

Téléphonie

For customers to take full advantage of phone deals available from national operators, the National Telecommunications Regulatory Agency provides this informative guide in the form of questions/answers.

[Before choosing a phone service, what is the most important information I have ?](#)

The user must be informed of the various comparable offers available on the market, but also the billing, technical and commercial benefits, the options, after-sales service, etc.

Operators are required to provide the customer with a catalogue of offerings and services in each commercial branch or sales point. In addition, the current rates and conditions of each offer can be found on their website.

The user must also learn about the various rate offers on the market that are often tailored to specific customer profiles:

- Separate offers for private individuals, professionals and businesses;
- Prepaid or postpaid;
- Package deals or those that depend on the duration of use.

When it comes to a subscription, the customer must be informed of the terms of purchase, modification and termination. In the same case, the client must determine whether there is a contract binding him/her to the operator for a specified period and if exit clauses are included.

For mobile phone deals or limited mobility, the client must be informed of the coverage provided by the various network operators.

For prepaid phone deals, adding credit is performed on the SIM card and has a set validity communicated to the customer at that time. Once the delay has expired, the user must refill their card to prevent the operator from blocking the line.

[What should I know before seeking termination of my mobile postpaid contract?](#)

At the end of the commitment period

The subscriber has the right to terminate the contract at no additional cost, in accordance with Article 6 of the / DG / ANRT decision No. 08/2011 dated February 24, 2011.

Before the end of the commitment period specified in the contract

According to Article 5 of the ANRT / decision DG / No. 08/2011, for all postpaid mobile contract with long-term commitment and acquisition of a terminal at a discounted price, or purchase a particular benefit, termination occurs under the following conditions:

- If the duration of the subscription contract is 12 months, only the payment of the sum of subscription fees corresponding to the remaining duration of the contract may be required from the customer to terminate the contract early;
 - If the duration of the subscription contract is 24 months, and that termination occurs after the 12th month, the fee for early termination must consist of:
 - If a device was acquired, a rebate of (at maximum) the difference between the
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- device's purchase price for a 24 month period and the device's purchase price for a 12 month-period;
- If a particular benefit was acquired, reimbursement of the corresponding value of said benefit.
- If the duration of the subscription contract is 24 months, and that termination occurs before the 12th month, the fee for early termination must consist of:
 - If a device was acquired, a rebate of (at maximum) the total of the subscription fees up to the 12th month, plus the difference between the device's purchase price for a 24 month-period and the device's purchase price for a 12 month-period;
 - If a particular benefit was acquired, a rebate of (at maximum) the sum of subscription fees up to the 12th month, cumulative to the value corresponding to said benefit.

These fees for early termination shall be detailed in the subscription contract's terms and conditions that come with the completed form at the time of subscription to the offer. The customer should read these carefully before signing the contract.

Termination for legitimate reasons

The subscriber may request the termination of their contract at no cost for legitimate reasons that must be duly explained to the operator. An indicative list of legitimate reasons to be inserted at the subscription agreement (moving to another country or to an area not covered by the operator, sudden deafness, bankruptcy, loss of employment, etc.).

[Can I change operators while keeping my phone number?](#)

The provision of number portability makes it possible for client to keep the same phone number.

Portability can be achieved on mobile numbers (postpaid or prepaid 06xx xx xxxx), on geographic landline numbers (05xx xx xxxx) only when the subscriber is within the geographical area covered by the same code, and on non-geographic fixed numbers (08xx or 09xx xx xx xxxx xxxx).

[How to apply for portability?](#)

- The portability application is free, as all related costs are in charge of the recipient operator;
- The customer must only get in touch with the new operator he or she has chosen to request the number portability by filing a formal request against acknowledgement of receipt.

[What should I know about international roaming?](#)

What is international roaming?

Roaming and international roaming makes it possible to receive and make calls with a mobile phone abroad, under the same technical conditions of a national use.

Activation of international roaming

For some operators, roaming is enabled automatically, while in others it is necessary to enable it.

Prices

Before traveling abroad, the customer should ask his operator the price grid of voice and data roaming as well as the "roaming area" in which the country to be visited belongs to. In fact, each operator sets these rates by groups of countries classified into "roaming zones."

Making and receiving calls

When the customer, being abroad, receives a call, he/she pays the price difference corresponding to the routing of the call to the partner operator of the visited country. Thus, receiving roaming calls implies an additional fee, unlike receiving calls from Morocco.

What is the coverage area?

For the international roaming service to be available from the network operator, the latter must have signed commercial roaming agreements with foreign operators. All of these operators represent the coverage area of the carrier* partners abroad with which roaming is enabled. The customer must be informed of its operator's coverage area prior to making the trip.

What is limited mobility service?

Limited mobility service is a telecommunications service enabling the subscriber of a predetermined telecom operator to access telecommunications services offered by the operator on an entire geographical area where the subscriber will not be able to make or receive calls.

What is the coverage area of my limited mobility service?

The service area is limited to a diameter of 35 km. Beyond this perimeter outside the "city of activation", the service will not be available. Roaming and call transfers from one limited mobility zone to another are not allowed.

Who can use VoIP to provide me with a VoIP service?

Commercial operation for the public of IP telephony and transmission services carried out by third parties can only be done by telecom operators holding a license under section 1 of decision ANRT/DG / N ° 04 -04 dated April 6, 2004 on the status of IP telephony.

Call centres can use IP telephony only for "online information" services, traffic needs to be carried by a ERPT with a license.

Independent private or shared networks and internal networks use can also use IP telephony.

Apart from the cases mentioned, the commercial operation of VoIP is prohibited and punishable under the provisions of Article 83 of Law 24-96 on postal and telecommunications services as amended and supplemented.

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