

## Jamaican Number Portability

# HOW NUMBER PORTABILITY WORKS

Switch Your Service Provider - Keep Your Number

## HOW TO PORT YOUR MOBILE NUMBER



Go to the retail shop or authorised dealer of your chosen new service provider. Complete a porting request form. **REMEMBER TO BRING PROOF OF IDENTITY.** You will be provided with a new SIM card with your same number. **PORTING NORMALLY TAKES 24 HOURS**



After completing the form, text the word "PORT" to 444-PORT (444-7678) from the same number which you intend to PORT. You will receive a text indicating whether your request is being processed.



After checks are done by your current service provider, **YOU WILL RECEIVE A TEXT AS TO WHETHER YOUR PORTING REQUEST IS SUCCESSFUL. IF SUCCESSFUL** you can now **INSERT YOUR NEW SIM CARD AND START MAKING CALLS!**

## HOW TO PORT YOUR LANDLINE NUMBER



Go to the retail shop or authorised dealer of your chosen new service provider. Complete a porting request form. **REMEMBER TO BRING PROOF OF IDENTITY. PORTING NORMALLY TAKES 5 DAYS.**



You will then receive an email or text message asking you to call "PORT" to 444-PORT (444-7678). Submit the PIN which is provided in the email or text indicating whether your request is being processed. **THE CALL MUST BE MADE FROM THE NUMBER WHICH YOU INTEND TO PORT. YOU WILL RECEIVE AN EMAIL OR TEXT INDICATING WHETHER YOUR REQUEST IS BEING PROCESSED.**



Within 5 days, your new service provider may visit your premises to do the necessary installation. **AFTER CHECKS ARE DONE BY YOUR CURRENT SERVICE PROVIDER, YOU WILL RECEIVE AN EMAIL OR TEXT AS TO WHETHER YOUR PORTING REQUEST IS SUCCESSFUL. THE SUBSCRIBER IS NOW FREE TO MAKE CALLS!**

### A FEW IMPORTANT TIPS BEFORE PORTING:

- Back up your important voicemails or SMS Texts.
- Use up all your call credits or you will lose them.

### PROOF OF IDENTITY-PERSONAL

A valid passport, driver's licence, National I.D. Card or other photo I.D.

### PROOF OF IDENTITY-BUSINESS

Proof of authorisation to make changes to account by the person submitting the request as well as a photo I.D.

### YOUR NUMBER CANNOT BE PORTED IF YOU HAVE:

- Outstanding DEBT with your current provider which exceeds your DEPOSIT.
- Ported your number in the last ninety (90) days.
- Roamed overseas in the last five (5) days.
- A number which has been disconnected.



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



Visit the O.U.R. website at [www.our.org.jm](http://www.our.org.jm) for more information on Number Portability Toll Free at: 1-888-CALL-OUR [f: /officeofutilitiesregulation](https://www.facebook.com/officeofutilitiesregulation) [t: @theOURja](https://twitter.com/@theOURja)

