



**NUMBER PORTABILITY**  
Switch Your Service Provider - Keep Your Number



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# The Jamaican Number Portability Frequently Asked Questions



# FAQs

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Switch Your Service Provider - Keep Your Number

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Jamaican consumers began to benefit from Number Portability on June 22, 2015. This booklet of Frequently Asked Questions gives quick and easy answers to questions you might have. It will help you understand Number Portability.

## Do I need new instruments for fixed or mobile when I decide to port my number?

It depends. A device may be:

- Locked to an operator's network, or
- Dual banded which may not work on the new service provider's network. Check with your recipient service provider.

## Where can I get more information about number portability?

The Office of Utilities Regulation (OUR) has information on its website at [www.our.org.jm](http://www.our.org.jm). *You may also visit the website of any service providers for information on number portability.*



## Office of Utilities Regulation (OUR):

3rd Floor, PCJ Resource Centre

36 Trafalgar Road, Kingston 10

Telephone: (876)968-6053 or 1-888-2255-687

Email: [consumer@our.org.jm](mailto:consumer@our.org.jm)

Website: [www.our.org.jm](http://www.our.org.jm)

[Facebook](https://www.facebook.com/officeofutilitiesregulation): /officeofutilitiesregulation [Twitter](https://twitter.com/theOURja): @theOURja

## Service providers' website links:

**Digicel** - [www.Digiceljamaica.com](http://www.Digiceljamaica.com)

**LIME** - [www.lime.com/jm](http://www.lime.com/jm)

**FLOW** - [www.discoverflow.co/jamaica](http://www.discoverflow.co/jamaica)

**IslandNet Jamaica Ltd.** - [www.islandnetjm.com](http://www.islandnetjm.com)





## WHAT ARE THE OTHER STEPS INVOLVED?

**The recipient service provider will act as your agent to close the account. The donor service provider will manage the process of your number being ported.**

1. If your number is not disconnected your order will be processed and you will be informed of its progress by email or text.
2. Under normal circumstances for fixed-line, your porting will be completed by the fifth working day after you complete your request (that is, excluding weekends and public holidays). For mobile it will normally be completed within one working 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 network. When this happens, you will get an email or text advising you that your porting has been completed.  
Once the recipient service provider gets your request for porting, he will advise you to save any messages or other information stored by the donor network that may be lost when that account with is closed.

3. Please note that the donor service provider and the recipient service provider will be working in good faith to investigate reported incidents or fraudulent or inappropriate porting transactions and report their findings to the Number Portability Administrator (NPA).
4. If the service providers find out that a porting transaction is fraudulent or inappropriate, the number will be returned promptly via the Administrator to the donor service provider.



## COSTS



**Will I need to purchase my number in order to keep it?**  
No.

**How much will switching service providers cost me?**  
There is no charge by the service provider from which you are porting your number. However, the service provider to which you are porting may impose a charge. Please check with them to find out if there is a charge. Any applicable charge is at the discretion of the service providers.

**Will there be 'hidden' costs/charges?**  
Not related to porting. However, there may be contractual charges when you end your contract.

**Will I pay more for my service?**  
The charges applicable to your service after switching will depend on the terms and conditions of your new service provider. Charges may be different from those of your previous service provider.

**Will I incur any penalty for leaving a provider?**  
This may depend on the terms and conditions of your contract with your current service provider. If you have not completed the minimum required term of the contract with your existing service provider you may be required to pay the charges due under the contract.

**What about refundable fees I would have paid to my initial provider? Will I lose them? Will I be able to transfer them? How soon would my previous service provider be required to refund those monies to me?**  
You should examine carefully the provisions regarding termination of your service. Terminating a contract and porting your number should not be treated any differently than ending your contract without portability. Number portability is not a reason for your previous service provider to fail to honour its contractual obligations. All contractual arrangements with your previous service provider are based on your service contract.





## ELIGIBILITY TO 'PORT' YOUR NUMBER

### Who is eligible for number portability service?

Any mobile or fixed customer with an active account whose number has not been disconnected.

### Can a service provider under any circumstance, refuse to port my number?

Yes. A service provider may do so, if your number has:

- Been disconnected
- Been ported in the last ninety days;

Or, if you have:

- Roamed overseas in the last five (5) days; and
- An outstanding bill, due bill or unbilled charges which are more than your deposit.

### Can I port my number if I have a disputed balance with my current service provider?

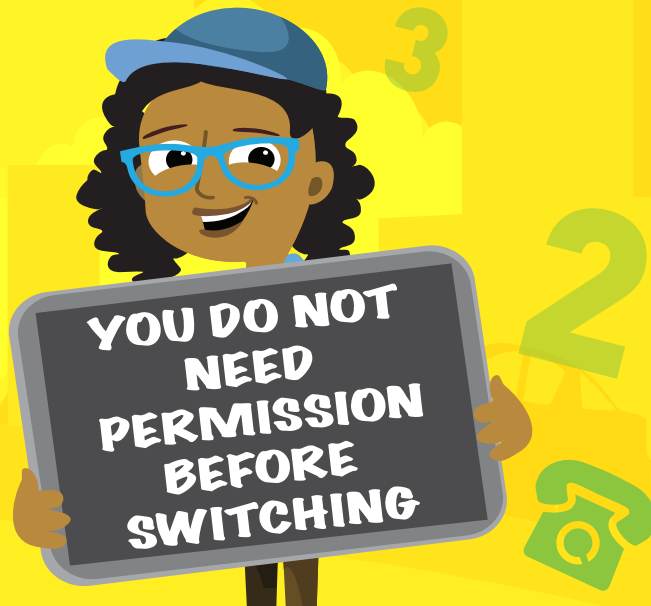
Yes. If the disputed amount is less than the deposit with your provider. If the disputed amount is more than the deposit with your provider, you will not be able to port. You will still remain liable to pay any outstanding balance due to your current provider.

### Do I need permission from my current service provider to switch to another provider?

No. You do not need permission.

### Will I need to cancel my existing service contract before switching to another provider?

No. You should not cancel your service.



## STEPS IN THE PORTING PROCESS



### How do I start?

1. You should go to the retail shop or authorised dealer of your chosen new service provider to request a new telephone service. Tell them that you would like to keep your number. Porting is not available by telephone or online for individuals.

2. The staff will ask you to complete an application form together with a "Porting Request Form".

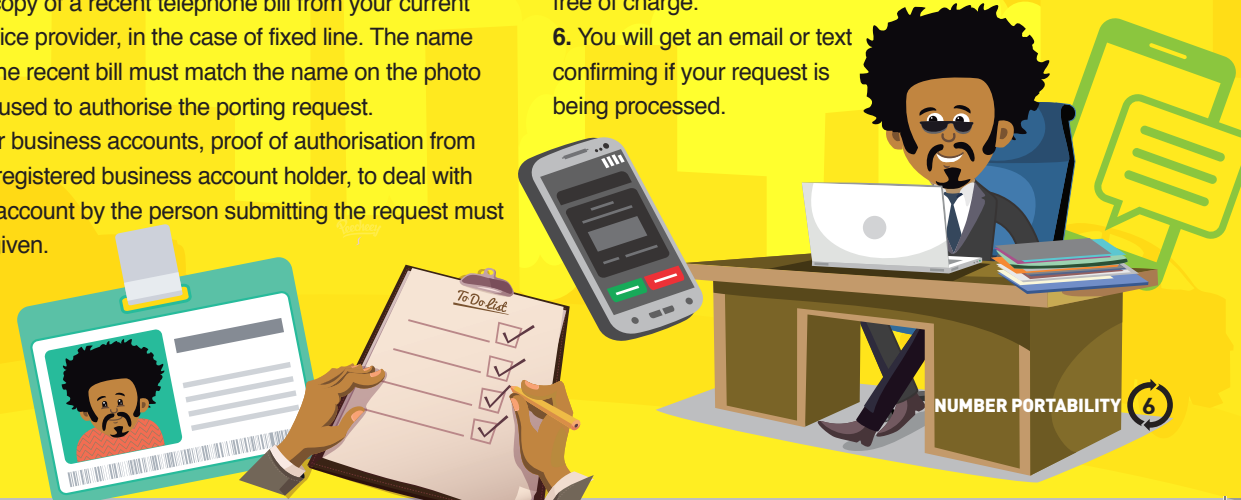
3. You will be asked to provide:

- Proof of identity, either a valid passport or Driver's Licence, National Identification Card or other photo ID; and
- A copy of a recent telephone bill from your current service provider, in the case of fixed line. The name on the recent bill must match the name on the photo I.D. used to authorise the porting request.
- For business accounts, proof of authorisation from the registered business account holder, to deal with the account by the person submitting the request must be given.

4. For mobile ports, after submitting your porting request you will be asked to text the word "PORT" to the number **444-PORT(7678)**. The text must be sent from the number which you intend to port. Texts to the designated mobile port request number are free of charge.

5. For fixed ports, after submitting your porting request, you will receive an email or SMS asking you to call the special porting number **444-PORT(7678)** and submit the PIN which is provided in the email or SMS. The call must be made from the number which you intend to port. Calls to the designated fixed line port request number will be free of charge.

6. You will get an email or text confirming if your request is being processed.





## GENERAL INFORMATION



### What is number portability?

Number portability means you can keep your current fixed or mobile telephone number if you decide to change from one service provider to another within Jamaica.

So, switching between service providers means you won't have to tell your friends, family, colleagues, customers and clients that your number has changed.

### What is porting?

Porting describes the process of moving your number from one service provider to another.

### Will I be able to port my telephone number to a provider in another country?

No. A number may only be ported within Jamaica.

### Can I port my number when I am overseas?

No, a number may only be ported within Jamaica.

### Will number portability mean that I can switch my fixed number to my mobile phone service?

No. Numbers can only be ported between the same service. So a fixed telephone number can only be ported to another fixed service.

### Where do I go to port my number?

You must go to the retail shop or authorised dealer of your chosen new service provider to ask for a new telephone service, and tell them that you would like to keep your number.

### Does porting have to happen at a particular time in the month?

No. You can port on any working day. Your billing period does not impact when you can port.

### Who is Porting XS?

Porting Access BV, also known as Porting XS, is the Dutch company licensed by the Government of Jamaica to provide the system which makes number portability work. They are the Number Portability Administrator.

With the introduction of number portability there was a clear need within the market to outsource the increased level of administrative and technical activities associated with the porting process. PortingXS provides the back-office organization for number portability.

They manage number portability services in many places, including The Cayman Islands, Panama, Ghana, Kenya, Chanel Islands (Guernsey and Jersey) the Isle of Man, the Netherlands and Gibraltar. You may visit their website at: [www.portingxs.com](http://www.portingxs.com) for more information.



## HOW LONG WILL THE PROCESS TAKE?



### For Fixed Lines:



**Porting of one (1) to 99 numbers** - Five (5)

working days (that is, excluding weekends and public holidays), after the day on which you make the request.

Porting of a group of one hundred (100) or more fixed numbers - Ten (10) working days.

### For Mobile:



**Porting of one (1) to 49 Numbers** - one (1)

working day (that is, excluding weekends and public holidays), after the day on which you make the request. Porting of 50 or more numbers and numbers requiring additional authorization - Two (2) working days.

may be required to clear the cost of the handset in addition to the remaining contract charges before porting.

### I run a business. Will switching mean being without telephone service until the porting process is complete?

No. The porting process should not result in any noticeable interruption of your service whether for business or individual customers. The service provider will work to ensure that there is minimal interruption, if any.

### What if I want to cancel my request to port my number?

The porting request cannot be canceled once the customer has sent the text to, or called the port request number (444-PORT).

### What if I'm not happy with my new service provider?

You may not port the same number again (whether to your previous service provider or to any other operator) for ninety (90) days after the port has been completed. So, if you are unhappy you will have to wait out the ninety-day period.



## SERVICE ISSUES

### If I buy a package, for example, and the phone is offered at a discount based on a contract, what happens to the instrument or the contract should I decide to port?

• It depends on your contract with your service provider. If you buy a discounted package, and then switch to another service provider before the end of the contract period, you





## SERVICE ISSUES

### Is my former service provider allowed to try to dissuade me after I've decided to switch?

No. Your former service provider is barred from contacting you with the intention or effect of encouraging you to return to them for re-sign up for their fixed or mobile telephone services after they have been notified of your porting request and for a period of ninety (90) days following the completion of the porting process. However, your former service provider can contact you to recover outstanding payments.

### What about voicemail, e-mail or other services that I have currently?

You will lose your old voicemail including messages and ancillary services. You will need to set these up again with your new service provider.

### Who do I contact if I have a problem with porting?

If there is any problem while porting or for any other query during or after the porting process, you should contact your new service provider, who will coordinate the complaints process. This should be done even though the problem may not have been caused by that provider.

### Will any un-used pre-paid call credit from my old provider be transferred to my new provider so that I may use it up?

No. Un-used call credit will be lost at the time of porting your pre-paid fixed or mobile number.

### How will I know my final bill so that I may pay it and ensure that my porting request will not be refused?

Ask your current service provider for a statement of all your charges to the current date.

### After I have submitted my request to port my number, can I continue to use the service of my existing provider?

Yes, but this could prevent you from porting if the charges incurred during this period are more than your deposit.

### Does having a credit advance/loan product with my provider prevent me from porting my mobile number?

No.

### Do I need a new SIM from my new service provider?

Yes. Your new service provider will issue a new SIM.

## PG. 6 - STEPS IN THE PORTING PROCESS

How do I start?

## PG. 7 - WHAT ARE THE OTHER STEPS INVOLVED?

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## PG. 8-10 - SERVICE ISSUES

If I buy a package, for example, and the phone is offered at a discount based on a contract, what happens to the instrument or the contract should I decide to port?

I run a business. Will switching mean being without telephone service until the porting process is complete?

What if I want to cancel my request to port my number?

What if I'm not happy with my new service provider?

Is my former service provider allowed to try to dissuade me after I've decided to switch?

What about voicemail, e-mail or other services that I have currently?

Who do I contact if I have a problem with porting?

Will any un-used pre-paid call credit from my old provider be transferred to my new provider so that I may use it up?

How will I know my final bill so that I may pay it and ensure that my porting request will not be refused?

After I have submitted my request to port my number, can I continue to use the service of my existing provider?

Does having a credit advance/loan product with my provider prevent me from porting my mobile number?

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Where can I get more information about number portability?

