Switch your mobile phone number to SpinTel

In this article, we'll go through what you need to do to transfer your mobile phone number to SpinTel from another carrier.

Before you switch

You'll need to make sure of the following:

- You must be the account holder with your current service provider

- Your number is currently active

- You have access to the current mobile number

- Check with your current provider about early termination fees

Note: SpinTel is not liable for any fees or charges incurred by your previous service provider.

How to transfer your number

When you receive your SIM card (or eSIM) and activate your mobile service with SpinTel, we'll ask you if you'd like to keep an existing mobile number.

To protect our customers from unauthorised transfers/ports, an additional identity verification process is in place.

You'll receive a once-off verification code via SMS to the mobile number you wish to transfer over. You'll then need to provide the code back to us before we go ahead with the transfer.

You can follow a step by step guide [here](#).

Note: Once your number has switched over to SpinTel, your current service will be disconnected.

How long will it take?

Generally, the transfer can take 15 minutes to 24 hours to complete. During the transfer, you can continue to use your current provider's SIM. Once it stops working, you can start using the SpinTel SIM card.

Didn't request a number transfer?

If you suspect that your mobile number has been fraudulently transferred/ported, you should immediately report the activity to

Australia Federal Police:

- • Visit https://www.afp.gov.au/

- • Call [02 5126 0000](tel:0251260000)

State or Territory Police:

- Call [131 444](tel:131444)

- Visit https://police.act.gov.au/ (ACT)

- Visit https://police.nsw.gov.au/ (NSW)

- Visit https://pfes.nt.gov.au/police (NT)

- Visit https://police.qld.gov.au/ (QLD)

- Visit https://police.sa.gov.au/ (SA)

- Visit https://police.tas.gov.au/ (TAS)

- Visit https://police.vic.gov.au/ (VIC)

- Visit https://police.wa.gov.au/ (WA)

Government Services:

- Scamwatch: https://www.scamwatch.gov.au/

- IDCARE: visit https://www.idcare.org/ or call [1300 432 273](tel:1300432273)

[Please also contact us as soon as possible to discuss your SpinTel service.](#)

Further help

If you're experiencing SIM activation issues, see:

- SIM replacement & activation help

- Unsuccessful mobile number transfer

For further assistance, you can reach us at 1300 303 375 or chat online with our friendly customer service team.

Online URL:
https://articles.spintel.net.au/article/switch-your-mobile-phone-number-to-spintel.html