Welcome to freshphone hotline

Please follow the below instructions to start the process of creating your new account and then to move your current number over.

You will be able to sign up for a new account on the Freshphone platform, where you can top up your accounts, RICA your account as well as port your old number into our platform.

Features you get within Freshphone.

R5 Free Airtime to get you started

- No line fees or service fees
- No Contracts
- Free Mobile App
- Voicemail to Email
- Call Forwarding
- Dialing Restrictions

Step 1 – **CLICK HERE** to complete the signup process, please complete all details. (Please note that you will need to select a number from the list assigned. This is only used as your account number, if you have a geographical number (not 087) you can still port in your old Neotel/Liquid telecom number)

Once you have completed the form and pressed Next, you will shortly thereafter receive a welcome email with all your account details and the Telephone management system (TMS) login page.

You will also receive a free R5 airtime voucher as a thank you from us for signing up, with instructions on how to redeem it after you have RICA'ed yourself.

Step 2 - Once you have logged into your account, you will see at the top where to RICA your account. Click on Change RICA documents and fill in the details. You will need some form of ID to submit as a picture as proof of life. Please make sure that you use a correct picture, of your ID, drivers license or student card. These are manually processed in the backend and will be rejected if not the correct picture.

Once the RICA has been completed and processed and if you have a Geographical number (010, 011, 021) you can then port your number from your old Liquid Telecom account. Alternatively if you have an 087 we can give you a new number for free.

Step 3 - If you have a Geographical Number (not 087) you can start the porting process, please login to your TMS: https://tms.freshphone.co.za/

– *Click on your account*
– *Select DID manager on the right hand panel*
– *Select "Port my geographical number"*
– *Follow the prompts and complete the porting application form*
– *Upload all documents and submit your submission.*

NOTICE - Please note due to the time frames afforded to Freshphone to manage the changeover process, there is a chance that you might lose your number. But fear not, we can provide you new numbers.