



PRESS RELEASE

The Public Utilities Commission (PUC) is pleased to announce that number portability service is now available to all Guyanese with effect from today, Monday, February 10, 2025.

Number portability is a service that allows telecommunications subscribers to switch their service provider while retaining their existing phone numbers. The telecommunications service providers currently offering number portability service are One Communications (Guyana) Inc., U-Mobile (Cellular) Inc. (Digicel) and E-Networks Inc. (ENet). This service will be available for both mobile and fixed line customers.

Subscribers who wish to port their number to a new service provider are required to visit that service provider retail store to complete the relevant form associated with the service you intend to port. A valid form of identification is required for this process, and for post-paid customers, a copy of your last bill.

For mobile customers, ensure that your device is not locked to any other network, the device's software is up to date and is compatible with the new network. Customers are urged to clear any outstanding balances on your account as this could hinder the porting process.

Upon completion of the request for porting, mobile customers will be asked to text PORT to a 5-digit number – 07678 and follow the relevant instructions. When the number is ported, customers will be updated via SMS and will then be required to uplift and install the new SIM card into your mobile device to activate the service. This process will take approximately one (1) business day.

For the fixed line (landline) customers, ensure that all outstanding balances are cleared. Upon completing the request for porting, a prompt via SMS or email will be received which will indicate the IVR number 899-7678 (899-PORT) and a PIN code. From any other fixed line phone or mobile device, call the IVR number (899-7678) and follow the instructions. Customers will be updated via SMS or email once the porting process has been completed however, the service will only be activated after the installation of the new service. It must be noted that your existing service will not be disconnected until the new service has been installed. This process is expected to take approximately five (5) business days.

The Public Utilities Commission extends its gratitude to the Guyanese consumers for your patience and understanding over the past years as the Number Portability Working Group (NPWG) worked diligently to achieve this milestone. We will continue to collaborate with the service providers to ensure that the regulated services are delivered effectively while protecting the interest of all consumers.

For further information on the porting process and for answers to frequently asked questions, customers may visit the Public Utilities Commission's website at www.puc.org.gy and its Facebook page at www.facebook.com/pucgy. Alternatively, customers may contact the Commission during business hours at telephone numbers 226-7042/ 227-2182/336-6077 and via WhatsApp at 623-3222/ 624-6000 for further details.

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