

JCRA Media Release

14 November 2008

MOBILE NUMBER PORTABILITY TO BE INTRODUCED IN JERSEY AND GUERNSEY on 1 DECEMBER 2008

Jersey mobile phone customers will soon be able to retain their telephone numbers when moving between network operators. A new service, known as Mobile Number Portability (MNP), is being introduced by all Channel Islands mobile phone operators under the auspices of the Jersey Competition Regulatory Authority (JCRA) in Jersey and the Office of Utility Regulation (OUR) in Guernsey. It will be available to mobile customers from 1 December 2008.

“MNP is a process that allows any customer to keep their entire mobile phone number when changing operators. So if a customer switches operators they don’t have to go to all the trouble of advising their friends, family and business contacts, because they can retain the same number if they wish,” said Chuck Webb, Executive Director of the JCRA. “All charges associated with transferring the number will be met by the mobile operators so, as far as the customer is concerned, this service is free.”

MNP will be available to both post-paid mobile customers, with a contract, as well as pre-paid customers of all mobile operators in the Channel Islands, provided that their number has not been barred or suspended. Customers will only be able to transfer their number, a process known as “porting”, to mobile operators in the same island as their current operator. Post-paid customers will not be able to switch if they have bills outstanding for more than 60 days and will receive a final bill for call charges up to the time their number is switched to the new operator. Pre-paid customers will not be able to take outstanding credit with them when they port their number and should use it up before they switch.

“The introduction of MNP is a significant step, which will deliver both choice and convenience for customers. It should provide an additional boost to competition in mobile telecommunications in Jersey. I want to express my appreciation for the huge amount of work that has been carried out by the mobile operators and their staff in making MNP a reality,” said Chuck Webb.

He added: “Each customer will effectively own their number from the beginning of December and the actual porting procedure is pretty simple. Mobile customers should familiarise themselves with details of MNP to make sure they understand the process and implications. If they have any queries they should talk to the mobile operators, who have agreed with the JCRA and OUR on a code of practice to ensure fairness for customers in the implementation and operation of MNP.”

Mobile network operators who lose customers will not be allowed to contact them during the porting process with sales calls and marketing messages designed to discourage them from switching operators. When customers port their number they will be restricted from porting it again within the following two months.

Full details on MNP and how it works are detailed in the JCRA Information Notice published today. Information will also be available from the retail outlets of the mobile operators.

All enquiries to the JCRA should be directed to the Executive Director, Chuck Webb, on +44 (0)1534 514990.

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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