

Phone Number Change FAQs



Getting unwanted calls? Or just simply wanted to get your number changed?

Here are some questions you might have before doing so.

How much does it cost to get a new number?

Service Type Fee

Nuisance Call Free

Phone (Copper Based) \$35

Mobile \$20

VoIP Free

How long does it take to get my number changed?

Timeframe varies depending on the service type. For mobile numbers, it can take 24 to 48 hours and up to 3 working days for the home phone.

Can I get my old number back in case I change my mind?

No, we can not reverse number changes.

Can I choose my new number?

No, our Provisioning team will assign your new number. However, if you got a new SIM card, you can [activate it online](#) and choose a number from the list.

How much does it cost to get a new SIM card and how long does it take?

We will send the SIM card for free through standard shipping (3-7 business days delivery) when you [sign up for a new mobile service](#). On the checkout page, you may opt for Express post if you wish to receive the SIM card in 1-2 business days for \$15.

Can I keep the same plan if I'll get a new SIM card?

You can choose the [available plans](#) advertised online should you wish to get a new SIM card for a new number.

Can I cancel my existing number once I get the new SIM card?

To cancel a service, please call us on 1300 303 375. You can also chat with us by clicking the chat icon.

Online URL:

<https://articles.spintel.net.au/article/phone-number-change-faqs.html>