|  |
| --- |
| Portugal CVP |

# Customer Information

## Portugal CVP – All you need to know

### Change in Regulation – effective 11 May 2019

Due to a change in the telecommunication regulation in Portugal effective 11 May 2019, Colt as an Operator has an obligation to enter & maintain customers’ Portability Validation Codes (CVPs).

Further information on the regulations which ANACOM (Portugal’s national regulatory authority) have introduced is here:-

<https://www.anacom.pt/render.jsp?contentId=1435216&languageId=1>

The CVP Code is an essential element for the portability of all number types, both geographic and non-geographic, associated with voice services. Colt, as the operator, will generate the CVP when we assign number(s) to you, our customer / the subscriber of the service, and we will ask for your existing CVP when you request to port-in numbers to Colt.

## What does this mean to you, our customer?

**Placing an Order**

With every Voice order in which you request geographic and/or non-geographic numbers from Colt, you will need to provide your VAT (tax) number.

With every Voice order in which you request to port-in existing geographic and/or non-geographic numbers to Colt you will need to provide your Portability Validation Code (CVP), which your existing operator must provide to you.

**When your Voice service goes live**

On receipt of your order, we will include your VAT number as part of a “CVP” – a Portability Validation Code. This CVP is a single value assigned to all your number ranges (Colt new numbers & numbers ported-in to Colt).

**Where can I find my CVP?**

Please follow these easy steps:-

* Please login to Colt Online ([www.colt.net/online](http://www.colt.net/online)), our customer portal
* Go to our voice ordering section in which you can find the status of your order - within 24 hours of service handover you will be able to see your CVP
* Or go to the Billing/Invoicing section and search for your latest invoice for voice services in Portugal.

If you would like to contact us to find out your CVP:-

* During order processing, please contact our Portuguese Order Management team ([PTOrderManagement@colt.net](mailto:PTOrderManagement@colt.net))
* After your voice service goes live, please contact Colt Customer Service Enquiries ([CustomerServiceEnquiries@colt.net](mailto:CustomerServiceEnquiries@colt.net)) or visit our website ([www.colt.net/support](http://www.colt.net/support))