



Mobile Number Portability Implementation

MNP Porting Process

PORTING PROCESS

Mobile Number Portability

Mobile Number Portability (MNP) means that you can change your mobile service provider and keep your mobile phone number within Tanzania. It is a process that allows you to keep your mobile number irrespective of who is your mobile service provider, thus enjoy freedom and convenience (and hence; MY NUMBER MY IDENTITY).

With Mobile Number Portability, you can now: -

1. Retain your number when moving from one mobile service provider to the other.
2. Receive all your calls and messages regardless of which mobile network you may have ported your number to, without having to inform your friends, relatives, colleagues or clients about your change of mobile service provider.
3. Save money as you do not have to purchase additional SIM cards for each mobile service provider or maintain more than one mobile hand set.
4. You can choose the mobile service provider whom you feel they offer better Quality of Service (QoS), better customer experience or innovative services.

PORTING CONDITIONS

MNP is available to both **Post-Paid** (Pay Monthly) and **Pre-Paid** (Pay As You Go) mobile customers of all mobile service providers in Tanzania, as long as your number has not been barred or suspended.

To use this service, one has to fulfil the following:-

1. If you are a Pre-paid Customer:-
 - a) You cannot port a suspended or barred number.
 - b) You will not be able to take your outstanding credit with you, and thus, you should use it up before porting else you will lose it.
 - c) You cannot port if you are having a loan from a mobile service provider such as M-Pawa & Nipige Tafu or any similar loan in form of credit, mobile money, etc., from any of mobile service provider operating in the country.
 - d) You cannot port if you are being involved in a fraudulent or criminal activity where by you current number is barred.
2. If you are a Post-Paid customer take note of issues mentioned for pre-paid customer and the following below:-
 - a) You have to clear your bills before porting,
 - b) You have to complete the minimum required terms and conditions of the contract with your current service provider and fulfil your monthly dues under the contract before porting.



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- c) You will still receive bills for your usage up to the time your number is switched to the new service provider. You will receive a final bill up to 60 days after you port your number, you will then have 30 days to settle this final bill or risk having the port reversed and/or your number being barred.

Please Note:

1. All customers who wish to port and have an associated mobile wallet, **MUST** cash out all their money prior to porting, *otherwise their balances will be orphaned and a complex procedure will need to be followed to recover the money which will however remain intact until you recover it.*
2. There is no charge to port your number.

PORTING PROCEDURES

1. Go to the retail shop or authorised dealer of your chosen new mobile service provider to request a new mobile service, and tell them that you would like to keep your mobile number.
2. The staff will ask you to complete an application form; a "Porting approval Request Form" (one form).
3. Part of the port approval request form is an explicit statement that you agree that you are liable for outstanding sums owed to your existing operator if any.
4. You will be asked to provide: -
 - a) Proof of identity – either a National ID, Voting ID, Driving License or Passport , with your officially validated photographic identity document;
 - b) The working phone with the number you wish to keep.
5. If you have associated mobile money you will be advised to cash this out prior to porting to avoid the wallet becoming orphaned as explained in the porting conditions above.
6. You will be asked to text the word "PORT" to a special porting number '15080'. Assistance will be made available if required.
7. You will temporarily barred from using mobile money services in order to prevent any transaction that might happen during porting process. However, you will continue sending and receiving calls and SMS.
8. You will receive a text (SMS) confirming that your request has been received.



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9. Provided that your number is not barred or suspended due to previous non-payment, your order will be processed and you will be informed of its progress by text.
10. Your new mobile service provider will provide you with a new SIM card. However, the new SIM card may be issued at a cost by your new service provider.
11. Under normal circumstances your porting will be completed very quickly, often on the same day or, at worst, within two working days after you complete your request. At that time your number will have been ported to your new service provider and your existing SIM card will stop working.
12. 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 shop or authorised dealer of your new service provider or you can call them and they will be able to help.
13. The process is complete.