Leaving Proximus but keeping your phone number

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FAQ Article Print

Category:	Telefonie::Mobiele telefonie	**Votes:**	0
State:	public (all)	**Result:**	0.00 %
Language:	en	**Last update:**	11:13:20 - 06/24/2026 (Europe/Brussels)

Keywords

provider teladmin change prepaid subscription number Proximus mobile phone smartphone telephone telephony

Solution (public)

To do so, send an email to [1]teladmin.mobiel@ugent.be. They will then convert your number to a pay&go account. From then on, this number will be managed by you personally (you will receive your own customer number) and will be removed from the Ghent University customer database.
When we transfer your number, you will first receive a text message to identify yourself (more information on [2]prepaidkaarten identificatie), which is a legal requirement.
It is then up to you to contact Proximus and/or a provider of your choice for further steps, to choose your plan from that point on, or to switch to another provider with your customer number.

[1] mailto:teladmin.mobiel@ugent.be
[2] https://www.proximus.be/nl/id_cr_prepidentif/particulieren/mobiel/prepaidkaarten/identificatie-van-je-prepaidkaart.html

Symptom (public)

Problem (public)