**Appendix A**

***Interview questionnaire for national regulatory authorities/ policy-making bodies***

1. What were the main objectives behind introducing the mobile number portability (MNP) service in your country?
2. Have you conducted any ex ante assessments/ feasibility studies on potential effects of MNP? If yes, what were the main targets/ market outcomes you were expecting MNP to achieve (e.g., in terms of the number of mobile portings, reduction in mobile prices, change in the market structure, etc.)?
3. Do you think your expectations have been met? *Please justify your either positive or negative response by supporting it with qualitative and/or quantitative arguments.*
4. In the course of implementing an MNP system, have you organised coordination meetings with all mobile operators to oversee and monitor the process? If yes, how often?
5. According to relevant research, an ideal MNP regime should have the following attributes:

* Porting process driven by the recipient network;
* Centralised, neutrally administered database;
* Direct call routing;
* Short porting times (normally one working day);
* Low or no porting fees for subscribers.

Does the MNP regime in your country satisfy all of the above characteristics? If not, please explain.

1. What was the model applied to database ownership, administration and management (e.g., by a consortium of mobile operators, by an independent entity, or by the national regulatory authority)? Do you think it was the right choice?
2. Do you think the MNP initial investment and subsequent maintenance cost have been reasonable, transparent and non-discriminatory for all involved mobile operators?
3. If mobile operators charge subscribers a fee for porting their numbers, do you think the price is reasonable and cost-oriented?
4. One of the aims of an efficient MNP regime is to limit cross-subsidisation between on-net and off-net tariffs. Do you think this has happened in your mobile market as a result of the MNP implementation? *Please provide argumentation for your response.*
5. Do you think the MNP service availability has been sufficiently promoted by mobile operators through adequate marketing campaigns? If not, please explain.
6. Does your MNP regulation permit mobile subscribers to port their numbers during ongoing contract periods?
7. Are there any regulatory measures envisaged for mobile operators if they artificially delay the porting process (e.g., a requirement to compensate subscribers)?
8. Do you think the MNP implementation has had an overall positive impact on competition in the mobile telephony market of your country (e.g., in terms of taking market concentration away from the incumbent mobile operator, providing a level playing field for smaller operators to compete and enlarge their subscriber base, etc.)? *Please justify your either positive or negative response by supporting it with qualitative and/or quantitative arguments.*