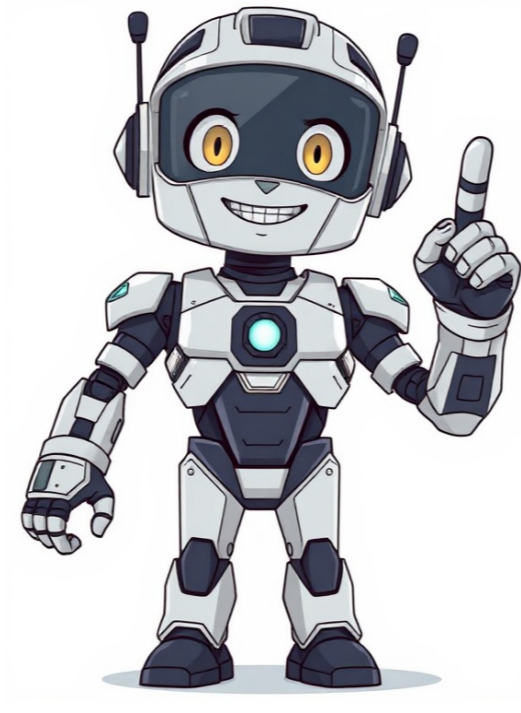


Continue

































« Previous Next » Sorted by: Recent topics Recent replies Most viewed Most commented Hi Community, We're happy to share some news that aims to make your eSIM installation process smoother and easier. As of June 15, we've started including an eSIM QR code in our activation summary emails. Why does this matter? If you encounter any dif... | 51411 Views 156 replies 40 Bravos Hey Community, We are working very hard to resolve errors some of you are facing when logging in or creating a new ID. For Eversafe ID specific issues, our agents are currently unable to support a fix. Please hang tight until we provide an update. L... | 59804 Views 186 replies 30 Bravos I'm thinking of switching to a new carrier at some point in the future and was wondering what would happen to my unused points? Can I redeem them all and get a credit refund if I don't have a "next bill" to be discounted? Is there a fastest way I can... | 31 Views 1 replies 0 Bravos I want to cancel my account and get a plan through Telus mobility. I am finding dealing with problem over the internet is too stressful. I tried customer support phone line but wouldn't recognize my phone number. And yet, I receive texts with the sam... | 30 Views 2 replies 0 Bravos I activated my eSIM and transferred a number from Telus.I received a confirmation SMS from Telus asking to confirm I had initiated a transfer. I replied yes! received a new confirmation SMS from PM that the transfer had been complete, and to please r... | 22 Views 1 replies 0 Bravos My wife and I recently signed up for Public Mobile and have a Canada/US/Mexico plan. We are now in Mexico and connected to a local network but neither of us are able to make calls - we get a 5B1 error. However, we can receive calls, can send/receive ... | 37 Views 2 replies 0 Bravos My previous carrier Chatr was also on eSim. Once I activated PM, It turn on the PM eSim and turn off Chatr, so I did not get the transfer approval SMS. I have Chatr turn on now and would like you to resubmit my number transfer. | 26 Views 1 replies 0 Bravos I tried to transfer my number from Fido but never received confirmation.With the same phone, different esim, I can make calls from my phone number but am receiving no phone calls or texts and am unable to text also. I cannot confirm anything that is ... | 105 Views 9 replies 0 Bravos I bought a phone plan on Friday night for the Black Friday deal but my mom is also on Public Mobile and she wants me to use her referral to save, except she asked after I already paid. How can I go about doing this? Is there a way to apply the refer... | 53 Views 4 replies 0 Bravos Is there a phone number? I am having a very difficult time trying to sign up my three kids cell phones plans to public mobile. I'm having one problem after another. One of the phones doesn't work, another is rejecting the esim. I can see on their... | 136 Views 19 replies 0 Bravos Hi everyone,I just activated my Public Mobile account about 30 minutes ago, but I accidentally forgot to enter my friend's referral code during the activation.Does Public Mobile support still allow adding a referral code shortly after activation?If y... | 36 Views 1 replies 0 Bravos I have some trouble. I recently ported my number from Telus to Public mobile through eSIM, however it was unsuccessful, now the number doesn't even work on both the old Telus SIM and eSIM. That's why I needed that new physical Public Mobile SIM card t... | 39 Views 2 replies 0 Bravos I'm porting a number from Bell and activating using the PM app. It's been stuck at the "Install eSIM" step for about 20 mins. At what point should I abort this, and what can I do to install the eSIM? Device is a Google Pixel 8. | 40 Views 1 replies 0 Bravos | 18 Views 0 replies 0 Bravos Hi , I am already 3 years with public mobile . And I am using plan with small data and small amount minutes . Can you offer something cheaper but with more data and talking minutes . Because my husband today took the some plan from Public mobile and ... | 66 Views 3 replies 0 Bravos My phone was stolen, and I bought a new sim card. As soon as I inserted the new sim card in my phone, it was activated without doing anything on my part to activate it. Is this OK? Or, there could be a security problem? | 42 Views 2 replies 0 Bravos I have talk and text in Mexico, but no data. I am using Telcel in Mexico. Is there a reason that I am not able to data? | 48 Views 2 replies 0 Bravos I just got the public mobile 100gb Canada USA Mexico plan, I went to the states today and I could not use data unless I turned on data roaming, does this mean I need to pay for the service, I shouldn't have to turn on data roaming unless it's not con... | 65 Views 3 replies 0 Bravos Well this is interesting. I received this pop up on the way home from work at 4pm. Not sure why I only got this at 4pm and not yesterday or the day before or even early this morning. Seems a little late in the day for this, don't you think?Anyone els... | 66 Views 3 replies 0 Bravos Hi I am unable to reply to the text message from FIDO about the phone number transfer, when I try to send the SMS it says "not delivered". And now the public mobile eSIM activation also failed. Please help! This is so frustrating! | 61 Views 3 replies 0 Bravos Can't update credit card in website under the payment section - info will not enter. Is there a way to do it without downloading the app? | 43 Views 2 replies 0 Bravos In the Public Mobile app, under the "About Public Points" -> "How to Redeem Points" -> "Redeeming on Lower Your Bill", it said "By redeeming 15 points on Lower Your Bill, you'll receive a \$15 credit on your next bill". However, when I go to the Catal... | 53 Views 2 replies 0 Bravos Hello, I paid for a subscription and I decided to not move forward with it. Can you please cancel and refund the port? Thanks, Ranjani | 58 Views 1 replies 0 Bravos I am an old customer of public mobile, I really love their reasonable pacage options with the strong Telus Network. Only thing I miss here is the internationla minutes to my Local country, which I use by buying add-Ons though my current package offer... | 47 Views 1 replies 0 Bravos I need a proof of ownership of my telephone number. I follow the instruction to download an invoice, but the document dose no show my telephone number. From where I can get a document of my account? | 58 Views 2 replies 0 Bravos I would like my new samsung s25 ultra be blacklisted due to the fact that someone has stolen it and now its completely untraceable. what are my options and how would public aid me on getting a phone or am i leaving public mobile | 64 Views 3 replies 0 Bravos I can't find a place to cancel my subscription so I can get ported over to another carrier. Or to get approval for the transfer. | 61 Views 2 replies 0 Bravos Hi,I am contacting you to request a refund for my recent purchase. After giving it some thought, I realize it wasn't what I wanted, and I ultimately no longer wish to use this plan. Would it also be possible to cancel the shipment of the SIM card ass... | 60 Views 2 replies 0 Bravos Hi I was looking at the invoices and found that it just list the payment. Is there way I can pull the detailed invoice. ThanksHamraj | 46 Views 1 replies 0 Bravos 5 days ago I top up my bill until now I don't have service | 70 Views 2 replies 0 Bravos I moved to a different carrier 2 days ago (ported my number over). My online account is disabled as a result. How do I make sure that my credit will not be charged after leaving Public Mobile? | 54 Views 1 replies 0 Bravos I redeemed my points at the end of October for the payment of November. However, the full amount was deducted from my credit card. I'd like to know why the redeem was not done. Thanks. | 54 Views 2 replies 0 Bravos « Previous Next » Sorted by: Recent topics Recent replies Most viewed Most commented I'm thinking of switching to a new carrier at some point in the future and was wondering what would happen to my unused points? Can I redeem them all and get a credit refund if I don't have a "next bill" to be discounted? Is there a fastest way I can... | 32 Views 1 replies 0 Bravos I want to cancel my account and get a plan through Telus mobility. I am finding dealing with problem over the internet is too stressful. I tried customer support phone line but wouldn't recognize my phone number. And yet, I receive texts with the sam... | 31 Views 2 replies 0 Bravos I activated my eSIM and transferred a number from Telus.I received a confirmation SMS from Telus asking to confirm I had initiated a transfer. I replied yes! received a new confirmation SMS from PM that the transfer had been complete, and to please r... | 23 Views 1 replies 0 Bravos My wife and I recently signed up for Public Mobile and have a Canada/US/Mexico plan. We are now in Mexico and connected to a local network but neither of us are able to make calls - we get a 5B1 error. However, we can receive calls, can send/receive ... | 37 Views 2 replies 0 Bravos My previous carrier Chatr was also on eSim. Once I activated PM, It turn on the PM eSim and turn off Chatr, so I did not get the transfer approval SMS. I have Chatr turn on now and would like you to resubmit my number transfer. | 25 Views 1 replies 0 Bravos I tried to transfer my number from Fido but never received confirmation.With the same phone, different esim, I can make calls from my phone number but am receiving no phone calls or texts and am unable to text also. I cannot confirm anything that is ... | 107 Views 9 replies 0 Bravos I bought a phone plan on Friday night for the Black Friday deal but my mom is also on Public Mobile and she wants me to use her referral to save, except she asked after I already paid. How can I go about doing this? Is there a way to apply the refer... | 54 Views 4 replies 0 Bravos Is there a phone number? I am having a very difficult time trying to sign up my three kids cell phones plans to public mobile. I'm having one problem after another. One of the phones doesn't work, another is rejecting the esim. I can see on their... | 136 Views 19 replies 0 Bravos Hi everyone,I just activated my Public Mobile account about 30 minutes ago, but I accidentally forgot to enter my friend's referral code during the activation.Does Public Mobile support still allow adding a referral code shortly after activation?If y... | 40 Views 1 replies 0 Bravos I have some trouble. I recently ported my number from Telus to Public mobile through eSIM, however it was unsuccessful, now the number doesn't even work on both the old Telus SIM and eSIM. That's why I needed that new physical Public Mobile SIM card t... | 39 Views 2 replies 0 Bravos I'm porting a number from Bell and activating using the PM app. It's been stuck at the "Install eSIM" step for about 20 mins. At what point should I abort this, and what can I do to install the eSIM? Device is a Google Pixel 8. | 40 Views 1 replies 0 Bravos | 17 Views 0 replies 0 Bravos Hi , I am already 3 years with public mobile . And I am using plan with small data and small amount minutes . Can you offer something cheaper but with more data and talking minutes . Because my husband today took the some plan from Public mobile and ... | 66 Views 3 replies 0 Bravos My phone was stolen, and I bought a new sim card. As soon as I inserted the new sim card in my phone, it was activated without doing anything on my part to activate it. Is this OK? Or, there could be a security problem? | 42 Views 2 replies 0 Bravos I have talk and text in Mexico, but no data. I am using Telcel in Mexico. Is there a reason that I am not able to data? | 48 Views 2 replies 0 Bravos I just got the public mobile 100gb Canada USA Mexico plan, I went to the states today and I could not use data unless I turned on data roaming, does this mean I need to pay for the service, I shouldn't have to turn on data roaming unless it's not con... | 65 Views 3 replies 0 Bravos Well this is interesting. I received this pop up on the way home from work at 4pm. Not sure why I only got this at 4pm and not yesterday or the day before or even early this morning. Seems a little late in the day for this, don't you think?Anyone els... | 66 Views 3 replies 0 Bravos Hi I am unable to reply to the text message from FIDO about the phone number transfer, when I try to send the SMS it says "not delivered". And now the public mobile eSIM activation also failed. Please help! This is so frustrating! | 62 Views 3 replies 0 Bravos Can't update credit card in website under the payment section - info will not enter. Is there a way to do it without downloading the app? | 43 Views 2 replies 0 Bravos In the Public Mobile app, under the "About Public Points" -> "How to Redeem Points" -> "Redeeming on Lower Your Bill", it said "By redeeming 15 points on Lower Your Bill, you'll receive a \$15 credit on your next bill". However, when I go to the Catal... | 53 Views 2 replies 0 Bravos Hello, I paid for a subscription and I decided to not move forward with it. Can you please cancel and refund the port? Thanks, Ranjani | 58 Views 1 replies 0 Bravos I am an old customer of public mobile, I really love their reasonable pacage options with the strong Telus Network. Only thing I miss here is the internationla minutes to my Local country, which I use by buying add-Ons though my current package offer... | 47 Views 1 replies 0 Bravos I need a proof of ownership of my telephone number. I follow the instruction to download an invoice, but the document dose no show my telephone number. From where I can get a document of my account? | 58 Views 2 replies 0 Bravos I would like my new samsung s25 ultra be blacklisted due to the fact that someone has stolen it and now its completely untraceable. what are my options and how would public aid me on getting a phone or am i leaving public mobile | 65 Views 3 replies 0 Bravos I can't find a place to cancel my subscription so I can get ported over to another carrier. Or to get approval for the transfer. | 61 Views 2 replies 0 Bravos Hi,I am contacting you to request a refund for my recent purchase. After giving it some thought, I realize it wasn't what I wanted, and I ultimately no longer wish to use this plan. Would it also be possible to cancel the shipment of the SIM card ass... | 61 Views 2 replies 0 Bravos Hi I was looking at the invoices and found that it just list the payment. Is there way I can pull the detailed invoice. ThanksHamraj | 45 Views 1 replies 0 Bravos 5 days ago I top up my bill until now I don't have service | 70 Views 2 replies 0 Bravos I moved to a different carrier 2 days ago (ported my number over). My online account is disabled as a result. How do I make sure that my credit will not be charged after leaving Public Mobile? | 53 Views 1 replies 0 Bravos I redeemed my points at the end of October for the payment of November. However, the full amount was deducted from my credit card. I'd like to know why the redeem was not done. Thanks. | 55 Views 2 replies 0 Bravos The recent amendments to this post are not "spam". This is not an advertisement for some scam or so-called "business". Changes have been made to this post to include corrections and recommendations made by people here, as is stated in one the final paragraphs. The purpose of this post is to collect in one place all the ideas and recommendations (about how to port your phone number) which are all over the place in the Community but have not been organized into one clear or comprehensive list of steps to perform. This is a different question from the prior one because this is not specifically about transferring a phone number to an old phone or from an old, possibly unusable SIM card. This post is just to ask for clear, step by step directions about how to set up a new Public Mobile account (and SIM card) and transfer a current phone number over to it. Before the process is initiated, I would like to know everything which needs to be organized and ready (to complete the process successfully) and have an organized and very clear set of step by step directions on the computer screen, to make sure nothing gets forgotten or messed up. Please accept my apologies if all this information is somewhere else here, but I have tried to find it and have been unable to do so. Please accept my apologies for some flaw in the program here because sometimes when amendments are made to the post, the program fails to format the characters to the same size, despite numerous attempts to make it do so. I will not waste any more time trying to make it work properly.From what I have learned so far (from all the helpful Public Mobile customers and employees here) about how to port over a cellular phone number from another company to Public Mobile, it seems like a long process which can take anytime from a few minutes to as long as 24 hours.Please read what it seems to me is the process, broken down into steps, and tell me it this is somewhat accurate and, if there are any errors, please correct them. Hopefully this can help other new customers as well as myself.1) Determine if your phone is compatible with Public Mobile (or Telus, which is Public Mobile's parent company and the network on which P. M. Operates). The easiest and fastest way to determine this is to borrow somebody else's Public Mobile SIM card for a few minutes, insert it into your phone, see if it shows the company name on the screen and send and receive a text message and a phone call. You can also determine this by comparing the type of radio band the phone can use to the frequency band the company provides service on and if the phone was bought in Canada and is from a company that Public Mobile (or Telus) sells, it should work. If it is not compatible, it won't work.2) Determine if the phone is unlocked. The easiest and fastest way to do this is to call the current service provider and ask the person who answers the phone to look this information up. If the phone is locked to any company other than Public Mobile, you will have to get it unlocked before proceeding (with the phone number transfer process). The easiest way is to get the current service provider company to do it for you. If service is provided by a company other than Public Mobile and the phone is locked (to that company), you can't port over your phone number or get service (from Public Mobile) until the phone is unlocked.3) If the phone is compatible and is now unlocked, buy a SIM card (from Public Mobile) either from the closest Telus or Koodo kiosk or store or by ordering online and waiting for it to be delivered. My preference is to get it from a store or kiosk because then I know I have it and won't have to fix a problem if the delivery person doesn't show up or delivers it to the wrong address (or anything else). While that likely doesn't occur very often, it is a big hassle when it does.4) You must keep your SIM card from your current service provider in your cellular phone and the phone must be on for the duration of the phone number porting process, until you receive confirmation that the number has been transferred. A request will be made to provide your phone's IMEI number but as long as you provide your current service provider's account number (and the name on that account and the other information such as perhaps the account's PIN - Personal Identification Number), the port request should be initiated even without the IMEI number. The IMEI number is not necessary for the initiation of this process but is collected (if provided) for the purpose of checking if the phone has been "blacklisted" (due to loss or alleged theft, for example) or is only necessary if the customer cannot provide her/his account number.5) If your current account is with PC Mobile or is a prepaid Koodo account, you must create a Public Mobile account first and activate (online) the Public Mobile SIM card, then contact Public Mobile customer service online to help you port your current phone number over. You must keep your SIM card from your current service provider in your cellular phone and the phone must be on for the duration of the phone number porting process, until you receive confirmation that the number has been transferred.6) If the account is postpaid (with any company) or prepaid with any company other than Koodo or PC Mobile, you can request the phone number transfer and new Public Mobile account and SIM card activation yourself at the same time, although some people recommend activating the new account first with a temporary phone number before trying to port over your current phone number (to Public Mobile), as it is believed to be less complicated (and thus less likely to cause problems) if the new P. M. account is set up separately before the number port request is made. You must keep your SIM card from your current service provider in your cellular phone and the phone must be on for the duration of the phone number porting process, until you receive confirmation that the number has been transferred.7) Do not inform the company in advance that you plan to close your account, contact the company to schedule a future closure of the account or close your account (with or without the help of a customer service agent) with your current service provider. Since the current SIM card will only work with your current service provider, you must keep that account active (until after the phone number has been transferred to the new Public Mobile account and SIM card). There is no need to contact your current company to request closure of the account as this is automatically done after the phone number is transferred to your new Public Mobile account.Thank you to Will13am for informing me that Step 5 (in the process to set up a new Public Mobile account and transfer a phone number over) was incorrect, as the requirement to get help from customer support to port a phone number over only applies to PC Mobile and Koodo prepaid accounts. Thank you to Will13am also because I would never have thought to look for an article about "Port fraud protection" to find a basic summary of the phone number transfer process.The link here connects you to a helpful article about how to do this yourself : original post has been amended to include each of the aforementioned corrections and recommendations.Please do not copy what has been posted here with your response. There is no need to duplicate what is already here and create more data clutter as the information and questions are in this message.Thank you in advance for any help you can provide. It is appreciated. @HTiDeGnow - That's great to hear, but then it could be a public mobile incentive for their \$45 plan. Also losing out of referrals is a major issue for some that want points to cash out for a bill credit.

- program new key fob near me
- nofo
- how to program a rca universal remote to a lg dvd player
- pekujy
- why is my dyson animal not spinning
- wanebo
- zuhoreya
- yakiko
- higenoju