

# Mobile Number Portability — Frequently Asked Questions

## General

### **1) What is number portability?**

Number Portability (NP) allows you to change service providers without having to change your telephone number.

### **2) What are the benefits of number portability?**

Some of the benefits are as follows:

- There will be no need to advise friends, family, colleagues, customers and clients that your telephone number has changed should you change your service provider.
- Easier access to other service provider packages without having to change your telephone number

### **3) What is porting?**

Porting is the term used to describe the process by which you move your telephone number from one service provider to another.

### **4) Can I port my mobile number to a fixed line number?**

- You can ONLY move your mobile telephone number from one mobile service provider to another mobile service provider.

### **5) When will number portability begin?**

Number portability will begin in Trinidad and Tobago on Monday 31<sup>st</sup> October, 2016 for mobile telephone numbers (prepaid and postpaid).

### **6) Will I be able to keep my mobile telephone number if I move to another country?**

No. However, your ported mobile telephone number can roam in other countries where the service provider permits.

## Costs

**All active (prepaid and postpaid) mobile telephone numbers will be billed \$1.00 (VAT inclusive) per year whether or not you have decided to port your number.** This is to cover the cost of having the ability to port your telephone number should you decide to use it. These charges will be applied to your account automatically by the mobile service providers **in January and July of every year in two 0.50 cent debits.**

### ***1) What will it cost to port my mobile telephone number?***

There is no further charge to porting your mobile telephone number(s).

### ***2) Will there be 'hidden' costs/charges for porting your mobile telephone number?***

There are no 'hidden' costs or charges related to porting. However, you must meet your contractual charges which you have with your provider prior to porting. **There may be contractual<sup>1</sup> charges** due as a result of ending your contract prematurely with your current service provider. You are advised to investigate these charges before deciding on whether you should port your telephone number.

### ***3) Will Number Portability result in additional fees/charges for local calls made on network and between service provider networks?***

The charges applicable to your service after porting your mobile telephone number will be based on the terms and conditions of the package you agree to with your new service provider. Charges may be completely different from those of your previous service provider, including increased charges for making calls from your new provider's network to numbers on your previous provider's network. You are advised to compare charges before making a porting request.

### ***4) Will I incur any penalty costs for leaving a provider?***

No. However, where you have an existing contract, you will be required to settle in full any early termination charges. In addition, postpaid bills for usage up to the time of the port and unbilled roaming charges (if any) will be sent to you for payment. You are reminded that **you have an obligation to clear any legitimate outstanding billed balances with the previous mobile provider** including Digicel's "Credit Me" and TSTT's "Bligh" prior to making your porting request.

### ***5) How soon would my initial provider be required to rebate me, where necessary?***

You should check the terms and conditions of your contract with the service provider before porting your telephone number.

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<sup>1</sup> Contractual charges may consist of payments for cell phones purchased at a discounted price and charges arising out of the Terms and Conditions of your service with your provider.

Prepaid customers are advised to utilise unused credit on prepaid accounts prior to porting. It should be noted that **any unused credit** on prepaid accounts **will be lost** once the telephone number is ported.

## **Eligibility to 'Port' Your Number**

### **1) Who will be eligible for number portability service?**

Any prepaid or postpaid mobile registered customer whose number is currently not barred or suspended from making outgoing calls can port their telephone number.

### **2) Can a service provider under any circumstances, deny me from porting my number?**

You will be denied porting your telephone number for any of the following reasons:

- Your number has been barred or suspended from service.
- here are unpaid billed balances on your account.
- Your contract has not yet expired. You must pay off your contract before you request to port your number.

### **3) Can I still be eligible to port my number if I have a disputed issue/ balance that I am unable to resolve with my current provider and I am actively trying to resolve the matter?**

Yes. You may port your number providing it has not been barred or suspended from making outgoing calls. You remain liable to pay any outstanding balance due to that provider depending on how the matter is resolved.

### **4) Can I make a port request for a telephone number that is not registered to me?**

Yes. Further details may be obtained from the service provider you intend to move your service to.

## **Steps in the Porting Process**

### **1) How do I start the process?**

You should visit the provider that you want to move to in order to request a port.

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

No.

**3) Will I need to cancel my existing telephone service contract before switching to another provider?**

No. When you sign your porting request form, you are authorizing your new provider to instruct the former provider to disconnect the service when the port takes place. If you have outstanding contractual charges, these will have to be paid before you make the porting request, otherwise your porting request will be rejected.

**4) What happens once the process is initiated?**

Your application is submitted to your current provider for approval. Whether you are an individual or corporate customer, prepaid or postpaid, the process should take no more than three working days.

**5) What happens during the wait time?**

You will be able to use your current provider's service and you will be liable to pay for the usage of this service between the initiation of the port request and when the port is finalized.

Note: your current service provider will issue a bill for the unbilled usage on your postpaid account even though you have moved to a new service provider's network. **You are liable to pay this bill.** This is one of the conditions on the Porting request form.

**6) Will I lose my voicemail messages when I port?**

Yes. For further information you will be required to consult your new provider.

**7) Will I lose my text messages when I port?**

Yes. For further information you will be required to consult your new provider.

**8) Can I port my data service when I port my telephone number?**

No. A data service will have to be requested from your new provider.

**9) Can I cancel my request to port my number?**

Your porting request cannot be cancelled after porting request forms are completed, signed and submitted at the new service provider's office. You cannot port again unless six months has elapsed from the date of your last port.

## **Service Issues**

**1) Can I switch back to my old service provider if I change my mind?**

No. A ported mobile telephone number may not be ported (whether to your previous service provider or to any other service provider) for six months after the port has been completed.

**2) Can I switch back to my old service provider should I experience difficulty with my new service?**

Quality of service issue(s) should be reported to your new service provider within ten working days of your telephone number being switched over to their network. Should the new service provider be unable to resolve these issues to your satisfaction **within five working days of your report**, a request can be made to the new service provider for an emergency port back to the original service provider. After returning to your original service provider due to service issues you will be allowed to port again without having to wait the six month period.

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

Your former service provider is only allowed to contact you to recover outstanding payments. Otherwise your former service provider is not permitted to contact you during the porting process.

**4) Can a toll free number be ported?**

No. Initially, local toll free telephone numbers will not be ported.

**5) Who do I contact if I have a problem with porting?**

All communication concerning the porting process should happen ONLY between you and your new service provider.

**6) Where can I get more information about number portability?**

More information can be obtained from service providers. For further information on Number Portability, you may also contact:

**Telecommunications Authority of Trinidad and Tobago**

5, Eighth Avenue Ext. off Twelfth Street, Barataria

Tel: 675-8288

Consumer Complaint Line :**800-8288**

Website:**www.tatt.org.tt**

Email:**info@tatt.org.tt**