

# Tips When Transferring a mobile number to SpinTel

Once you've received your SIM card, simply login to the [activation page](#), enter your **My Account** credentials and provide your existing provider details to begin the [transfer process](#).

## Transferring a Postpaid service

- We will require your **account number** from your previous provider to process the transfer.

## Transferring a Prepaid service

- Confirm that you're the account holder of the service with your current mobile provider. The details provided must match the information you've supplied us with, i.e. the name and date of birth registered from your previous provider.

To protect our customers from unauthorised transfers, you must authorise the number transfer by entering the six-digit code sent to your number via SMS. Please keep your phone handy and leave your original SIM in your phone, as the transfer will only start after the code has been successfully verified.

Most transfers can take around 15 minutes, but could take up to 24 hours to complete. You can continue using your old provider's SIM during the transfer.

When your old SIM card stops working, insert your new SpinTel SIM card into your phone, and it should be ready to use.

Please remember to **keep your number active** with your existing provider until the transfer has been completed.

## Before you transfer your number to SpinTel

- The number you're transferring will need to be listed under your own name and personal details.
- You can only transfer a number if your service is active, so **don't cancel your service** with your current provider until the number transfer has been completed.
- If your contract with your current provider hasn't ended, you'll need to wait for it to end or contact them to find out how to terminate it early (you might incur a charge for this).
- If your handset is locked to your current provider's network, you'll need to ask your provider about getting it **unlocked** (you might incur a charge for this).

## The transfer has failed. What should you do?

Sometimes account details don't match and transfers can fail. If your transfer has failed, don't panic as we've got a [step by step guide](https://articles.spintel.net.au/article/tips-when-transferring-a-mobile-number-to-spintel.html) on how you can complete the transfer process.

Online URL:

<https://articles.spintel.net.au/article/tips-when-transferring-a-mobile-number-to-spintel.html>

