

- Before porting your number to Telkom Mobile any obligations or outstanding fees from your existing service provider must be settled. If not, this may result in the charging of early termination fees.
- After porting your number to Telkom Mobile some of the services you received from your current service provider may not be supported by Telkom Mobile, or may be accessed in a different way.
- Telkom Mobile will supply information from your porting request to your existing provider in the porting process.
- A Mobile number which has been suspended, terminated, blacklisted shall not be eligible for porting.
- For Prepaid, Postpaid and Hybrid/ Top-up customers, any remaining credit in your existing mobile number will be forfeited upon successful activation of your port to Telkom Mobile.
- You are allowed to port from Prepaid services to Hybrid/ Postpaid services and vice versa if porting from a Telkom Direct or Telkom Mobile Express store. Customers porting using the SMS, Website or MXit platforms will only be able to port from Prepaid to Postpaid and from Postpaid to Postpaid.
- All porting requests are subject to the respective Telkom Mobile terms and conditions for new registration.