

WHAT IS



NUMBER PORTABILITY?

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

Switch Your Service Provider Keep Your Number

So, switching between service providers will mean you will not have to tell your friends, family, colleagues, customers and clients that your number has changed.



HOW IT WORKS

STEPS IN THE PORTING PROCESS



- 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. Porting 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 **Passport, Driver's Licence, National Identification Card** 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 photo I.D. used to authorise the porting request.
 - For business accounts, proof of authorisation 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 will be free of charge.
- 5 For landline numbers, 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 text. 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. The service provider may have to visit your premises for fixed line porting.
- 6 You will get an email or text if your request is being processed. If it is successful you will get a confirmation e-mail or text. Mobile porting takes 24 hours. Landline porting takes five (5) business days.

WHAT'S THE COST?

NOTHING

How much does it cost?

→ Will I need to 'purchase' my number in order to keep it?

No! 0\$

How much will switching service providers cost me?

→ There will be 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 the service provider to which you are porting to find out whether or not there is a charge. Any charge applied is at the discretion of the individual service providers.

Will there be 'hidden' costs/charges?

→ Not related to porting. However, there may be contractual charges when you end your contract with your current service provider.

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 a minimum required term of the contract with your existing service provider you may be required to pay the charges due under the contract.

