



Sim Swap Procedure

HEREWITH please find the information that you require in order to do a Sim Swap

Transaction Definition:

The swap of a SIM occurs when the customer keeps the same cellphone number but receives a new SIM card due to the original sim card being faulty, damaged, stolen or lost.

Purpose of Transaction:

New SIM card due to the original sim card being faulty, damaged, stolen or lost.

Requirements:

- The following requirements needed for a sim swap to take place
- MSISDN (Cell number)
- Replacement SIM Number (10 digit number at the back of sim card or on the invoice)
- Written request from Company Administrator or account holder
- Request on letterhead or email from company mail address

Additional Information:

If a line is suspended, line has to be reactivated before SIM swap takes place

The default PIN CODE is 00000

Estimated time for a SIM to be active, is 2-24 hours

When SIM swap is requested the International Services will be lost and will need to be reapplied for

N B: Kindly ensure that the correct Sim card and cell number is supplied

Please feel free to contact our Contact Centre lines, which are:

809 from a MTNSP sim card or 083 1 809 from a landline or other Network operators