

Number Portability

Frequently Asked Questions

General Issues

- **What is number portability?**
 - Number Portability (NP) means you can keep your current fixed/landline or mobile telephone number if you decide to change from one service provider (or operator) to another within Jamaica. It allows you to change service providers without having to change your telephone number.
 - So, switching between service providers will mean you will not have to go through the trouble of advising all your friends, family, colleagues, customers and clients that your number has changed.
- **What is porting?**
 - Porting is the word used by the operators (or service provider) to describe the process which moves your number from one operator to another.
- **When will number portability begin?**
 - Number portability will begin on Monday June 1, 2015 for landline (fixed) and mobile telephone numbers in Jamaica
- **Will I be able to keep my telephone number if I move to another country?**
 - No, a number may only be ported within Jamaica.
- **Will number portability also mean that I can switch my landline number to my mobile phone service?**
 - No, numbers can only be ported between the same service, so a landline or fixed telephone number can only be ported to another landline service
- **Will number portability also mean that I can switch my mobile number to my landline phone service?**
 - No, numbers can only be ported between the same service, so a mobile telephone number can only be ported to another mobile service.
- **Who is Porting XS?**
 - Porting Access BV, also known as Porting XS, is the company engaged by the Government of Jamaica to provide the system which makes number portability work. The company provides and manages number portability services in many places, including The Cayman Islands, Panama, Ghana, Kenya, Channel Islands

(Guernsey and Jersey) the Isle of Man, the Netherlands and Gibraltar. You may visit their website as www.portingxs.com.

Costs

What will Number Portability Cost You?

- Will I need to 'purchase' my number in order to keep it?
 - No.
- **How much will switching providers cost me?**
 - A porting charge may be levied to port your number. Whether or not a charge is applied is at the discretion of the individual service providers. Please check with service providers to ascertain if there is a charge.
- **Will there be 'hidden' costs/charges?**
 - Not related to porting, however, note below that there may be contractual charges due as a result of ending your contract with your current service provider.
- **Will this mean additional fees/charges for local calls made between/across operator networks?**
 - The charges applicable to your service after switching will be on the terms and conditions of your new provider, and you will now be on their network. As such, charges may be completely different from those of your previous service provider, including increased charges for making calls from your new network to numbers on your previous network.
- **Will I incur any penalty costs for leaving a provider?**
 - You will receive a bill for your usage up to the time your number is switched to the new service provider, and your service terminated with your current service provider. All outstanding balances related to the number being ported and which exceed any prior deposit, must be paid before porting the number will be permitted.
 - If you have not completed a minimum required term of the contract with your existing service provider you may be required to pay the outstanding balance of monthly rentals due under the contract.
- **What about refundable installation/set up fees I would have paid to my initial provider? Will I lose them? Will I be able to transfer them? How soon would my initial provider be required to refund those moneys to me?**
 - All contractual arrangements with your previous service provider are based on your service contract with that provider. You should investigate carefully the provisions

regarding termination of service. Terminating a contract and porting your number should not be treated any differently than termination without portability.

Eligibility to 'Port' Your Number

- Who will be eligible for number portability service?
 - Any post-paid landline customer whose number has not been barred or suspended from making outgoing calls.
- Can a service provider under any circumstances, refuse to allow me to retain my number?
 - If your number has been barred or suspended from making outgoing calls for non-payment or any other reason the port will be refused by your current operator. The operator you wish to move your service to will conduct usual credit checks and may require the payment of an appropriate deposit before providing service or, in some circumstances may refuse to provide service to you.
- What if I have a disputed issue/ balance that I am unable to resolve with my current provider? Can I still be eligible if I am actively trying to resolve the matter?
 - Provided that your number has not been barred or restricted from making outgoing calls, you are eligible for porting. You will still remain liable to pay any outstanding balance due to your current provider.

Steps in the Porting Process

- **How do I start the process? Do I need permission from my current service provider to switch to another provider? Will I need to cancel my existing telephone service contract before switching to another provider?**
 1. Go to the retail shop or authorised dealer of your chosen new service provider to request a new telephone service, and tell them that you would like to keep your number. (Please note that porting can only be undertaken by visiting the retail shop or authorised dealer of your chosen new service provider and is not available by telephone or online).
 2. The staff will ask you to complete an application form together with a "Porting Request Form".
 3. You will be asked to provide:
 - Proof of identity, either a valid and current passport or driving licence or other photo ID

- A copy of a recent telephone bill from your current service provider, in the case of landline. The name on the recent bill must match the name on the corresponding photographic identity document used to authorise the porting request. In the case of business accounts, proof of authorisation to deal with the account by the person submitting the request must be given.
4. You will be asked to make a call from your phone to the special porting number XXX-XXX-PORT (7678).
 5. You will receive an email or text confirming that your request has been received.
 6. Provided your number is neither barred or suspended due to non-payment nor has an outstanding debt that exceeds the sum of your deposit on the account, your order will be processed and you will be informed of its progress by email or text.
 7. Under normal circumstances for landline, your porting will be completed by the fifth working day after you complete your request (i.e. excluding weekends and public holidays), for mobile it will normally be completed in one day. At that time your number will have been moved to your new service provider and calls to your number will no longer be sent to your existing service provider's line.
 8. When this happens, you will receive an email or text advising you that your porting has been completed.
 9. The process is complete.
- **What happens once the process is initiated? How long will it take?**
 - For landline, the process should take five (5) working days (i.e. excluding weekends and public holidays), after the day on which you make the request. For mobile, the process should take one (1) working day (i.e. excluding weekends and public holidays), after the day on which you make the request.
 - What happens during the wait time?
 - Will persons still be able to make/ receive calls?

If I buy a phone package offer, i.e, the phone is offered at a discount based on a post-paid contract, what becomes of the instrument or the contract should the consumer decide to port?

- If a customer purchases a handset under the post-paid discount, then terminates/switches to the competitor before the end of the 1 year contract period, they will be required to clear the cost of the handset in addition to the remaining post-paid charges before porting (this amount is prorated so becomes lower as the customer approaches the 12 month mark).

- **I run a business, will switching mean being without telephone services until the porting process is complete?**
 - The porting process should not result in any noticeable interruption of your service whether for business or individual customers. However, business customers porting multiple telephone lines should discuss the porting process with your proposed new service provider who may formulate a tailored porting process to ensure that your business is not interrupted or inconvenienced.
- **Does porting have to happen at a particular time in the month? For instance does my billing period impact when porting can occur?**
 - No. Porting may happen on any business day.
- **What if I want to cancel my request to port my number? How and when can I do that? Will there be any costs or penalties attached to cancelling?**
 - Your porting request cannot be cancelled after the required forms are completed and submitted at the retail store.
- **What documents will I need when applying to have my number ported?**
 - Proof of identity, either a passport or driving licence or other approved Photo ID.
 - A copy of a recent fixed telephone bill from your current service provider. The name on the recent bill must match the name on the corresponding photographic identity document used to authorise the porting request. In the case of business accounts, proof of authorisation to deal with the account by the person submitting the request must be given.

Service Issues

- **What if I'm not happy with my new service provider? Can I switch back to my old one? Will there be penalty costs to switching multiple times?**
 - You may not port the same number again (whether to your previous operator or to any other operator) for ninety (90) days after the port has been completed.
- **Is my former service provider allowed to try to dissuade me after I've decided to switch?**
 - No. Your old service provider is not allowed to contact you during the porting process to try and persuade you to stay with them. Your old service provider is

prohibited from contacting you with the intention or effect of encouraging you to return to them for re-sign up for their landline or mobile telephone services for a period of ninety (90) days following the completion of the porting process. However, your old service provider can contact you to recover outstanding payments.

- **Can a toll free number be ported?**
 - Yes, any landline number can be ported.
- **What about voicemail and other ancillary services that I have currently? How will porting my number impact these services?**
 - You will lose your old voicemail including messages and ancillary services, and you will need to set these up again with your new service provider.
- **Who do I contact if I have a problem with switching?**
 - If there is any problem with porting or for any other query during or after the porting process, you should contact your proposed new service provider, who will coordinate the complaints process (even though the problem may not have been caused by that provider).
- **Where can I get more information about number portability?**
 - The Office of Utilities Regulation (OUR) has published information on number portability on its website at www.our.org.jm

Office of Utilities Regulation (OUR):

3rd Floor, PCJ Resource Centre

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