



HOW DO I PORT MY **MOBILE** NUMBER?

PORTING PROCESS NORMALLY TAKES 24 HOURS

STEP 1

GO TO A RETAIL SHOP OR AUTHORISED DEALER OF YOUR CHOSEN NEW SERVICE PROVIDER. COMPLETE A PORTING REQUEST FORM. **BRING PROOF OF IDENTITY.***

YOU WILL BE PROVIDED WITH A NEW SIM CARD WITH YOUR SAME NUMBER.



STEP 2

AFTER COMPLETING THE FORM, TEXT THE WORD 'PORT' TO **444-PORT (444-7678)**

FROM THE SAME NUMBER WHICH YOU INTEND TO PORT. YOU WILL RECEIVE A TEXT INDICATING WHETHER YOUR REQUEST IS BEING PROCESSED.



STEP 3

AFTER CHECKS ARE DONE BY YOUR CURRENT SERVICE PROVIDER, YOU WILL RECEIVE A TEXT AS TO WHETHER YOUR PORTING REQUEST IS SUCCESSFUL.



STEP 4

IF SUCCESSFUL, YOU CAN NOW INSERT YOUR NEW SIM CARD.

IMPORTANT: BEFORE PORTING, BACK UP IMPORTANT SMS TEXTS AND USE UP YOUR CALL CREDIT AS YOU WILL LOSE THEM.

*PROOF OF IDENTITY

- Personal: A valid/current passport, a Driver's Licence, National Identification Card or other photo ID.

- Business: Proof of authorisation to make changes to the account by the person submitting the request as well as a photo ID.

YOUR NUMBER CANNOT BE PORTED IF YOU HAVE -

OUTSTANDING DEBT WITH YOUR CURRENT PROVIDER WHICH EXCEEDS YOUR DEPOSIT

PORTED YOUR NUMBER IN THE LAST NINETY (90) DAYS

ROAMED OVERSEAS IN THE LAST FIVE (5) DAYS

A NUMBER WHICH HAS BEEN DISCONNECTED



HOW DO I PORT MY **LANDLINE** NUMBER?

PORTING PROCESS NORMALLY TAKES UP TO 5 DAYS



STEP 1

GO TO A RETAIL SHOP OR AUTHORISED DEALER OF YOUR CHOSEN NEW SERVICE PROVIDER. COMPLETE A PORTING REQUEST FORM. **BRING PROOF OF IDENTITY.***

YOU WILL THEN RECEIVE AN EMAIL OR TEXT MESSAGE ASKING YOU TO CALL **444-PORT (7678)**. SUBMIT THE PIN WHICH IS PROVIDED IN THE EMAIL OR TEXT MESSAGE. YOU WILL THEN GET AN EMAIL OR TEXT INDICATING WHETHER YOUR REQUEST IS BEING PROCESSED.

STEP 2



THE CALL MUST BE MADE FROM THE NUMBER WHICH YOU INTEND TO PORT.

STEP 3

DURING THE FIVE (5) DAYS, YOUR NEW SERVICE PROVIDER MAY VISIT YOUR PREMISES TO DO THE NECESSARY INSTALLATION.



STEP 4

AFTER CHECKS ARE DONE BY YOUR CURRENT SERVICE PROVIDER, YOU WILL RECEIVE AN EMAIL OR TEXT AS TO WHETHER YOUR PORTING REQUEST IS SUCCESSFUL.

IMPORTANT: BEFORE PORTING, BACK UP IMPORTANT VOICEMAILS AND USE UP YOUR CALL CREDIT AS YOU WILL LOSE THEM.

*PROOF OF IDENTITY

- Personal: A valid/current passport, a Driver's Licence, National Identification Card or other photo ID and a copy of a recent telephone bill from your current service provider.

- Business: Proof of authorisation to make changes to the account by the person submitting the request must be given, as well as a photo ID.

YOUR NUMBER CANNOT BE PORTED IF YOU HAVE -

OUTSTANDING DEBT WITH YOUR CURRENT PROVIDER WHICH EXCEEDS YOUR DEPOSIT

PORTED YOUR NUMBER IN THE LAST NINETY (90) DAYS

ROAMED OVERSEAS IN THE LAST FIVE (5) DAYS

A NUMBER WHICH HAS BEEN DISCONNECTED