

Number Portability Coming Soon to Guyana

Local Number Portability Porting Steps

Switching your Telecommunications Service Provider is **EASY!!**

1

•Request to Port

- Visit your new service provider's retail store and request to port your number.
- Complete the relevant porting request form.
- Provide Government issued photo ID (For post-paid mobile customers, a copy of your latest bill is also required.)
- The sales staff will check if your phone is locked and compatible with the new network. If locked, you can unlock it. If it is not compatible, you are required to acquire a compatible handset to proceed with the porting.

2

• Confirm Request

•For Mobile Customers

- Text "PORT" to a 5-digit code which will be provided. Follow the instructions to confirm the porting request.

•For Fixed-line Customers

- Call the telephone number which will be provided by the new service provider retail store. Follow the instructions to confirm the porting request.

3

•To Start the New Service

- You will be notified via SMS when the number is ported.
- For mobile customers, please uplift your new SIM card, insert same and then start using the new service.
- For fixed-line customers, commence using the new service after the installation of your fixed line is completed.

Subscribers who encounter any difficulties with their new service are required to contact the new operator for redress.

Porting typically takes **1** business day for mobile and **5** business days for fixed line services.



Remember consumers with unresolved issues may contact the Public Utilities Commission for further information.



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