



Fixed Number Portability FAQs

Fixed 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:

1. 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.
2. 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 or my fixed line number to a mobile phone?*

No. You cannot port across platforms.

Fixed telephone service

No, you can ONLY move your fixed telephone number from one fixed service provider to another fixed service provider.



Mobile telephone service

Similarly, you can **ONLY** move your mobile telephone number from one mobile service provider to another mobile service provider.

5) When will Fixed number portability begin?

Fixed Number portability will begin in Trinidad and Tobago on Thursday 1st May, 2025 for Fixed telephone numbers (postpaid).

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

No, you cannot.

COSTS

All active telephone numbers both fixed and mobile may 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 may be applied to your account automatically by the service providers **in January and July of every year in two 0.50-cent debits.**

1. What will it cost to port my fixed telephone number?

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

2. Will there be 'hidden' costs/charges for porting your fixed 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 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.

Contractual charges may consist of payments for purchasing a service or bundle at a discounted price and charges arising out of the Terms and Conditions of your service with your provider.



3. Will Fixed Number Portability result in additional fees/charges for local calls made on the network and between service provider networks?

The charges applicable to your service after porting your 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, bills for usage up to the time of the port 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 provider** prior to making your porting request.

5. Can I be billed by my old provider for monthly line rental after it has been ported?

Where you have requested and received a port to your new service provider, you cannot be billed by your old provider for monthly line rental after the date and time of being ported and activated by your new provider. Your new provider will begin billing you from the time of porting.

6. 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.

ELIGIBILITY TO 'PORT' YOUR NUMBER

1) Who will be eligible for fixed number portability service?

Any fixed-line telephone customer whose number is currently not barred or suspended from making outgoing calls can port their telephone number.



2) Are there any *circumstances under which a service provider can deny me the right to port my number?*

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

- a) Your number has been barred or suspended from service.
- b) Your account has unpaid billed balances.
- c) Your contract has not yet expired. You must pay off all outstanding balances and terminate your contract (*not your service*) 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 once all invoiced amounts not in dispute are settled. 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?

No.

STEPS IN THE PORTING PROCESS

1. How do I start the process?

You should visit the provider that you want to move to and request a port. You should, however, ensure you have paid all invoiced balances and terminated any contract (not your Service) with your current provider. Do not disconnect your service!

2. Do I need permission from my current service provider to switch to another provider?

No, you request your port from your new service provider to which you are moving.

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

No, and you should not. When you sign your porting request form, you are authorising 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.



5) What happens once the process is initiated?

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

6) What happens during the wait time?

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

Note: your current service provider will issue a bill for the **unbilled usage** on your Fixed line 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.

7) Will I lose my voicemail messages when I port?

Yes.

8) Can I port my broadband service when I port my telephone number?

No. A broadband 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. Only After six months.

A ported fixed or 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 issues 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?

During the porting process, 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. Whom 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: