

# Smart/TNT MNP SIM Activation FAQs

## 1. What is Mobile Number Portability (MNP)?

Mobile Number Portability (MNP) allows you to keep your current mobile number permanently even when you change network providers, or switch from a postpaid to prepaid subscription or vice versa.

## 2. What SIM should I use to activate MNP?

To activate MNP, make sure to use a SMART/TNT 5G-Ready MNP SIM. This SIM has been designed specifically to help customers port in to Smart or TNT. This is the only SIM variant that will work for the MNP.

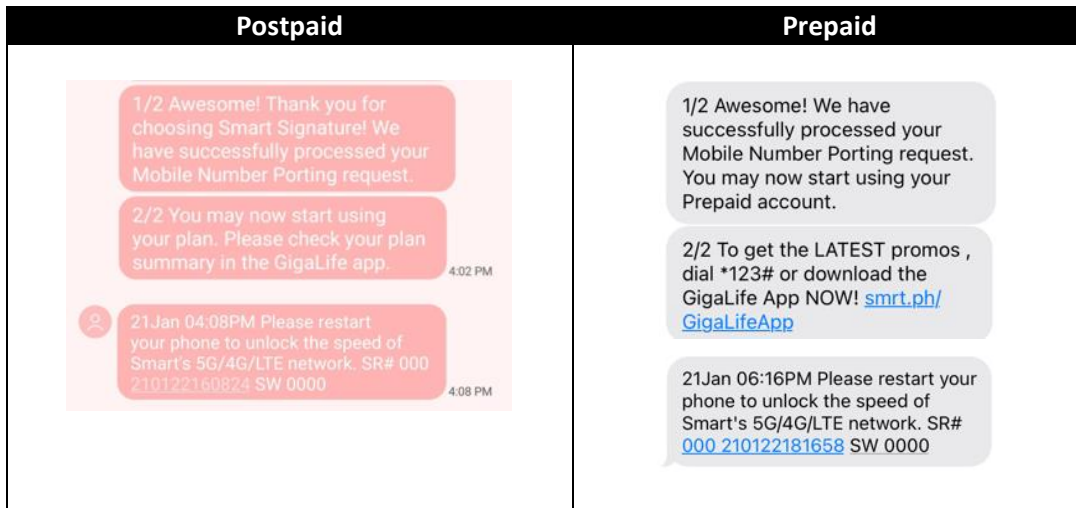


## 3. How do I activate my Smart/TNT MNP SIM?

1. Turn off your mobile data.
2. Insert your Smart/TNT MNP SIM. Instructions will come in via SMS:

To activate your MNP SIM, dial \*123# and select 3. If upgrading to LTE/5G, insert your SIM to the old device SIM slot, dial \*123# and select 2.

3. Open your phone's dialer, and dial \*123#
4. Select "3. Activate MNP & Other Services"
5. Select "1. Mobile Number Portability"
6. For Postpaid, enter your Mobile Number and Unique Subscriber Code (USC).
7. For Prepaid, enter your Mobile Number, USC and select the Prepaid Brand that you have applied for.
8. Confirm your application by selecting 1.
9. An SMS notification will be sent to you upon successful porting.
10. Once you receive the SMS, restart your phone.



**4. What will happen if I didn't activate my Smart/TNT MNP SIM?**

After the initial instruction SMS, you will be prompted with an SMS every 6 hours to remind you to activate your SIM.

**5. I already inserted my Smart/TNT MNP SIM on my phone, but my transactions are failing, what should I do?**

Please ensure that you do the following:

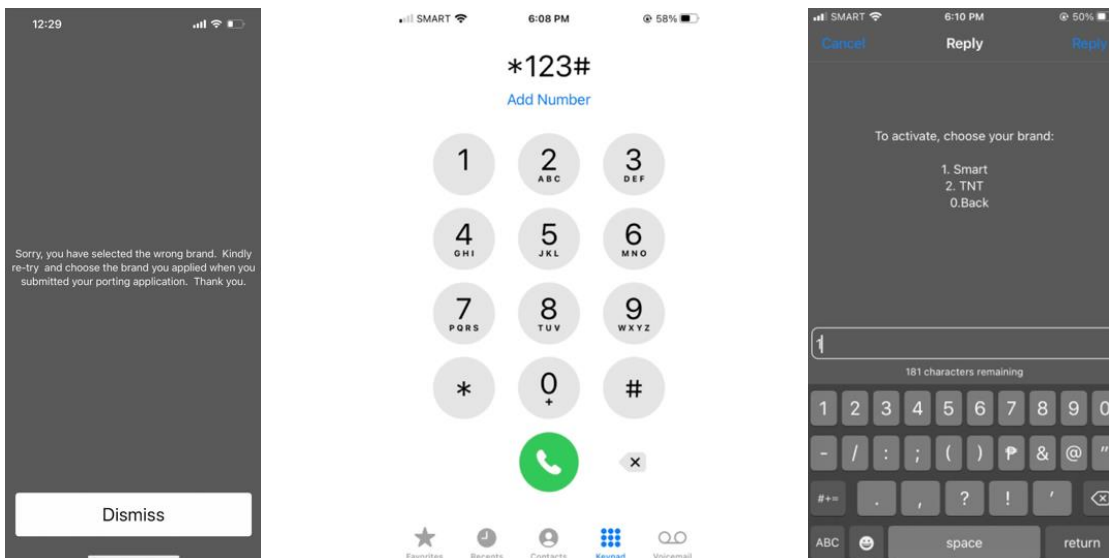
1. Your mobile device is Smart-locked or open-line
2. Select **Other Services > Mobile Number Portability**
3. Input the correct mobile number
4. Input the correct USC

**6. I entered the incorrect mobile number multiple times. Will I be blocked?**

No, your Smart/TNT MNP SIM will not be blocked if you reach the maximum five (5) retries. However, you will be asked to retry the transaction after 24 hours.

**7. I accidentally selected the wrong Prepaid brand. What should I do?**

An error prompt will be displayed on your screen. Please redial \*123# and select the brand that you have applied for.



**8. I already activated my Smart/TNT MNP SIM, but I am not getting an LTE/5G signal. What should I do?**

**To best enjoy LTE/5G, make sure you have SPD!**

- 1. SIM:** Check if your SIM is LTE/5G-ready. Text **SIMCHECK** to **5832** for free.
- 2. Place:** Find out if your area has LTE/5G coverage. Visit <https://smart.com.ph/About/our-network> to know more.
- 3. Device:** Ensure that you are using a 4G/LTE/5G-capable device. If you are:
  1. Put your LTE/5G SIM in your 4G/LTE/5G device's SIM Slot 1.
  2. Set your mobile data to LTE/5G.

*For more inquiries about MNP application, you may send us a message with your concern and account details @SMARTCares on Twitter or @SmartCommunications on our Facebook page, or call hotline \*888 for free using a Smart/SUN/TNT mobile number or dial 8-888-1111 using a landline.*