

The Porting Process

How do I start the process? Do I need permission from my current service provider to switch to another provider? Will I need to cancel my existing telephone service contract before switching to another provider?

1. Go to the retail shop or authorized dealer of your chosen new service provider to request a new telephone service and tell them that you would like to keep the number assigned to you. (Please note that porting can only be undertaken by visiting the retail shop or authorized dealer of your chosen new service provider and is not available by telephone or online).
2. The staff will ask you to complete an application form together with a “Porting Request Form”.
3. You will be asked to provide:
 - Proof of identity, e.g. national ID, a passport or driving license, etc.
 - If you have Post-Paid Account, a copy of a recent mobile/ cellular bill from your current service provider. The name on the recent bill must match the name on the corresponding photographic identity document used to authorize the porting request. In the case of business accounts, proof of authorization to deal with the account by the person submitting the request must be given.
4. You will be asked to send a text from your phone to the special porting number 77678.
5. You will receive text confirming that your request has been received.
6. Provided the number assigned to you is not barred or suspended due to non-payment or any other reason, your order will be processed and you will be informed of its progress by text.
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8. Under normal circumstances your porting will be completed within one working day after you complete your request. At that time the number assigned to you is moved to your new service provider, you will receive a text message asking you to change to your new provider’s SIM card and your previous provider’s SIM card will stop working. During busy periods the port may take longer to complete.

9. When this happens, put the new SIM card provided by your new service provider into the phone you wish to use. If you are unsure how to do this, you can go into the retail store or authorised dealer of your new service provider and they will be able to help. Your service will only be briefly interrupted for the time it takes to insert the new SIM card from your new service provi