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The Universal Service Directive ensures that consumers can change, in 1 working day, their fixed or mobile operator while keeping their old phone number.

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Article 30 of the [Universal Service Directive](#) [1] requires operators to

- set a maximum time limit of one working day from the moment of concluding an operator change agreement to the moment when the number is activated with another operator;
- not exceed one working day's loss of service during the process of changing operator;
- carry out the overall process within the shortest time possible.

The [national regulatory authorities](#) [2] now have more power to ensure respect of these rules.

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[1] <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32002L0022:en:NOT>

[2] <https://ec.europa.eu/digital-agenda/digital-agenda/en/national-regulatory-authorities>

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