



Lifting of Suspension/Reactivation Procedure

HEREWITH please find the information that you require in order to do a Lifting of Suspension/Reactivation

Purpose of Transaction:

Allow customer to be able to use their cellphone line after the line has been suspended.

Requirements:

- The following requirements needed for a lifting of Suspension to take place
- MSISDN (Cell number)
- Reason for lifting the suspension
- Written request from Company Administrator or account holder
- Request on letterhead or email from company mail address
- In the event that a line was suspended due to non payment, kindly supply proof of payment

Additional Information:

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

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