

Information Required to Transfer Your Mobile Number

You can bring your existing mobile number from another provider to a SpinTel service. This process is known as porting, and it allows you to keep your current number when switching providers.

Information Required to Transfer Your Number

To proceed with the transfer, you'll need to provide the following details:

- **The mobile number you want to transfer**
- **The type of service you're transferring from:**
 - Postpaid
 - Pre-Paid

Postpaid Services

(Postpaid refers to a mobile service where you receive a monthly bill after usage)

You will need:

- Your current telecommunication provider account number
(*This can usually be found on your most recent bill.*)

Pre-Paid Services

(Pre-Paid refers to a pay-as-you-go mobile service where you load credit in advance)

You will need:

- Your date of birth

Important: This must match the details registered with your current provider to avoid delays

Important

Please ensure all details provided match exactly with those held by your current provider. Any incorrect or mismatched information may delay the transfer process.

Pre-Port Verification

Before the transfer can proceed, we will send a verification code via SMS to the mobile number you are porting as part of the pre-port verification process.

Your mobile service must remain active with your current provider during the transfer.

You may continue using your existing service while the transfer is being processed. Once the transfer is completed, your old service will be automatically disconnected.

Online URL:

<https://articles.spintel.net.au/article/information-required-to-transfer-your-mobile-number.html>