



Independent Communications Authority of South Africa
Pinmill Farm, 164 Katherine Street, Sandton
Private Bag X10002, Sandton, 2146

CUSTOMER GUIDE TO PORTING YOUR MOBILE CELLPHONE NUMBER

What is Mobile Number Portability?

It is the ability to change your mobile network operator (Cell C, MTN and Vodacom) without having to change your cellphone number.

Where do I go to port my cellphone number?

This will depend on your new network operator, but you can start by calling your new network operator's customer care centre or visiting their website to get more information. You can also enquire at the cellphone counter of any cellphone vendor.

When will my port be effective?

For prepaid and contract customers, successful portings shall take place after 23H30 on the port request day or the next available day.

How much will it cost to port my number?

The mobile network operator/service provider you are porting from is not allowed to charge you for porting your cellphone number. Your new network operator/ service provider may charge you a porting fee to port your cellphone number. You will have to enquire from the new network operator or the service provider if these porting fees apply.

Can I still use my old cellphone or handset?

You will be able to change from one network operator to another while continuing to use your old cellphone or handset. If your handset is network locked you may need to unlock it at your preferred network operator/service provider.

My contract with my current service provider has not yet expired. Can I still port my number?

Yes you can, but your contract with your current network operator/service provider is not automatically cancelled. You can arrange with your network operator/service provider to settle any outstanding debt in terms of the contract.

Once ported, will I be able to access services that were offered by my previous network operator and service provider?

No, once ported, you will lose the services from the previous network operator/service provider. Your new network operator/service provider shall advise you that you will lose the services offered by your previous network operator/service provider.

Can I use my old SIM card?

No, you will not be able to. You will have to get a new SIM card from your new network operator/service provider to be able to port your cellphone number.

What happens to my free minutes or any other benefits from my current network operator when I have ported my cellphone number?

You must remember that you are going to a new network operator. You will lose all free minutes and other free services offered by your current network operator/service provider when you change to a new network operator/service provider. This also applies to all unused minutes and SMS's you may have accumulated but not yet used. You have the option of using up all your unused minutes and SMS's before requesting to port.

How do I port my cellphone number?

The procedure to port a cellphone number differs for contract and prepaid customers.

Prepaid customer:

- You need to physically contact your preferred network operator/service provider or cellphone vendor;
- You can call the customer care number of the new network operator/service provider and enquire about the nearest place where you can go to in order to port your cellphone number;
- You will request the new network operator/service provider to move you to their network by completing and signing a port request form;
- When you request to port your cellphone number, the person will check that your cellphone number on the port request form matches the SIM card;
- Once you have ported you may need to buy a new starter pack for your new network operator/service provider;
- The network operator/service provider will request your current network operator to port your cellphone number;
- Your current network operator must respond within one hour of receiving the request from the new network operator/service provider;
- If your current network operator rejects the request, it may be for one of the following reasons:
 - You have ported your cellphone number within the last two months;
 - You have been disconnected ;
 - Your cellphone number is invalid or
 - You have already requested to port your cellphone number.

Contract customer:

- You need to physically contact your preferred network operator/service provider or cellphone vendor;
- You can call the customer care number of the new network operator/service provider and enquire about the nearest place where you can go to in order to port your cellphone number/s;
- Once you have terminated your contract you will not be able to port your cellphone number;
- You will request the new network operator/service provider to move you to their network by completing and signing a port request form;
- The network operator/service provider will verify your details and if you are a new customer, normal cellphone contract principles will apply;
- Once you have ported you will be offered a new starter pack for your new network operator;
- The network operator/service provider/cellphone vendor will request your current network operator to port your cellphone number;
- Your current network operator must respond within one hour of receiving the request from the new network operator/service provider;
- If your number is part of a corporate (defined as a company, trust or close corporation and which has a registration number), authorization is required from the corporate holder before your current network operator proceeds with the porting process. Your current network operator must respond within sixteen hours of receiving the request from the new network operator/service provider;
- If your current network operator rejects the request, it may be for one of the following reasons:
- If you are a contract customer or corporate customer, your network operator/service provider may refuse to port your cellphone number if;
 - You have ported your cellphone number/s within the last two months;
 - You have been suspended by your current network operator/service provider from making or receiving calls, because you have not paid your bill;
 - Your cellphone number/s is invalid or not allowed to port
 - Your account number which you have given to your new network operator/service provider and your cellphone number/s do not match
 - You have already requested to port your cellphone number/s

Mobile Number Portability complaints and queries should be directed to the following mobile network operators and their service providers:

Vodcom
MTN
Cell C

For Unresolved Complaints And More Information Please Contact

ICASA CONSUMER PROTECTION DEPARTMENT:

HEAD OFFICE
Tel: 011 321 8200
Fax: 011 448 1870
Email: consumer@icasa.org.za

DURBAN REGIONAL OFFICE

Tel: 031 207 5000

WESTERN CAPE REGIONAL OFFICE
Tel: 021 595 1640

BLOEMFONTEIN REGIONAL OFFICE
Tel: 051 447 3001

PORT ELIZABETH REGIONAL OFFICE
Tel: 041 396 2500