



## Important information for holders of individually assigned numbers

Holders of individually assigned numbers must guarantee compliance with the provisions of the law and with the conditions of the assignment decision, even if the operation, use or publication of the numbers is carried out **by third parties**.

If OFCOM finds that these requirements have been breached, it will open a number revocation procedure against the holder of the individually assigned numbers concerned, with liability for costs (at an **hourly rate of CHF 210**).

**Therefore please pass the following information on to those persons who operate the individually assigned numbers.**

### Provisions of the Ordinance on Telecommunications Services (OTS; CC 784.101.1) and the Ordinance on the Publication of Prices (PBV; CC 942.211)

The following applies when 090x numbers are announced:

- in accordance with Article 11a, para. 1 PBV a **free oral announcement** of the price must be made if the basic charge or the per-minute price exceeds CHF 2 ;
- in accordance with Article 13a PBV, as well as the specific terms of use in the assignment decision, for **any written or oral announcement** of an 090x number the **price must be indicated**. In the case of a written announcement, the price must be clearly and unmistakably indicated in the same font size as the number and in direct proximity to it.

In accordance with Article 39a and 39b OTS telecommunications service providers shall not charge their customers a surcharge for calls to 0800- and 084x numbers and for calls to 090x numbers they can only charge the price published by the number holder (surcharges prohibited).

As a result, it must not be specified in the oral and written announcement of prices that the price refers to **calls from the fixed network**.

If these provisions are violated, this may lead to a revocation procedure (subject to costs, at an **hourly rate of CHF 210**) for the assigned numbers.

Further information about the PBV and OTS can be found here:

[www.admin.ch/opc/de/classified-compilation/19780313/index.html](http://www.admin.ch/opc/de/classified-compilation/19780313/index.html) (available in German, French and Italian only)

[www.admin.ch/opc/en/classified-compilation/20063267/index.html](http://www.admin.ch/opc/en/classified-compilation/20063267/index.html)

### Revocation procedure due to unpaid administration fees or invalid addresses

Non-payment of the administration fees may result in the revocation of individually assigned numbers. You can avoid such procedures, which are subject to charges (at an **hourly rate of CHF 210**), by paying promptly.

Holders of individually assigned numbers are obliged to notify OFCOM of changes to their address or to the name of their company (e.g. due to a company merger). Changes must be notified immediately in writing e.g. by e-mail to [eofcom@bakom.admin.ch](mailto:eofcom@bakom.admin.ch). "Transfer / hand-over" of the right to use of an individually assigned number to a new holder is only possible with the consent of OFCOM (see form "Transfer of an individually allocated number" at the internet site <https://www.bakom.admin.ch/en/individual-number-0800-084x-090x>).

If decisions or other communications cannot be delivered because of an invalid address, this may lead to a revocation procedure (subject to costs, at an **hourly rate of CHF 210**) for the assigned numbers.