

YOU DON'T KNOW, WHAT YOU DON'T KNOW!

Ragoo, Tony and friends remind us of the information they gave us over the last five months, in the Telecommunications Authority of Trinidad and Tobago's You Don't Know What You Don't Know newspaper advertisements.

Mobile Number Portability

When I get my new cell phone number from the other provider, I will call you!

Why do you want a new cell phone number when you could keep the same one?

But how could I keep my same cell phone number when I switch to the other cell phone provider?

Mobile Number Portability Girl! Let's ask Tony how it's done!

It's simple, go to the provider you are switching to and tell them you want to **PORT** your number.

Same Number, Different Provider!

Is Your Unlimited Data Plan Really Unlimited?

Hello! I purchased an unlimited plan but my data finished? How come?

Hi. Are you aware of our **Fair Usage Policy?**

So the plan is not really unlimited? You should have told me that in the first place!

Safety in Cyberspace

My grandmother recently started using Facebook and she is believing everything she reads.

Let her know there is a lot of **"fake news"** in circulation and not all information on social media is accurate.

She also keeps posting information about where she is going and when she is due to return home.

That's good information for criminals. She needs to check her privacy settings to make sure she is sharing information only with her friends.

Complaint Process

I am going to the cable company - **AGAIN!**

I thought your billing matter was already settled.

Not yet, although I complained one month ago.

Complain to TATT. They are authorized by law to deal with unresolved complaints about mobile and fixed line phones, Internet and subscription TV. So, call TATT at **800-8288**.

Get to Know the Terms & Conditions

I want to take a new Internet package so I am carefully scrutinizing the **Terms and Conditions** to be sure of what I am agreeing to.

Oh yes! I know someone who was surprised by additional fees when they got their bill. You really have to take your time and **read the agreement before accepting** any new product or service!

I don't want to end up in a similar situation. Let me visit the provider's website again just to make sure!

You're right! And, don't forget you can also get a copy of the agreement in store as well!

TATT helping you to:
KNOW WHAT YOU DON'T KNOW!

LOOK OUT FOR MORE TIPS OVER THE COMING MONTHS ON ISSUES SUCH AS, THE LICENCING OF DRONES AND USE OF THE MOBILE PHONE TO HELP PROTECT ONESELF.

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