



ECTEL MNP Consumer Code of Conduct

Mobile Number Portability Launches across the ECTEL region on Monday 3rd June 2019.

Change your service provider without having to change your mobile telephone number.

Number portability offers a special enhancement to consumer choice in markets where there are more than one telephone service provider. Number portability or number porting, enables users to keep their current telephone number when switching from one telecommunications service provider to another. Removing the hassle/inconvenience of having to inform all of your contacts – family, friends, colleagues, customers, clients, etc.– that your telephone number has changed. It means that consumers can focus their decision on the important issues such as service quality and price. Simply, consumers may select the service provider of their choice and keep their telephone number.

Before number portability, switching to a new service provider also meant having to get a new telephone number. Enhancing consumer choice with the ability to ‘port’ their number, also promotes competition as providers compete to offer services and prices they believe to be most attractive to consumers.

From Monday 3rd June 2019, number portability for mobile or cellular telephone numbers will be available across the ECTEL region (the Commonwealth of Dominica, Grenada, the Federation of St Kitts and Nevis, Saint Lucia and St Vincent and the Grenadines).

Number portability for fixed or landline telephone numbers will be available at a later date once alternative fixed telephone services are available across the ECTEL region.

For further information, please contact the NTRC at

National Telecommunications Regulatory Commission
2nd Floor, NIS Building
Upper Bay Street, P.O. Box 2368, Kingstown, St. Vincent and the Grenadines.
Telephone: +1 784 457-2279
Email: ntrc@ntrc.vc



What “MNP” means for you:

What is “Mobile Number Portability” or “MNP”?

Mobile Number Portability (MNP) means you can keep your mobile telephone number if you decide to change from one mobile service provider to another. Basically, it is a service that allows you to keep your mobile telephone number irrespective of your service provider.

You will be able to port mobile/ cellular number to another mobile service provider within each ECTEL island.

You will **not** be able to port your fixed or landline telephone phone number at this time. Fixed number portability will be launched at a later date once alternative fixed services are available in each ECTEL island.

You can only port telephone numbers within the same ECTEL country and you cannot port numbers between different countries.

So, if you port (or switch) between service providers, you do not have to go to the trouble of informing all your friends, family and colleagues that your telephone number has changed – it stays the same.

When can I do it?

You will be able to use the ECTEL MNP service from the Monday 3rd June 2019. The Mobile Number Portability service is available to all mobile subscribers within all ECTEL countries (the Commonwealth of Dominica, Grenada, the Federation of St Kitts and Nevis, Saint Lucia and St Vincent and the Grenadines).

Who can use the system?

MNP is available to “post-paid” (contract) and “pre-paid” mobile customers of all service providers within the ECTEL region, as long as your telephone number has not been barred, or restricted, or suspended or reported stolen/ lost to the current provider.

“Post-paid” customers, porting may be refused by the current service provider if you have one or more bills that have not been paid by the due payment dates and are still unpaid or your outstanding account balance exceeds the deposit you have made to your current service provider.

“Post-paid” customers, will receive a final bill for usage up to the time your number is ported to the new service provider. “Post-paid” customers that have not completed the minimum required term of the contract with your existing service provider will be required to pay the outstanding balance of monthly rentals due under the contract after your number has been ported.

“Pre-paid” customers will not be able to transfer your credits to the new service provider’s network, when you port.

How much will it cost me?

There are no charges for you to port your telephone number. All porting (or switching) charges are met by the service providers.

But your current provider may charge for unlocking your handset once you have ported your telephone number. You may wish to check with your current provider if handset unlocking charges will apply before you start the porting process.

Can I port my number if my handset is locked by my current service provider?

Some handsets may be locked to the current service provider's network and will not work on another service provider's network unless they are unlocked.

If your handset is locked to your current service provider's network, this will not prevent you from porting your number to another service provider. However, you will not be able to use your new service with your existing handset unless you first arrange for it to be unlocked or purchase a new handset.

When you request porting, the sales person of your new service provider will check if your handset is locked or not, so that you can decide whether to proceed with your porting request.

What do I have to do?

1. Go to the retail store or authorised dealer of your chosen new service provider to request a new mobile account and tell them that you would like to keep your mobile telephone number.
2. The sales staff will help you check if your handset is locked or not so that you can decide whether to proceed with your porting request.
3. The sales staff will ask you to complete an application form together with a "Porting Request Form".
4. You will be asked to provide: -
 - a. Proof of identity – government issued photo ID e.g. passport, driver's licence, etc;
 - b. In the case of a post-paid account, a copy of a recent mobile bill; and
 - c. The working phone with the telephone number you wish to keep.
5. You will be asked to send a text from your phone to **77678 (7PORT)**. Sales staff will be able to help you to do this if required. Once you have sent the text to the dedicated porting number you cannot cancel or postpone your porting (switching) request. It must proceed to completion.
6. You will receive a text confirming that your request has been received.

7. Your request will be processed, and you will be informed of its progress by text.
8. Under normal circumstances your porting will be completed within one working day after you complete your request. At that time your number is moved to your new service provider, you will receive a text message asking you to change to your new provider's SIM card and your previous provider's SIM card will stop working. During busy periods the port may take longer to complete.
9. When this happens, put the new SIM card provided from your new service provider into the phone you wish to use. If you are unsure how to do this, you can go into the retail store or authorised dealer of your new service provider and they will be able to help. Your service will only be briefly interrupted for the time it takes to insert the new SIM card from your new service provider and power up your phone.
10. The process is complete.

Are there any other implications?

- Your statutory or consumer rights are not affected.
- Messages which have been sent to you, but not delivered, may be erased.
- You will lose your old voicemail, SMS, MMS and ancillary services, and you will need to set these up again with your new service provider.
- Your new service provider may not offer some services and features that you currently enjoy with your previous service provider.
- Your friends and family may be charged differently when calling you after you port your telephone number. Additional information on applicable rates may be obtained from your new service provider.
- Pre-paid customers will lose unused credit balances held with the previous provider at the time the mobile telephone number is ported and pre-paid customers are advised to use their credit balances before they port their number.
- You should pay the final bill sent by your previous service provider within 30 days of receipt.
- If you are dissatisfied with your new service provider, you can ask your new service provider to allow you to reverse the port within 14 days of your porting (or switching) request, known as the "Cooling Off Period". Once the 14 day Cooling Off Period has expired you will not be able to make a new porting request for a further 46 days, i.e. 60 days in total after the completion of your previous porting request.

Will I be bombarded with sales calls to stop me trying to port?

No. Your previous service provider is not allowed to contact you during the porting process or for 60 days after the porting process has been completed, to try and persuade you to stay with them.

Once porting process is complete, your previous service provider is only permitted to contact you to recover outstanding payments.

Who do I contact if I have a problem with porting my number?

If you have any questions or experience any problems with your porting request then you should refer these to your new service provider who will be pleased to assist.

If you feel that either service provider has breached the terms of the mobile number portability service then you can file a complaint with your local NTRC office.

Where can I get more information about MNP?

Frequently Asked Questions and further information about the LNP service can be found at:-

www.ntrc.vc/mnp

MNP Frequently Asked Questions Only

General Issues

- What is mobile number portability?
 - Mobile Number Portability (MNP) means you can keep your current mobile (or cellular) telephone number if you decide to change from one service provider (or operator) to another within an ECTEL region country (the Commonwealth of Dominica, Grenada, the Federation of St Kitts and Nevis, Saint Lucia and St Vincent and the Grenadines). In short, it is a process that allows you to change service providers without having to change your telephone number. So, switching between service providers would not mean having to go to the trouble of informing all your friends, family, colleagues, customers and clients that your telephone number has changed – it stays the same.
- What is porting?
 - Porting is the term used by the operators (or service provider) to describe the process which moves your telephone number from one operator to another.
- When will number portability begin?
 - You will be able to use the ECTEL MNP service from the Monday 3rd June 2019. The Mobile Number Portability service is available to all mobile subscribers within in all ECTEL countries (the Commonwealth of Dominica, Grenada, St Kitts and Nevis, Saint Lucia and St Vincent and the Grenadines).
- Can I port my fixed or landline number?
 - No - You will NOT be able to port your fixed or landline phone at this time. Fixed number portability will be launched at a later date once alternative fixed line services are available in each ECTEL island.
- Will I be able to keep my telephone number if I move to another ECTEL country?
 - No, a number may only be ported within each ECTEL country.
- Will number portability also mean that I can switch my mobile telephone number to my landline telephone phone service?
 - No, mobile telephone numbers can only be ported to other mobile telephone service providers.
- How much will it cost me?
 - There are no charges for you to port your number. All porting (or switching) charges are met by the service providers.
 - But your current provider may charge for unlocking your handset once you have ported your telephone number. You may wish to check with your current provider if handset unlocking charges will apply before you start the porting process.
- Where can I get more information about number portability?

- The NTRC and ECTEL has published information on number portability on their websites at www.ntrc.vc/mnp or www.ectel.int/mnp.

For more information you may also contact the NTRC at

National Telecommunications Regulatory Commission

2nd Floor, NIS Building

Upper Bay Street, P.O. Box 2368, Kingstown, St. Vincent and the Grenadines.

Telephone: +1 784 457-2279

Email: ntrc@ntrc.vc

or

ECTEL's Facebook page, <https://www.facebook.com/ectel/>,

email lnp@ectel.int or telephone ECTEL at +1 758 458 1701.

Eligibility to 'Port' Your Number

- Who will be eligible for the number portability service?
 - Any post-paid mobile/ cellular customer whose telephone number has not been barred or suspended from making outgoing calls, and also provided you have no more than one bill that has not been paid by the due payment date and is still unpaid or your outstanding account balance exceeds the deposit you have made to your current service provider.
 - Any pre-paid mobile/ cellular customer whose telephone number has not been barred or suspended from making outgoing calls.
- **Do I own my phone number?**
 - Your telephone number is the property of the Government and it is assigned to the service providers through the local NTRC for use by subscribers. You rent the telephone number from your service provider and you have the right to use the number provided your account remains active. As long as your account with your current provider is active, you are able to port or move your number to another service provider using the MNP service. Please check the terms and conditions of your current service provider to confirm their specific requirements for your account to remain active.
- **Can a service provider under any circumstances, refuse to allow me to retain my number?**
 - If your telephone number has been barred or suspended from making outgoing calls for non-payment or any other reason the port will be refused by your current operator. The operator you wish to move your service to will conduct usual credit checks and may require the payment of an appropriate deposit before providing service or, in some circumstances may refuse to provide service to you.

- If you have no more than one bill that has not been paid by the due payment date and is still unpaid or your outstanding account balance exceeds the deposit you have made to your current service provider.
- **What if I have a disputed issue/ balance that I am unable to resolve with my current provider? Can I still be eligible if I am actively trying to resolve the matter?**
 - Provided that your telephone number has not been barred or restricted from making outgoing calls, you are eligible for porting. You will still remain liable to pay any outstanding balance due to your current provider.

The Porting Process

- How do I start the process? Do I need permission from my current service provider to switch to another provider? Will I need to cancel my existing telephone service contract before switching to another provider?
1. Go to the retail shop or authorised dealer of your chosen new service provider to request a new telephone service, and tell them that you would like to keep your number. (Please note that porting can only be undertaken by visiting the retail shop or authorised dealer of your chosen new service provider and is not available by telephone or online).
 2. The staff will ask you to complete an application form together with a “Porting Request Form”.
 3. You will be asked to provide:
 - Proof of identity - government issue picture ID e.g. passport, driver’s licence, etc.
 - If you have Post-Paid Account, a copy of a recent mobile/ cellular bill from your current service provider. The name on the recent bill must match the name on the corresponding photographic identity document used to authorise the porting request. In the case of business accounts, proof of authorisation to deal with the account by the person submitting the request must be given.
 4. You will be asked to send a text from your phone to the special porting number **77678**.
 5. You will receive text confirming that your request has been received.
 6. Provided your number is not barred or suspended due to non-payment or any other reason, your order will be processed and you will be informed of its progress by text.
 7. Your order will be processed and you will be informed of its progress by text.
 8. Under normal circumstances your porting will be completed within one working day after you complete your request. At that time your number is moved to your new service provider, you will receive a text message asking you to change to your new provider’s SIM card and your previous provider’s SIM card will stop working. During busy periods the port may take longer to complete.

9. When this happens, put the new SIM card provided by your new service provider into the phone you wish to use. If you are unsure how to do this, you can go into the retail store or authorised dealer of your new service provider and they will be able to help. Your service will only be briefly interrupted for the time it takes to insert the new SIM card from your new service provider and power up your phone.
10. The process is complete.

- **What happens once the process is initiated? How long will it take?**
 - The mobile porting process should take one (1) working day (i.e. excluding weekends and public holidays), after the day on which you make the request.
- **I run a business, will switching mean being without telephone services until the porting process is complete?**
 - The only disruption to your mobile service will be when you receive a text asking you insert the SIM card provided by your new provider. This process should take around 30 seconds and once your new SIM card is inserted and your handset is powered back up, your mobile service and telephone number will have been ported.
- **Does porting have to happen at a particular time in the month? For instance does my billing period impact when porting can occur?**
 - No. Porting may happen on any business day.
- **What if I want to cancel my request to port my number? How and when can I do that? Will there be any costs or penalties attached to cancelling?**
 - Your porting process can be cancelled with no charge before you send the validation SMS to the special porting number **77678**, set out in step 4 of the porting process (above). Once that SMS has been sent however, the process cannot be aborted.
- **What documents will I need when applying to have my number ported?**
 - Proof of identity – government issued ID, e.g. passport, driver’s licence, etc.
 - **Post-paid customers only** - A copy of a recent mobile telephone bill from your current service provider. The name on the recent mobile bill must match the name on the corresponding photographic identity document used to authorise the porting request. In the case of business accounts, proof of authorisation to deal with the account by the person submitting the request must be given.
 - The working handset with the number to be ported.

What will Number Portability Cost You?

- Will I need to ‘purchase’ my telephone number in order to keep it?

- No.
- How much will switching providers cost me?
 - There is no charge for you to port your telephone number. All porting charges are met by the network service providers.
- Will there be 'hidden' costs/charges?
 - Not related to porting, however, note below that there may be contractual charges due as a result of ending your contract with your current service provider.
- Will this mean additional fees/charges for local calls made between/across operator networks?
 - The charges applicable to your service after switching will be on the terms and conditions of your new provider, and you will now be on their network. As such, charges may be different from those of your previous service provider, including increased charges for making calls from your new network to numbers on your previous network.
- Will I incur any penalty costs for leaving a provider?[Post-paid customers only]
 - You will receive a bill for your usage up to the time your number is switched to the new service provider, and your service terminated with your current service provider.
 - If you have not completed a minimum required term of the contract with your existing service provider you may be required to pay the outstanding balance of monthly rentals due under the contract. You should investigate this carefully with your existing service provider before switching in order to avoid any surprises.

Service Issues

- What if I am not happy with my new service provider? Can I switch back to my old one? Will there be penalty costs to switching multiple times?
 - If your new service provider fails to meet promised quality of service, then you can reverse the porting (i.e. port back to your previous service provider) within 14 days of your porting having been completed. After that period has elapsed, you may not port the same number again (whether to your previous operator or to any other operator) for sixty (60) days after the port has completed.
- Is my former service provider allowed to try to dissuade me after I have decided to switch?
 - No. Your old service provider is not allowed to contact you during the porting process to try and persuade you to stay with them. Your old service provider is prohibited from contacting you with the intention or effect of encouraging you to return to them for re-sign up for their mobile/ cellular telephone services for a period of sixty (60) days following the completion of the porting process. However, your old service provider can contact you to recover outstanding payments.
- What about voicemail and other ancillary services that I have currently? How will porting my number impact these services?

- Messages which have been sent to you, but not delivered, may be erased. You will lose your old voicemail, sms, mms and ancillary services, and you will need to set these up again with your new operator.
- Who do I contact if I have a problem with switching?
 - If there is any problem with porting or for any other query during or after the porting process, you should contact your proposed new service provider, who will coordinate the complaints process (even though the problem may not have been caused by that provider).

For more information

Please contact the NTRC SVG



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