


## Your Questions **Answered**



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# TELL ME MORE ABOUT MOBILE NUMBER PORTABILITY



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

Mobile Number Portability (MNP) means you can keep your mobile phone number if you decide to change from one mobile service provider to another. Basically, it's a service that allows you to keep your mobile number irrespective of your service provider. So, if you port (or switch) between service providers, you don't have to go to the trouble of advising all your friends, family and colleagues that your number has changed – it stays the same.

MNP service is available to all mobile subscribers within all ECTEL countries (Dominica, Grenada, St. Kitts & Nevis, Saint Lucia and St. Vincent & the Grenadines).

## Can I keep my mobile number if I switch to a provider in another island?

No. You can only port numbers within the same ECTEL country and you cannot port numbers between different countries.

## 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 number hasn't been barred, or restricted, or suspended or reported stolen/lost to the current provider.

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

## Do I own my phone number?

Your number is the property of the Government and it is allocated to service providers through the local NTRC for use by subscribers. You rent your 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 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.

## Will switching mean being without mobile services until the porting process is complete?

The porting process should not result in any noticeable interruption of your service whether for business or individual customers. 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 number will have been ported.

## Does Mobile Porting have to happen at a particular time in the month? For instance, does my billing period impact when porting can occur?

No. Mobile Porting may happen on any business day.

## Is Mobile Porting related to Roaming?

No. Mobile Porting refers only to switching providers and keeping your number within your own country.

## What if I want to cancel my request to port my mobile 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**. However, once that SMS has been sent the process cannot be aborted. If you do not wish to proceed with your porting request, then you must not send the validation SMS.

## Will I be charged 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 mobile provider?

You will receive a bill for your usage up to the time your mobile 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.

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

## How long it will take to port my mobile number?

Up to one working day.

## 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. Further information about the MNP service can be found at: [www.ectel.int/mnp](http://www.ectel.int/mnp)