



NUMBER PORTABILITY IN TRINIDAD AND TOBAGO

Number Portability will soon be available to mobile and fixed line telephone customers in Trinidad and Tobago!

What is Number Portability (NP)?

Number Portability (NP) allows all customers of mobile and fixed line services to change their telephone providers without changing their numbers.

This facility is available to customers whose numbers are currently not barred or suspended from making outgoing calls.

What are the benefits of NP?

Some of the benefits are:

- Keep your number, keep your identity.
- Improved customer choice in determining your provider
- No need to advise friends, family, colleagues, customers and clients that your telephone number has changed
- Easier access to other service providers' packages.

What will it cost to port my telephone number?

There is no cost to porting your number.

All customers holding active mobile telephone accounts will be billed \$1.00 (VAT inclusive) per year. Similarly, active fixed line accounts will be required to pay the \$1.00 when Fixed number portability comes into operation.

These payments will cover the cost for everyone to port mobile or fixed telephone numbers at any time in the future. Therefore, whether or not you port, this charge applies.

These charges will be applied to customers' accounts automatically by fixed as well as mobile service providers in January and July of every year in two 0.50 cent debits.

There are no other charges to be paid for porting mobile or fixed telephone numbers; however mobile telephone customers must meet all of their contractual charges with their original providers prior to porting.

For example, if a customer has a contract with his/her original mobile service provider and wishes to port to another provider, all charges associated when prematurely ending the contract will have to be paid to the original provider prior to making a porting request.

Contractual Obligations

Customers are reminded there is an obligation to clear any legitimate outstanding billed balances with previous providers. Therefore if a mobile telephone customer decides to port where there is an existing contract, all early termination charges must be paid prior to making the port request.

All bills for mobile and fixed line telephones up to the time of the port, as well as amounts not yet billed will have to be paid to the customer's original provider after the port has been completed.

In the case of mobile telephone customers this will include roaming charges (if any).

What happens to my Internet, television and other services should I decide to port my fixed line number?

If your Internet and/or television are linked to your telephone account, please check your current provider before porting.

Who do I contact if I have a problem with porting?
All communication concerning the porting process should take place ONLY between you and the new service provider.

Can a service provider under any circumstances, deny me from porting my number?

You can be denied porting your telephone number for a number of reasons including but not limited to:

- Your number has been barred or suspended from service.
- There are unpaid billed balances on your account.
- If you are still under contract, you must pay off your contract before you make the request to port your number.

How often can porting take place?

A customer may port once every six (6) months).

Further information on Number Portability is available on TATT's website www.tatt.org.tt

**SAME NUMBER
Different Provider**

Find us on:



Improving Customer Choice!