

# Mobile FAQs and Its SIM card Delivery

## Can I keep the same number?

Yes, you can definitely keep the same number! Just let us know the details of your existing number when activating. Click [here](#) to check number transfer requirements and process the activation online by following the instructions in 'Activating a SIM and transferring your number to SpinTel'.

## How and when will my SIM be delivered?

Your SIM will be delivered by Australia Post. The delivery time will depend on the type of postage selected at sign-up. Standard Post will take 3-7 business days and Express Post should only take 1-2 business days.

## Activation timeframe

1. **New number activation:** Activation of the new service will be completed within one working day. (In most cases the service will connect instantly and you'll simply need to insert the SIM into your device.)
2. **Transferring an existing phone number to SpinTel:** Most transfers will become active within a few hours, but the process can take up to 24 hours to complete. During the transfer, you can continue to use your current provider's SIM. If it stops working, this is a sign that your SpinTel SIM is in the process of being activated. **Note:** While the

transfer is in progress, the SIM from your old provider should continue to work and will stop only when the phone number has been transferred successfully.

## **What if Australia Post can't find my tracking number?**

There can sometimes be a delay between us sending our shipping confirmation emails and Australia Post updating their system. Should this occur, please try again in two to three hours.

If the problem persists, call Australia Post Customer Service on 13 76 78 and quote your tracking number.

## **What should I do if my dispatched order doesn't arrive?**

To find out where your item is, go to the [Australia Post](#) website and enter your tracking number, or click on the tracking link in the shipping confirmation email we sent you.

If you still can't locate your item, call Australia Post Customer Service on 13 76 78 and quote your tracking number.

Before calling SpinTel, please make sure that:

- A missed delivery card hasn't been left
- We haven't sent you an email or SMS about your order

- That the expected timeframe for your delivery type has elapsed (refer to the section titled Delivery timeframes)

## Who can accept the delivery?

If your delivery is for a modem or SIM, identification will not be required. When no one is home, and if there is a safe place to leave it, the delivery person will leave the package at the delivery address somewhere safe.

## Changed your delivery address?

As soon as your purchase is complete and your delivery address is verified, we begin processing and packing your purchase. Unfortunately, this means we're unable to amend the delivery address once your order has been submitted.

If you can't be there when your order is delivered, Australia Post will leave a card with instructions on how to collect your package.

Online URL:

<https://articles.spintel.net.au/article/mobile-faqs-and-its-sim-card-delivery.html>