

# **SECOND FINAL DETERMINATION**

**The implementation of Fixed Number Portability in The Bahamas pursuant to Section 80 of the Communications Act, 2009 [ECS 15/2013]**

## **ANNEX C**

**Public Awareness Guidelines**

**ISSUE DATE: 29 OCTOBER 2013**

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## **1. INTRODUCTION**

This document is an Annex to the Second Final Determination on the Implementation of Fixed Number Portability in The Bahamas pursuant to Section 80 of the Communications Act (ECS 15/2013) issued by URCA on 29<sup>th</sup> October 2013. As stated in paragraph 8 of the Final Determination (see page 30 of ECS 15/2013) every Licensee which is required by ECS 15/2013 to provide Fixed Number Portability in The Bahamas must ensure that its marketing and any publicity issued by or on behalf of the Licensee is consistent in all material aspects with the guidelines set out in section 2 this document.

These Public Awareness Guidelines may be amended by URCA at any time.

## **2. PUBLIC AWARENESS GUIDELINES FOR FNP LICENSEES**

### **What is “Number Portability” or “NP”?**

Number Portability (NP) means you can keep your fixed telephone number if you decide to change from one service provider to another within The Bahamas. Basically, it’s a process that allows you to keep your number irrespective of who your network service provider is. So, if you switch between service providers, you don’t have to go to the trouble of advising all your friends/family/colleagues that your number has changed – it stays the same.

### **When can I do it?**

You will be able to use the NP process from 2<sup>nd</sup> December, 2013.

On 2<sup>nd</sup> December, 2013, NP will be available for customers wishing to move between Bahamas Telecommunications Company Limited (BTC) and Cable Bahamas Limited (CBL).

### **Who can use the system?**

NP is available to “Post-Paid” (Pay Monthly or Contract) fixed telephone customers of all network service providers in The Bahamas, as long as your number hasn’t been barred or suspended.

As a “Post-Paid” fixed telephone customer, you will be able to port your number unless your existing fixed telephone service has been barred or suspended due to non-payment of bills.

As a “Post-Paid” fixed telephone customer you will receive a bill for your usage up to the time your number is switched to the new service provider.

As a “Post-Paid” fixed telephone customer and you have not completed the minimum required term of the contract with your existing service provider you will be required to pay the outstanding balance of monthly rentals due under the contract.

Post- Paid fixed telephone services are only available if you are aged 18yrs. or over.

Currently, it is not possible to port your mobile number in The Bahamas, but it is planned to expand NP to mobile services in the future.

### **How much will it cost me?**

There are no charges for you to port your number. All porting charges are met by the network service provider that you are switching to.

### **What do I have to do?**

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: -
  - a. Proof of identity – either a passport, voter’s card or driving licence;
  - b. A copy of a recent fixed telephone 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;
  - c. the working phone with the number you wish to keep.
4. You will be asked to make a call from your phone to the special porting number “+1 242 300 PORT” or “+1 242 300 7678”.
5. You will receive an email or text confirming that your request has been received.

6. Provided your number is not barred or suspended due to non-payment, your order will be processed and you will be informed of its progress by email or text.

7. Under normal circumstances your porting will be completed by the fifth working day after you complete your request (excluding weekends and bank holidays). At that time your number will have been moved to your new service provider and your existing service provider's line will stop working. During busy periods the port may take longer to complete.

8. When this happens, you will receive an email or text advising you that your porting has been completed.

9. The process is complete.

### **Are there any other implications?**

- You will lose your old voicemail including messages and ancillary services, and you will need to set these up again with your new service provider.
- Your friends and family may be charged differently when calling you after porting. Additional information on applicable rates may be obtained from your new service provider.
- You will be restricted from porting your number to a third service provider or back to your original service provider within 60 days of a previous port.
- If your new service provider fails to meet promised quality of service, then you can reverse the porting within 14 days of your porting request.
- Whilst all service providers will exercise reasonable skill and care in discharging their obligations under NP, no compensation will be provided for loss of any kind through delay, disruption or lack of service resulting from the porting process.
- Through the porting process you will be able to choose to move either just your fixed voice service or all of your fixed services from your old service provider to your new service provider, subject to fixed service availability.
- You can only port your fixed voice service within the same island and not to another island within The Bahamas.

### **Will I be bombarded with sales calls to stop me trying 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. In addition 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 fixed telephone services for a period of 60 days following the completion of the porting process. However, the old service provider can contact you to recover outstanding payments.