Porting a Number

WANATEL AFRICA

Send porting request to **porting@wanatel.net** including these documents:
GNP request form
Copy of accountholder ID
Latest invoice of current provider
Authorisation letter on official letterhead

Note: any arrears on account will result in porting request being declined and process being aborted

Six working days after receipt: Customer receives notification of Accepted or Declined

This means that the line is linked to ADSL serviced by an ISP (eg. VOX)

If number is linked to Wholesale, the port will be rejected

If number has been cancelled, the port will be rejected

Day 10 after submission: Customer receives choice of three effective dates for porting of number between day 10 and 15 of submission date.

If declined due to arrears, settle arrears with current service provider and resubmit

If declined due to Wholesale, service needs to be cancelled (30 days cancellation)

Client to reinstate number before resubmitting documents

Selection is made by replying to email.

Day 10 - Pre-configuration of number and on-net testing cancommence by reseller to confirm optimal config

Non-response after 5 days will result in port expiring and all documents will need to be resubmitted

Reset Process ❯
View all ❯

Number is ported on customer selected date

10 - 15 working days Process starts again once documents are resubmitted