

What if I am still not happy with my service provider and wish to change to another provider?

What steps should I take to terminate my service?

- If you are bound by a minimum contractual period, check whether you are still within the contractual period. In any case, you may still be able to terminate your service within the contractual period, but may incur early termination fees. Furthermore, if you have benefitted from subsidised equipment such as a mobile device, you may also need to refund part, or all the costs of the equipment.
- Should you still wish to terminate your service, it is important to follow your service provider's termination procedure. Certain service providers may provide different avenues for how a consumer can terminate their service, such as visiting one of the service providers' retail outlets, by calling their customer care, through their online portal, or by sending a notification in writing.
- Since the termination procedure differs from one service provider to another, check the applicable termination procedure by reviewing your contract or by calling your service provider's customer services team.
- Before terminating your service make sure that you have settled any outstanding bills otherwise your service provider may not entertain your request to terminate the service. You should also ensure that any equipment provided by your service provider is handed back to them upon termination.

What happens after my contract expires?

If you are subscribed to a mobile, fixed telephony, or internet service and you are bound by a minimum contractual agreement period, check what happens after your contract expires. Keep in mind that your service is not going to be terminated after that period, and your contract is normally renewed for an indefinite period. This means that you can continue using your service and can terminate your service whenever you like without incurring any penalties. Remember that in certain cases you may be required to give your service provider one month's notice.

Can I keep my telephone number when switching service providers?

If you intend to switch your mobile and/or fixed telephony services to an alternative service provider, remember that you can port your telephony number by asking your new service provider to initiate this process on your behalf.

For further information please visit the GRA's FAQ section and/or guidance in respect of Number Portability by clicking [here](#).

What if my service provider decides to change the terms of my contract?

Your service provider can change the terms and conditions of your contract. However, your service provider is required to inform you of the proposed modification to the terms of the contract at least 1 month before the implementation of such changes and provide you with the possibility to terminate your contract without incurring any early termination fees, should you not agree with the proposed changes.