

Phone Number Migration for WhatsApp



Guidelines

Who Can Migrate

- Brand's integrated directly with WhatsApp or BSPs can migrate registered phone number of a WABA to other BSPs.

Information retained after migration

- Display name, Official Business account status, Quality rating, Messaging Limits, Official Business Account Status and any High quality messages templates previously approved.

Details not migrated

- Low quality, rejected or pending templates are not migrated. Messages and chat history are not migrated.

Downtime

- No downtime required. Until migration is completed the source WABA and destination WABA can continue using the services without an disruption.

Billing Migration

- Messages sent before migration are charged to source WABA and after migration will be charged to destination WABA.

Guidelines

Two factor Authentication

- Source WABA needs to disable the two factor 6 digit pin that was previously enabled. And it is phone number owner's responsibility to reach out to source WABA owner.
- Two factor authentication needs to be enabled after migration especially for an official business account to retain the green tick verification badge.

Brand's Action

- Brand's must have Business verification completed and Approved.

Source WABA's Action

- Source WABA review status must be approved.

Destination WABA's Action

- Destination BSPs to create the WABA and complete the WABA review. Payment method to be setup at destination WABA. On behalf of request must be same as source WABA. FB Manager ID of Source and destination WABA must match.

Other Insights

- After migration, phone number status will be marked as “Transferred” on source WABA. Certificated for these can not be downloaded. Transferred numbers can be deleted from the source WABA.
- Source WABA can take back the number after migration if ownership is confirmed using the right registration code.
- Multiple numbers can not be migrated in bulk, we need to migrate the numbers one by one.
- Clients need to sign agreement with destination BSP.

First WhatsApp Number Migration: PeLocal

About PeLocal

- Hassle-free digital payment solutions with the best payment experience from anywhere. Automate payment collection with PeLocal and manage your revenue on the go.

Reason for Migration

- Bad customer service with previous vendor

Experience with RML post migration

- Satisfied with the service provided by RML as grievances were solved within SLA. They were happy with the seamless number migration process.

Brands available on Enterprise API services

Gupshup

- HDFC ERGO
- ICICI Prudentials
- SBI Mutual Funds
- Cred
- BharatPe
- Tata Cliq
- Get Simpl
- Bharti Axa
- Naaptol
- Fab Hotels
- Iffco Tokio
- Reliance Nippon
- Vijay Sales
- Workex

Karix

- Soamsung
- HDFC
- Axis
- Punjab National Bank
- Payback
- PhonePe
- Freecharge
- Firstcry
- Lenskart
- Loyalty rewards

Infobip

- PayU

Netcore

- Shriram General Insurance
- Reliance General Insurance
- IIFL Group
- Mahindra Finance
- Thomas Cook
- Doubtnut
- Karvy (K Fintech)
- Amity University
- Edelweiss

Thank You

