

Number Portability

What is it?

Number portability is a service that enables telephony subscribers to change their service provider whilst retaining their existing **fixed and/or mobile telephone number**.



Can I switch operator without giving up my telephone number?

Yes, you can, with number portability. This functionality allows you to switch operator whilst keeping your old telephone number. The number remains exactly the same, with the same eight digits. The only difference is that it will now be associated with the new operator.

Does Number Portability also apply to Mobile numbers?

Yes, Number Portability is valid for both fixed and mobile numbers. When you change mobile operator, you can keep your number. When you change fixed operator, you can also retain your number as long as you haven't moved outside of Gibraltar.

Who do I contact in order to get the porting process started?

It is extremely straightforward, and you can transfer your telephone service to a different provider at any time by following these simple steps:

- 1) Contact your new chosen provider to start the process of porting your number.
- 2) Check your existing contract for any possible early termination fees and settle any outstanding balances.
- 3) Do NOT terminate your service with your existing provider before initiating the new service with another provider.
- 4) Give your new provider your phone number and any additional information required; they will handle the rest on your behalf!

How long does the Number Portability process take?

Once the "agreement" to port is in place, the request should be processed within one business day and no service interruptions should be expected.

Do I have to pay for number portability?

You will not be charged for porting your number, only ensure that your bills have been settled with the provider you are leaving.

Can people who call me know that my number has been ported – if not what problems can arise?

Unfortunately, as a result of number portability, callers cannot rely on the number they are calling to determine which network the number they are calling is registered on. This means that there is a chance that subscribers may be unknowingly charged a higher rate than expected or the call may not form part of a bundle with “inclusive” minutes if that number is no longer on the same network. To mitigate this potential issue, some local operators have gone as far as offering free calls to all local numbers, regardless of the network they are on. Others, have decided that calls made between their given numbering range, including those ported outside their network, will not incur charges.

Do people who call me start paying a different price?

It depends. People who call you may either pay the same, more or less than before. The charge may vary depending on the network of the caller and its respective pricing tariffs. We suggest you inform your family and friends in case they run up an unexpected bill.

What are the benefits of this?

The ability to port your fixed/mobile number fosters consumer choice and supports effective competition by removing barriers to switching provider. Being able to keep your number may impact your decision to change provider.