

CREDIT TOP UP PROCEDURE

Step 1 – Form compilation

The Operator [OP] downloads the pdf form for the credit top up from the Administrator of the “Registro Pubblico delle Opposizioni” [ARPO] website at the URL <http://operatori.registrodelleopposizioni.it/operatori/moduli> (see Appendix A for list of supported browsers).

The OP must compile, save and send the form (or instead compile, print, scan and send it) as a PDF file or as an image file format (e.g. jpeg) indicating the desired package of subscribers’ telephone numbers (QNA). The above-mentioned form must be sent from the electronic mailbox of the person in charge for the administration of the application to istanza@registrodelleopposizioni.it (in case of traditional email) or to istanza.rpo@postecert.it (in case of certified email).

The form must include the Recipient Code and PEC address required by the Italian legislation in force on the subject of electronic invoicing.

The email address of the person in charge for the administration of the application must be the one provided at the time of registration or through the most recent update. Attachment cannot be larger than 10 MB.

In the request message it should also be stated whether the payment is going to be made in one instalment or in two equal instalments as follows: the first instalment when the credit for the requested numbering is assigned, the second instalment no later than 6 (six) months after the top up.

Step 2 – Invoice transmission

The ARPO replies by traditional email or certified email, confirming the issuance of the related electronic invoice in the name of the OP and with the total amount depending on the chosen package of subscribers’ telephone numbers (QNA).

The invoice will be made available to the OP in accordance with the procedures established by the Italian legislation in force.

Step 3 – Proof of payment transmission

The OP makes the payment and sends to the ARPO a proof of payment or the transaction reference (CRO) by traditional or certified email (using the same email addresses as per step 2). Attachment, where present, cannot be larger than 10 MB.

Step 4 – Payment verification and top up notification

The ARPO verifies the payment and therefore completes the OP’s credit top up.

The ARPO sends to the OP a traditional email or a certified email confirming the top up and indicating the OP’s credit before and after the operation.

ADDENDUM A

List of supported Browsers

The following browsers are supported by the web application:

- Internet Explorer 6+,
- Mozilla Firefox 3.6+,
- Google Chrome 8.0+,
- Safari,
- Opera

Compatibility of the PDF form with Adobe Reader

The top up form in PDF format can be displayed and editable in Adobe/Acrobat Reader version 5 or above. In older versions, when the file is opened, two messages will appear pointing out the possibility of errors in reading or filling in the form. To avoid these possible errors it is advisable to update Adobe Reader to a more recent version. However, it is possible to fill in and print the top up form correctly using the available version of Adobe Reader (at least version 5).

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