**Appendix B**

***Interview questionnaire for mobile operators***

1. What was your stance towards MNP before it was introduced? Were you opposing it, lobbying for it, or neutral?
2. What was the reason for your particular approach towards the MNP solution?
3. Have you conducted any ex ante assessments on potential effects of MNP on your company’s performance? If yes, how has the latter been predicted to change as a result of the MNP service adoption (e.g., in terms of your market share, subscriber base, mobile revenues, etc.)?
4. What was the number of mobile portings you targeted to achieve within a specific timeframe, say, one year after the introduction of MNP?
5. Have your expectations been met? Have you carried out any ex post impact assessments to support your conclusions? If yes, please provide qualitative and/or quantitative findings from your analysis.
6. How do you evaluate the level of cooperation among mobile operators in the course of implementing an MNP system? Was it effective or not?
7. In your opinion, has the national regulatory authority provided sufficient oversight and expert advice during the process, e.g., through organising frequent coordination meetings with all mobile operators?
8. 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? Have you contributed an equal share of the total cost, or have your payments been proportionate with your company’s size in terms of subscriber base or revenues?
3. Do you charge subscribers a fee for porting their numbers? If yes, do you think the price is reasonable and covers all your costs?
4. How have your mobile tariffs changed as a result of the MNP implementation? *Please refer to changes in prices for both on-net and off-net calls.*
5. Do you think the MNP service availability has been sufficiently promoted by your company through adequate marketing campaigns? *Please provide argumentation for your either positive or negative response.*
6. Do you conduct customer satisfaction surveys to reveal subscribers’ perceptions of your company’s mobile service quality? If yes, how often? *If available, please share the results of your most recent survey.*
7. Are your company subscribers allowed to port their mobile numbers during ongoing contract periods?
8. What kind of measures do you undertake to prevent subscriber churn? In particular, has your company initiated any loyalty programs, improved its mobile service quality, expanded its network coverage, and/or introduced additional services since the MNP launch?
9. Has your company ever been warned/ fined by the regulator for artificially delaying the porting process? If yes, please provide details.
10. Do you think the MNP implementation has had an overall positive impact on your company performance (e.g., in terms of enlarged subscriber base, increased mobile service revenues, etc.)? *Please justify your either positive or negative response by supporting it with qualitative and/or quantitative arguments.*
11. Do you think the mobile market in your country has eventually benefitted from the MNP service? *Please provide argumentation for your either positive or negative response.*