

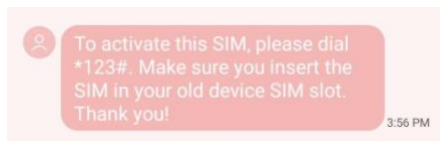
# Smart/TNT MNP SIM Activation FAQs

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

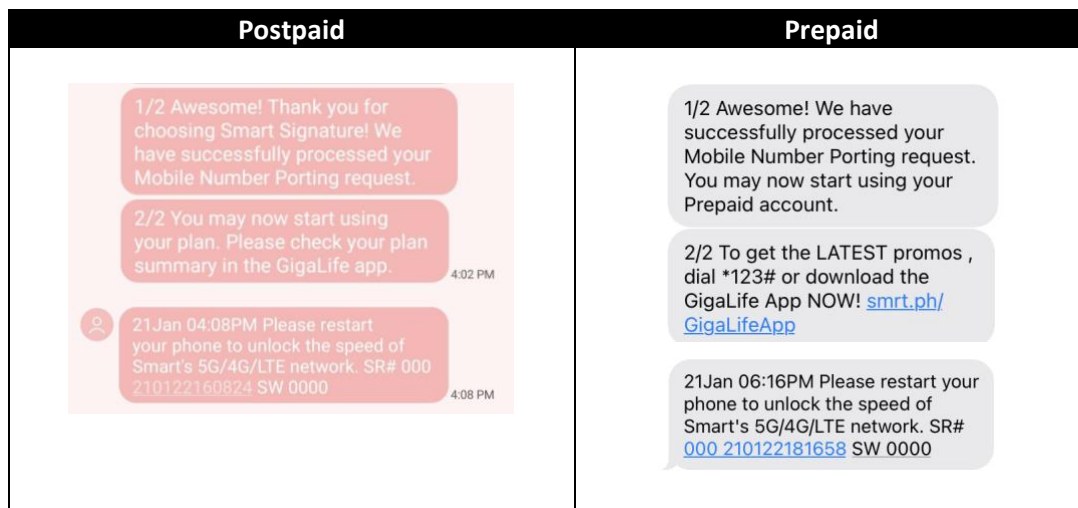
Mobile Number Portability (MNP) allows you to keep your current mobile number permanently even when you change network providers, or switch from a postpaid to prepaid subscription or vice versa.

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

1. Once you insert your Smart/ TNT MNP SIM, you will receive this instruction via SMS:



2. Open your phone's native dialer, and dial \*123#
3. Select "Other Services" and "Mobile Number Portability"
4. For Postpaid, enter your Mobile Number and USC
5. For Prepaid, enter your Mobile Number, USC and select your preferred Brand
6. Confirm your application by selecting 1
7. Wait for our SMS regarding successful porting
8. Once received, restart your phone.



## 3. Can I use any mobile number format?

You can use any of the following number formats:

1. 09181234567
2. 639181234567
3. 9181234567

## 4. 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.

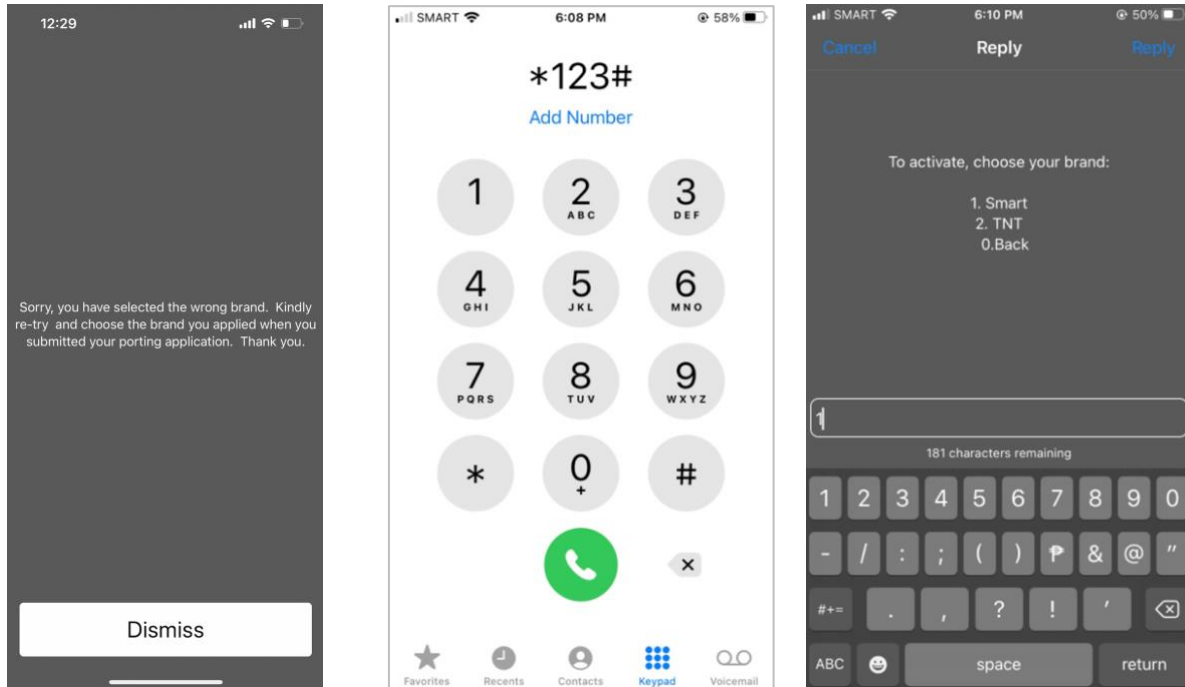
**5. I already inserted the Smart/TNT MNP SIM on my phone, but my transactions are failing, what should I do?**

Please ensure first that you do the following:

1. Selected **Other Services > Mobile Number Portability**
2. Input the correct mobile number
3. Input the correct USC

**6. 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've applied for.



**7. 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 an 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.*