

Phone Number Change FAQs

Getting unwanted calls? Or do you just simply want 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?

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All charges apply to both residential and business accounts.

How long does it take to get my number changed?

The timeframe varies depending on the service type. For mobile and VoIP services, it can take 24 to 48 hours, and for home phones (copper-based), it can take up to 3 working days.

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 have 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 or click [here](#) to initiate an online conversation

Online URL:

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

