ADVISORY

March 17, 2026

Jamaica Post Introduces Upgraded Telephone System to Improve Customer Service

Jamaica Post wishes to advise its valued stakeholders and members of the public that, effective immediately, the organization can be contacted via its newly implemented and upgraded Voice over Internet Protocol (VoIP) telephone system at **(876) 676-6738.**

This development marks the reintroduction of a critical communication platform which became inoperable in 2016, and reflects a deliberate and strategic investment in restoring and modernizing the Department's core customer engagement infrastructure thereby enabling a more responsive, reliable, and customer-focused communication environment. The enhanced system introduces several key features designed to improve the overall customer experience, including:

- Expanded Call Handling Capacity
- Structured Call Navigation
- Improved Queue Management
- Enhanced Voice Quality and System Reliability
- Integrated Voicemail and Call-back Functions

In addition to the primary contact number above, Jamaica Post remains accessible through the following customer service lines:

- (876) 823-6279
- (876) 823-6531
- (876) 224-4102
- (876) 224-4136

Jamaica Post wishes to thank our valued staff, customers and stakeholders for their continued support and cooperation as the organization advances its transformation initiatives aimed at delivering a modern, efficient, and customer-centric postal service.

For further information, please visit www.jamaicapost.gov.jm or follow Jamaica Post on its official social media platforms for updates on services and initiatives. Customers may also contact the Customer Service Centre at (876) 676-6738 or email info@jamaicapost.gov.jm for assistance.