



NUMBER PORTABILITY

(1) What is number portability?

Number Portability is the process which allows a subscriber to change operators/service providers, while retaining his/her existing telephone number.

(2) How long would it take to port my mobile number?

Within one (1) business day.

(3) How long would it take to port my fixed number?

Within five (5) business days.

(4) What are the documents and other requirements for porting?

- Government issued photo ID (ID Card, valid Passport or Driver's Licence).
- For post-paid accounts: A copy of your latest bill.
- For mobile ports: An unlocked working handset together with your current service provider's SIM card.

(5) Where do I go to port my number?

Any retail store of your intended new service provider.

(6) How much will it cost to port my number?

Porting is **FREE**. However, you must clear any outstanding debt to your current service provider before porting.

(7) What happens to my service during the porting process?

For Mobile Service: Your current service will remain active until you receive the SMS informing you to insert your new SIM card into your mobile phone. After insertion of the SIM card, your service will be activated on your new service provider's network.

For Fixed Service: Your number will remain active with your current service provider until the porting process is complete and your new service provider activates your new service. You will receive a notification of the activation via SMS or the email you provided to your new service provider.

(8) What is the length of time I am required to remain a subscriber of my current service provider, before porting to a new service provider?

There is no time frame. However, once you have ported your number, you may request to port back to your previous service provider within fourteen (14) days of porting, or you must remain with your new service provider for a minimum of sixty (60) days before onward porting to another provider.

(9) Can I port my mobile number to a fixed account?

No. Mobile numbers can only be ported to mobile networks and fixed numbers can only be ported to fixed networks. Cross porting between fixed/mobile networks and vice versa is not allowed

(10) What, if I want to port back my number?

You may port back to their previous service provider within fourteen (14) days after the porting process was completed. This is called the cooling off period. However, if the fourteen (14) days have elapsed, you would be required to remain with your new service provider for a minimum of sixty (60) days, before making another request to port. Please note that your previous service provider can refuse the request to port back.

(11) How often can I port my number?

You can request to port your number every sixty (60) calendar days after the first port. Remember, you can request to port back your number to your previous service provider within fourteen (14) days (cooling off period) after the porting process was completed.

(12) If I am using a pre-paid mobile service, what happens to any unused credit when I port?

You will lose any unused credit after porting. You are advised to utilise any remaining credit or transfer same to another subscriber on the same network, prior to porting your number.

(13) What happens to my Voicemail and SMS messages after I port?

You will lose all Voicemail and SMS messages. Subscribers may wish to back up all important Voicemails and SMS messages, prior to making an application to port.

(14) What happens if I have an outstanding bill?

For post-paid accounts: The porting request can be denied if you have any outstanding invoiced bills on your account.

For pre-paid accounts: Porting cannot take place if you have any outstanding loan on your account. You are required to pay off any outstanding debt on your account before porting.

(15) Can I port if my account is suspended?

No. Kindly contact your current service provider to rectify the issue before porting.

(16) Can someone port on my behalf?

No. Only registered owners can port numbers. In the case of non-personal accounts belonging to an entity such as a company, only the designated or authorised person can port the number, providing a letter of authorization is submitted at the time of the porting request.

(17) Will my current service provider try to discourage me from porting?

Your current service provider is not allowed to discourage you from porting. However, after sixty (60) days, that provider may offer packages to win you back.

(18) Will all services and features be transferred with my number?

Services and features are not ported, only the number. Contact your intended service provider to learn about their services, features and rates.

(19) What should I do if my porting request is denied?

Your intended service provider should inform you of the reasons for denial. Common reasons include incorrect account information and outstanding balances. Once the issue is resolved, the request to port can be resubmitted.

(20) What should I do if I ported my number and experienced issues with the new service?

Contact your new service provider and identify the problems you are experiencing. If the problems remain unresolved, kindly contact the Public Utilities Commission via telephone numbers 226-7042, 227-2182 or 336-6077, WhatsApp: 592-623-3222/592-624-6000 or via email at pucommission@gmail.com.