

FOR IMMEDIATE RELEASE

OUR Updates Guidelines for the Porting of Phone Numbers

(Kingston, Jamaica: 2022 April 28): The Office of Utilities Regulation (OUR), pursuant to powers conferred in the Telecommunications (Number Portability) Rules, 2014, has made a number of changes to the guidelines for the porting of telephone numbers.

These changes are contained in the OUR's "Review of the Number Portability Framework – Industry Number Portability Guidelines Determination Notice - Phase One" dated 2022 March 31, and an updated and revised Industry Number Portability Guidelines (INPG) which took effect on 2022 April 19.

The review considered, among other things, the need to improve the efficiency of the porting process, as well as to include additional consumer safeguards against unauthorised or inappropriate porting transactions.

Among the changes in the revised INPG are the following:

1. The Porting Request Form must include the name and signature of the service provider's representative undertaking the validation process and the specific location at which the porting process was initiated;
2. The Porting Request Form can now either be paper-based or represented in an electronic format;
3. The locations at which the porting process may be initiated have been expanded to include service providers' retail stores, authorised dealer stores, or a temporary station that is set up by the service provider or its authorised dealer at a fixed location in a community centre, public square, entertainment or sporting event, educational centre, shopping plaza or at other locations or events as the OUR may approve from time to time;
4. The Number Portability Administrator can now progress a porting transaction where the donor service provider fails to send the Authorisation Response within the specified timeline;
5. Service providers will be required to submit to the OUR, quarterly filings on the status of aging ported-in numbers for the different class of service that have been disconnected.

The OUR, as the utility regulator now has the sole authority to make amendments to the INPG.

Details of OUR's Determination Notice on the Review of the Number Portability Framework – Industry Number Portability Guidelines Determination Notice – Phase One can [be examined on its website: www.our.org,jm](http://www.our.org,jm).

BACKGROUND

Number Portability was introduced in Jamaica in 2015. It enables local mobile or landline telephone users to retain their telephone numbers when transferring from one service provider to another.

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The OUR engaged in a public consultation process in 2021 to get input on proposals to change the Industry Number Portability Guidelines for the porting of telephone numbers.

The review of the INPG is the first of a three-phased process to review the number portability framework. Phases two (2) and three (3) will focus on the Telecommunications (Number Portability) Rules, 2014 (the Rules) and the Number Portability Code of Practice respectively.

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