from July 2023.

**Hosting of your number blocks**

Once you have taken the above steps you will need your 10k number blocks hosted on a technical operator’s network. Colt are a technical operator and now we can take your order to host your 10k number blocks on our network. Please note 10k number blocks cannot be split across different technical operators. Please ask your account manager for the order form. Your order will also require a Colt authorisation form signed in the French language only (“[Mandat pour le service de collecte](https://344164.fs1.hubspotusercontent-na1.net/hubfs/344164/FR/Mandat%20pour%20le%20service%20de%20collecte%20-%20FR.docx)). Electronic signature is accepted. English translation as an aid is [here](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2F344164.fs1.hubspotusercontent-na1.net%2Fhubfs%2F344164%2FFR%2FMandate%2520for%2520collection%2520of%2520traffic-FR-for%2520translation%2520use%2520only.docx&data=05%7C01%7CPenelope.Hickling%40colt.net%7C3ae16330fce54f1c2ef608dab0242297%7Cb859cf7eff8a40bbbd0fda56e6dc0eb8%7C1%7C0%7C638015966481358862%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=q6Cx6y76HzHhuv%2Fk0mvOc4B5qPnHV%2F5feJ8B5BihHOg%3D&reserved=0).

By signing the Colt order form and authorisation form, you will permit Colt to host your number blocks on the Colt network and allow us to notify other operators of this using the signed Mandat pour le service de collecte.

Once we have validated your order, there is an industry lead-time of 2 months during which we request the other technical operators such as Orange & SFR to route inbound calls to your numbers to Colt’s network and to any number prefixed with your routing / porting prefix. This lead-time may get extended during busy periods.

**Managing number portability**

As you know your porting orders are managed by us today and we use APNF’s central database to do this work. From November 2022 we will extend our support to cover the port-in/port-out of your own numbers on your behalf, saving you capex & opex.

As an owner of your own number blocks you are obliged to support number portability requests from your end-customers. If you wish Colt to continue managing *porting of your own numbers and all numbers ported in/out of the Colt network*, on your behalf, then you must register with APNF, the Fixed Number Portability association in France and the lead time is approx. one month. When registering with APNF you should:-

1. Register as a *non-connected* operator
2. Subscribe to the fixed number portability service, and
3. Subscribe to the PFLAU service (emergency calls platform)
4. For 2) & 3) indicate that Colt are your OPTA (a connected operator to APNF) managing porting requests on your behalf as well as end-customer emergency address updates into the emergency call platform on your behalf – see link to [APNF’s letter](https://344164.fs1.hubspotusercontent-na1.net/hubfs/344164/FR/L_adh%C3%A9sion_APNF_porta_indirect%20-PFLAU.doc)
5. Colt contact information for portability & PFLAU services to be included in APNF’s questionnaire is given [here](https://344164.fs1.hubspotusercontent-na1.net/hubfs/344164/FR/fiche%20de%20renseignements%20TYPE%20-%20OPTA%20COLT.xlsx)
6. In addition APNF require you to provide these documents in French language:-
	1. K-bis (dated less than 3 months) – this a the legal French company registration document, OR an equivalent legal company registration document (in local language);
	2. The certificate of their professional liability insurance (RCP – Responsabilité Civile Professionelle); and
	3. payment of the membership fee (cheque or bank transfer)
7. Registration is via email and your registration application will go to the APNF Board for review & approval. Following approval, you can change the services you have subscribed to via letter/email to APNF.

The contact person at APNF is: Mme Roussel, danielle.roussel@apnf.fr, who can be contacted in French language only.

In order for Colt to manage number portability on your behalf through APNF’s central database there is a Colt authorization form (OPTA mandate) to sign

* Please sign either the [French](https://344164.fs1.hubspotusercontent-na1.net/hubfs/344164/FR/MANDAT%20OPTA%20FR_03112022.docx) or the [English](https://344164.fs1.hubspotusercontent-na1.net/hubfs/344164/FR/MANDAT%20OPTA%20ENG_03112022.docx) version, and
* Send the signed OPTA mandate to your Account Manager.
* The OPTA mandate does NOT need to be sent to APNF.

It is only possible to select one connected operator as your OPTA and we are working with APNF to understand how we can support you if you are working with more than one supplier in France. The additional terms are being worked on by our Legal & Regulatory team and will be shared in due course.

Please note you can submit your Colt order form to enable us to host your number blocks without the signed OPTA mandate, so that your orders can progress without delay.

**Use of numbers**

There are no Regulatory changes relating to the use of numbers in France – for example a number can continue to be used by yourselves or an end-customer in a Cloud app, IP PBX, Conferencing solution etc.

Please see Q&A-19.

1. How are responsibilities split between Colt & you?

This diagram gives you, our customer, a high level overview of the split of responsibilities compared to your existing outbound voice services we support in a fully managed way today.



1. Why does Lawful Intercept become primarily your responsibility?

Currently in France requests for information are more common than wiretapping. Following this Regulatory change the authorities will see you as the owner of the number block / range holder and therefore the primary contact, in contrast to what happens today where the authorities contact Colt in the first instance. The authorities will contact you directly using the contact details you have submitted in your request for an Operator code & number blocks from ARCEP with their request for information.

If you cannot respond to the authorities’ request, i.e. to the information requests or wiretapping, please advise the authorities that Colt are your technical operator and the authorities will contact us directly / independently. It is forbidden for you & Colt to discuss / share any information relating to any of these requests.

Please onboard your own team resources to support this activity from Nov 2022. Your resources should be French speaking however they do not need to be French nationals. They should be employed by you / the entity owning the numbers.

1. Can Colt request new number blocks on your behalf from ARCEP?

No – please refer to the answer to question 3.

1. Will Colt continue to process port-in orders and port-out orders on your behalf, on Colt or your porting prefix?

Yes subject to you completing the steps in the response to question 3 including your registration with APNF. Please also refer to the answer to questions 8 & 20 below.

1. How will Colt manage your end-customer orders & the number lifecycle in the case where Colt are hosting your numbers?

From Nov 2022 we support the following on your behalf (note this is not an exhaustive list):-

1. We will make your new number blocks available in a “free” pool. Depending on the Colt product, you or our Sales Support team can then reserve & (pre)activate these numbers on receipt of an end-customer request/order and effectively draw down from the next available single number or number range within each block, as required. The 10k and 1k number blocks you have been allocated by ARCEP can be split / allocated to 1 or more of your end-customers
2. We will support deactivation & reactivation of your numbers
3. We will return deactivated numbers from your number blocks to your “free” pool of numbers at the end of the quarantine & frozen period
4. We will port-in numbers on Colt’s porting prefix or your own prefix (if you have one)
5. We will return ported-in numbers that end-customers cancel/deactivate and return these numbers to the number range holder/operator using our established processes & system integration with APNF
6. We will return numbers which were ported-out and which have been cancelled / deactivated by the end-customer into your “free” pool of numbers at the end of the quarantine & frozen period, using our established processes & system integration with APNF
7. If you have access to our B2B APIs and UIs then you will be able to see and report on the status of your numbers e.g. Free, Reserved, Activated, Port-in Activated, Quarantined etc

If you are a Number Hosting customer, the details of the changes to our B2B APIs and Numbers on Demand portal have been confirmed in our release note issued 90 days prior to the release. There is a UAT (test) period prior to our Nov 2022 release.

1. Are there any changes to the information you collect on our end-customers?

As we continue to support emergency calls routed on the basis of the end-customer’s location in France, it is mandatory that you supply a valid end-customer address in France with every number activation from your own number block and with every port-in order because the INSEE code derived from the end-customer’s postal code ensures the call is delivered to the correct PSAP.

We will update your end-customer information in the emergency database in France for your number blocks which we host, for ported-in numbers and for any address updates.

1. What are the changes to the quarantine & frozen periods in France?

The changes to the duration of the quarantine & frozen periods for numbers are:-

* Cancelled / deactivated numbers go into quarantine for a period of 40 days
* After quarantine, numbers remain frozen and cannot be allocated to another end-customer for a further 50 days
* Numbers can be reactivated at any point within the total 90 day period
1. When can we or our end-customer make and receive calls to our own numbers?

On completion of the end-customer order, or in the case of the Number Hosting Premium offer, when you have successfully (pre)activated a number.

Although inbound calls will be enabled with the PTT & OLOs upfront, inbound and outbound calls will be blocked on your behalf on the Colt network until we have activated numbers based on your end-customer order or you have successfully (pre)activated the numbers on your end-customer’s behalf. This is to prevent spam or unwanted calls.

Please note there is no change to the routing of inbound & outbound calls to/from your SIP trunks and to/from the destinations supported today in the PSTN.

1. Will there be any additional charges from Colt as a result of these Regulatory changes?

Your pricing & tariff plans remain the same as today except for an additional non-recurring charge.

So if today you pay to reserve and activate Colt numbers & number ranges, the same charges will apply to the reservation and activation of your own numbers / number ranges. There are no changes to the port-in & port-out charges.

The new non-recurring charge of €1k per number block covers the cost of the work we do to host your number block in our network and ensure inbound calls are routed by the PTT & OLOs to Colt. Discounts are available for multiple number blocks – please contact your Account Manager.

1. Will Colt provide support to prepare compliance reports / regulatory audits where required? Can you perform the annual APNF number consolidation report on our behalf?

The responsibility to supply compliance reports or to comply with regulatory audits is yours. Colt will provide a clear view of your number inventory - the number status & end-customer data via our APIs & UIs which you can use to meet these requests together with your own data.

Colt already provide APNF with an annual report every September of Colt’s own geographic numbers (free, activated etc) and as required by APNF this will be expanded to cover hosted customer numbers as well.

1. Is there an alternative solution to applying for your own number blocks from ARCEP?

Yes. If you do not want to apply for your own 10k or 1k number blocks, there is a compliant way for you to continue to use Colt numbers: under a [tri-partite agreement](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2F344164.fs1.hubspotusercontent-na1.net%2Fhubfs%2F344164%2FFR%2FTripartite%2520Agreement%2520for%2520the%2520provision%2520of%2520Colt%2520Numbers%2520in%2520France.docx&data=05%7C01%7CPenelope.Hickling%40colt.net%7C3ae16330fce54f1c2ef608dab0242297%7Cb859cf7eff8a40bbbd0fda56e6dc0eb8%7C1%7C0%7C638015966481358862%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=fd2IM6ItsRxT0LBpw4wqoMDPTutp2j%2BG4j2eoau9VJ4%3D&reserved=0) (EN) or [French version](https://344164.fs1.hubspotusercontent-na1.net/hubfs/344164/FR/Accord%20Tripartite%20fourniture%20de%20num%C3%A9ros%20Colt%20en%20France%20%28FRA%29%20FINAL.docx) after 1st January 2023.

The tri-partite agreement is signed by you, your end-customer & Colt and it is appended to your Colt order. In the tri-partite agreement the end-customer will have full visibility of Colt providing the underlying voice service and the numbers only. You will remain responsible for providing the service wrap such as taking the end-customer’s order, billing the end-customer, managing their faults and so on.

If you use the tri-partite agreement, then you do not need to apply for an Operator code from ARCEP and you do not need to register with APNF.

If you plan to use the tri-partite agreement, then please note:-

* The tri-partite agreement will be made optional in our Nov release
* The tri-partite agreement will be made mandatory from 21 Jan
* You can continue to reserve and pre(activate) new Colt numbers
1. To recap, what actions do you need to complete and by when to maintain service?

These are recommended timelines for both you & Colt to be ready ahead of ARCEP’s deadline of 1/1/23. If you have not started these steps yet, we strongly encourage you to do so to avoid any delay to processing your end-customer orders from 1/1/23.

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| Ref | Checklist – please refer to details in the Q&A | Owner | Timeline |
| 1 | Apply to ARCEP for your own Operator code & number blocksARCEP will validate and respond to you within 6 weeks (3 weeks for an Operator code + 3 weeks for number blocks) | You | Now – 31 Aug 2022 |
| 2 | Register with APNF and sign the OPTA mandate so that we can manage porting of your hosted number blocks & emergency call platform updates on your behalf | You | Now – Nov 2022 |
| 3 | Sign Colt’s authorisation form or confirm use of the Tri-partite agreementThe authorisation form & EOF are available from your Account Manager. Please complete, sign and submit by 12 Sept | You | 15 Aug – 12 Sept 2022 |
| 4 | If you are a Number Hosting customer you will receive the B2B API and Numbers on Demand release note 90 days ahead and can review the changes that require development | You | 18 Aug 2022Latest issue: 13 Oct 2022 |
| 5 | Receive confirmation from us that your order is validated and in progress with the PTT & OLOs (duration is 2 months) | You | Sep - Nov 2022 |
| 6 | If you are a Number Hosting customer you have the option of participating in our user acceptance testing of the changes to our B2B APIs | You | 24 Oct – 11 Nov 2022 |
| 7 | Receive confirmation that the Number Hosting release is successful and the Regulatory changes have gone live and you can start submitting end-customer orders for numbers out of your own number blocks | You | 26 Nov 2022 |
| 8 | The tri-partite agreement will be made mandatory for Colt number activations. End-customer address updates do not require the signature of a new tri-partite agreement | You | 21 Jan 2023 |
| 9 | Submit end-customer orders for numbers out of your own number blocks for SIP Trunking and Voice Line services | You | 21 Jan 2023 |
| 10 | Start using the correct LOA templates now – see Q&A-20. Porting orders will be put into Customer Feedback Awaited status if the incorrect template is used after 31st Jan | You | 31 Jan 2023 |

1. What will happen to your existing Colt geographic & location independent numbers?

**These Regulatory changes do not affect your existing activated and port-in activated geographic & location independent numbers in France.**

All activated and port-in activated numbers remain untouched / as is. From Nov 2022 you will be able to update an end-customer address, deactivate and reactivate these numbers for the same end-customer. If your existing end-customer requires new numbers, then these must be ordered from your own number blocks.

ARCEP recommends that full Colt ranges of existing numbers (Colt numbers allocated to you prior to January 2023) are transferred to you if those are indeed full ranges but ARCEP have not provided any indication regarding partial sets of numbers allocated to you prior to January 2023. Clarity on if and how existing ownership of Colt numbers could transferred to you as the operator in 2023 is yet to be provided. ARCEP have not given any Regulatory deadlines for this activity.

If your order for Colt to host your own number blocks is pending completion, then you can continue to reserve and (pre)activate Colt numbers and the tri-partite agreement will be optional up until 20 Jan and then it becomes mandatory from 21 Jan.

Once your own number blocks are ready, we will contact you to organise the switchover on your France service profile. Following the switchover you will be able to:-

* reserve or pre-activate numbers out of your own number blocks in NOD and/or API on your France service profile
* submit end-customer orders such as (de-/re-) activation and address updates for Colt numbers which you have reserved or pre-activated prior to the switchover. Activations will require the tri-party agreement to be attached to the order.
* You will no longer be able to reserve or pre-activate Colt numbers on the same France service profile post the switchover
* Port-in numbers as usual – for the correct LOA templates please see Q&A-20
1. If Colt already host your non-geographic numbers such as freephone / tollfree / shared cost & IN Geo numbers and a porting / routing prefix, then what are the impacts?

We are maintaining separate order forms for outbound voice and IN services, so please make sure you use the correct order form.

Your existing porting / routing prefix can be used to support the port-in of geographic and location independent numbers and there is no need to apply to ARCEP for a new one.

1. If the resale of numbers is no longer allowed, then how can you support your indirect / reseller channel?

‘Sub-reselling’ is not allowed and we recommend that you apply to ARCEP for your own number blocks which you then provide to your resellers and their end-customers under a tri-partite agreement.

1. What Regulatory changes impact calls from automated systems in France?

The recent numbering plan update from ARCEP here:- [www.arcep.fr/uploads/tx\_gsavis/22-1583.pdf](http://www.arcep.fr/uploads/tx_gsavis/22-1583.pdf) states that 10-digit geographic, nomadic and mobile numbers must NOT be used as CLI presentation when the call originates from an automated system, effective from 1 January 2023.

Calls originating from an automated system can only originate from verified nomadic numbers, i.e. in mainland France from these new defined ranges: 0162, 0163, 0270, 0271, 0377, 0378, 0424, 0425, 0568, 0569, 0948 to 0949.

ARCEP sets out the conditions regarding the usage of such numbers:-

* You must be able to verify and guarantee to the authorities and any Voice operator in France that the use of the number has received the prior explicit agreement of the assignee of that number (e.g. a call centre’s client’s explicit agreement) in order for that number to be used as CLI presentation in each call or message in which it appears
* Otherwise you must prevent or block the call or message from originating from that number as CLI presentation (in the FROM field of the SIP header), even if CLI presentation masking is applied to that call or message

If you wish to support end-customers who make calls from automated systems then:

* As a reseller in France, you should apply to ARCEP for your own nomadic number blocks out of the following ranges: 0162, 0163, 0270, 0271, 0377, 0378, 0424, 0425, 0568, 0569, 0948 to 0949 and request Colt host these number blocks on your behalf and then assign these numbers to your end-customers for this specific use
* If you are a direct call centre and not a reseller, you should contact your Account Manager to review your requirements and eligibility to acquire Colt verified nomadic numbers. Considering ARCEP’s usage conditions applicable to those numbers, Colt’s provision of those are subject to specific contractual, operational & technical conditions

Please note we cannot support the provision of these nomadic number blocks under a tri-partite agreement.

1. What are the changes to the porting Letters of Authorisation (LOAs)?

The following changes apply from Jan 2023:-

1. If you are registered with ARCEP as an Operator, have your own numbers, have registered with APNF and have signed the OPTA mandate with Colt (see Q&A-3), then you can submit port-in orders to Colt together with your own LOA signed by your end-customer. Your LOA template should follow this [format](https://www.colt.net/file/enVtNlhycGh6UWNXbW9ZNHhkNUVab1dSQWs5a0Rya2RGRDFiM1RNTkhydjUvTUhiL3Fzd0ZkK3pVVnpVMGM0NjRqVVF4aTIzZXZjaTJ6eGdTMzBZY2hQdW5qY1BNUlY1bkx4aTVWMkNXOHRrUkJCMFNiQzBFY3AzelJXYlNrcUNmL28rQVNmWk9kOSswUklNdTBWallWdXo4bDN1NHZJeVNVREZUNThFSHhBPQ%3D%3D) and must not contain any Colt information – it should have your own logo, be in the French language only and indicate to the end-customer that their numbers will be ported into you as the Operator. Please note you do not need to include your porting/routing prefix in the LOA (if you have one).
2. If you do not have your own numbers then you must submit port-in orders to Colt with this new Colt LOA in [FR](https://www.colt.net/file/enVtNlhycGh6UWNXbW9ZNHhkNUVab1dSQWs5a0Rya2RGRDFiM1RNTkhydjUvTUhiL3Fzd0ZkK3pVVnpVMGM0NjRqVVF4aTIzZXZjaTJ6eGdTMzBZY2tBenkyVnhVVjhyM0diSEZDd0dmYVBKMDl1QS84REUySmpMbi85a2NCclN5R2cvbzJDOVQ3QTdqeVpqOGQyV1U2eVVxY0U5T1o5L1lkSVF4UjVIKzI2WlE3MDdHRmdDaUZNd2lIT0tIRVl5) / [EN](https://www.colt.net/file/enVtNlhycGh6UWNXbW9ZNHhkNUVab1dSQWs5a0Rya2RGRDFiM1RNTkhydjUvTUhiL3Fzd0ZkK3pVVnpVMGM0NjRqVVF4aTIzZXZjaTJ6eGdTMzBZY2tBenkyVnhVVjhyM0diSEZDd0dmYVBKMDl1QS84REUySmpMbi85a2NCclN5R2cvbzJDOVQ3QTdqeVpqOGQyV1V4NWpGMjVPOEJ0eTBrYjVQMUEwWlBvUDZ6dnAyZU9rbWpsRExUdjE0MFds), signed by your end-customer. This Colt LOA includes the tri-partite agreement terms & conditions, which gives the end-customer full visibility of Colt providing the underlying voice service and hosting the ported-in numbers. You will remain responsible for providing the service wrap such as taking the end-customer’s order, billing the end-customer, managing their faults and so on. The LOA section must be in French language and the tri-party agreement can be either English or French

We will continue to accept port-in orders using the old Colt LOA until 31st January 2023, after which time the Porting Desk will advise you to use the correct template.