

FOR IMMEDIATE RELEASE
OUR Urges Porting Vigilance of Telecoms Customers

(KINGSTON, Jamaica; 2020 September 1): The Office of Utilities Regulation (OUR) is appealing to telecommunications customers to be vigilant when porting their numbers to another service provider, by ensuring that operators follow the established protocols for the porting process.

Customers who wish to change their service provider and keep their phone number must go to one of the points of sale (such as the head office, a retail store or authorized dealer) of the intended new service provider and complete a porting request form to start the process.

The OUR wishes to warn customers that if they are approached by a service provider's representative to initiate the porting process outside of the stated points of sale, such action is a breach of the Industry Number Portability Guidelines (INPG) and the process should not be accommodated.

The INPG was developed by the Number Portability Working Group in accordance with rules 43 and 46 of the Telecommunications (Number Portability) Rules, 2014 to manage the processes for porting telephone number(s) between public telecommunications carriers.

---30---

BACKGROUND

Local Number Portability (LNP) became effective on 2015 June. LNP allows phone customers to switch from one mobile service provider to another and from one landline or fixed service provider to another within Jamaica, and keep their phone numbers.

During the porting process, the primary administrative responsibility for resolving a customer complaint lies with the service provider to which the customer wishes to port his or her number. Customers should lodge complaints using the channels established by that service provider.

The intended new (recipient) service provider and the current (donor) service provider must collaborate to ensure that customers' complaints are investigated and resolved promptly and fairly.

THE ROLE OF THE OUR

The core functions of the OUR include the development and administration of the National Numbering Plan and the development of rules and guidelines for the allocation, assignment and use of telephone numbers in Jamaica.

OUR Urges Porting Vigilance of Telecoms Customers.../2

Rules for the implementation of number portability were made by the Ministry of Science Energy & Technology, in consultation with the OUR and industry players. The OUR facilitated the arrangements to ensure that number portability was introduced and administered in a manner designed to produce pro-competitive outcomes on a fair and equitable basis. Please visit the OUR's website for customer information on number portability.

Contact: Yvonne Nicholson - Director, Consumer & Public Affairs: 876-968-6053/4