

Can I still use my old mobile handset?

- Yes, you can change from your current network operator to Telkom Mobile and continue to use the same mobile phone. If your handset is network locked you may need to unlock it at your current mobile network operator.

My contract with my current service provider hasn't expired yet. Can I still port my number?

- Yes you can, but your contract with your current mobile network operator won't be automatically cancelled. You can arrange with your network operator/service provider to settle any outstanding debt, according to the terms of your contract. SMS porting is only applicable to the porting of prepaid services.

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

- No, once you've ported, you'll lose any services from the previous network operator. Please refer to Telkom Mobile's extensive range of products and services; they're sure to suit all your needs.

Can I use my old SIM card?

- No, you'll have to get a new SIM card from Telkom Mobile to port your mobile number. Although the SIM card will change, your mobile number will stay the same.

What happens to free minutes or any other benefits from my previous network operator after I've ported my mobile number?

- Unfortunately, you'll lose all free minutes and other free services offered by your previous mobile network operator when you change to Telkom Mobile, or to any other provider. This also applies to all unused minutes and SMSs you may have accumulated but have not yet used. You have the option of using up all your unused minutes and SMSs before requesting to port.

How much does it cost to port?

- Standard SMS rates shall apply when porting using the SMS porting functionality.