

**Q: Is my current mobile operator likely to put pressure on me to change my mind, should I decide to switch?**

**A:** Mobile network operators who lose customers are forbidden from contacting them during the porting process with sales calls and marketing messages designed to discourage them from switching operators.

#### About the JCRA

The JCRA is an independent authority established by the States of Jersey to enforce Jersey's competition law and regulate its telecommunication and postal sectors. In each of these areas, the JCRA's primary mission is to promote consumer welfare through efforts that encourage lower prices and greater choice and innovation in the goods and services available in Jersey. The JCRA is recognized internationally as a leading voice in the application of competition law and policy in small economies.



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# Mobile Number Portability in Jersey



## Mobile Number Portability in Jersey

As required by the Jersey Competition Regulatory Authority (JCRA), mobile operators in Jersey – Airtel-Vodafone, Jersey Telecom and Sure (Me:Mo uses the Airtel-Vodafone network but is also able to port numbers) – provide number portability between their networks.

### Q: What is Mobile Number Portability?

**A:** MNP means that customers can take their whole mobile phone number with them if they decide to change their mobile service operator. Basically, it's a process that allows any customer to keep their mobile number irrespective of the operator's identity. So, if a customer switches between operators, they don't have to go to the trouble of advising all their friends, family and business contacts that their number has changed – it simply stays the same.

### Q: Does Mobile Number Portability apply to me?

**A:** MNP is available to both "post-paid" (contract) and "pre-paid" (pay-as-you-go) mobile customers of all network operators in Jersey; so long as their number hasn't been barred or suspended.

### Q: Could I port my number to any mobile operator?

**A:** Customers can port their number between any of the island's mobile operators. So, for example, an existing Jersey Telecom customer in Jersey can only port their number to Airtel-Vodafone (Jersey) or Sure (Jersey). The same applies to customers of Airtel-Vodafone and Sure. Numbers cannot be ported to Guernsey or UK mobile operators and vice versa.

### Q: What about existing bills or credits?

**A:** "Post-paid" customers won't be able to switch if they have bills outstanding for more than 60 days, and they will receive a final bill for call charges up to the time their number is switched to the new operator. "Post-paid" customers who have not completed the minimum required term of the contract with their existing operator may be required to pay the outstanding balance of monthly rentals due under their contract. "Pre-paid" customers won't be able to take outstanding credit with them and should use it up before they switch. There are no charges for the customer to port their number. All porting charges are met by the network operators.

### Q: So how do I port my number?

**A:** The first step for anyone choosing to port is to go to the retail shop or authorised dealer of their chosen new mobile operator, to request a new

mobile account, and to tell them that they would like to retain their phone number. They will be asked to complete a new application form, together with a "Porting Request Form". Customers will also be asked to provide:

- Proof of identity – either a passport or driving licence;
- In the case of a post-paid account, a copy of a recent mobile bill; and
- The working phone with the number that they wish to retain.

Customers will then be asked to send a text with the word "PORT" to 12345 (shop staff will be able to help with this if required). They will then receive a text confirming that the request has been received. Provided that the number is not barred or suspended due to non-payment, the order will be processed and the customer informed of its progress by text. By the end of the second working day (excluding weekends and bank holidays) the number should have been moved to the new operator and the customer's existing SIM card will stop functioning. During busy periods the porting process may take longer to complete. When this happens, customers should insert the SIM card provided by the new mobile operator into the phone they wish to use (in case of any difficulty the retail shop or authorised dealer staff of the new operator will be able to help). The process is then complete.

### Q: Is there anything else I should know?

**A:** Any customer who wishes to use MNP should be aware of some further implications:

- The customer's statutory or consumer rights are not affected by using MNP.
- In addition to the customer's statutory rights, a cooling-off period of 14 days following a successful port is allowed to ensure that they are satisfied with their new mobile operator.
- Messages sent to the customer during the porting process may not be received.
- Customers should be aware that their old voicemail and ancillary services and will need to set these up again with their new operator.
- Customers should ensure they are aware of any other services changes that may occur as a result of changing mobile operators. The three mobile operators will be happy to provide assistance for customer on this.
- Friends and family may be charged differently when calling a ported number. Additional information on applicable rates may be obtained from your new mobile operator.
- When customers port their number they will be restricted from porting it again within the following two months.