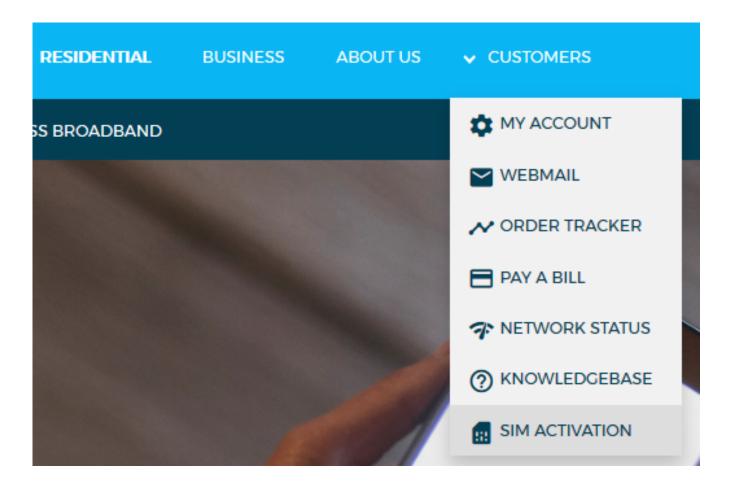
# How to transfer my mobile number to SpinTel

**Important**: Before starting the activation process, please make sure you have the old SIM card with you. Your old number should still be active to complete the process below:

- 1. Visit spintel.net.au
- 2. Select **Customers** and then <u>SIM Activation</u>.

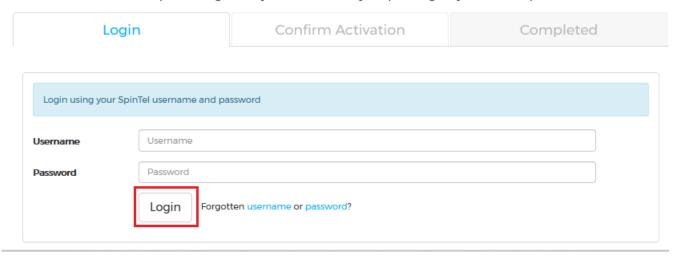


3. Enter My Account credentials and click on Login.

## SIM CARD ACTIVATION

Activating your SIM is easy, just login below using your SpinTel username and password.

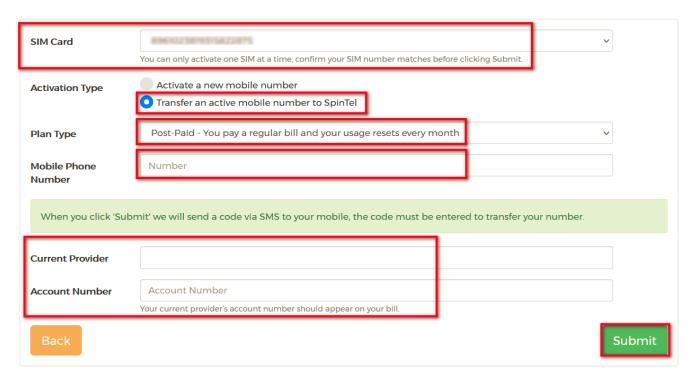
New mobile number activations take about an hour. If you're transferring your number just keep using your old SIM until it stops working, usually this takes 1-3 days depending on your current provider.



- 4. Enter the details correctly in order to submit and validate the activation.
  - **SIM Card** This shows a list of any valid activations on the account. You can only activate one at a time, but on the last page you can click on **Activate Another SIM** to come back here.
  - Activation Type Select <u>activate a new number</u> if you wish to activate the SIM card with a new number, otherwise, choose **Transfer an active number to SpinTel**, if you have an existing number you want to keep.

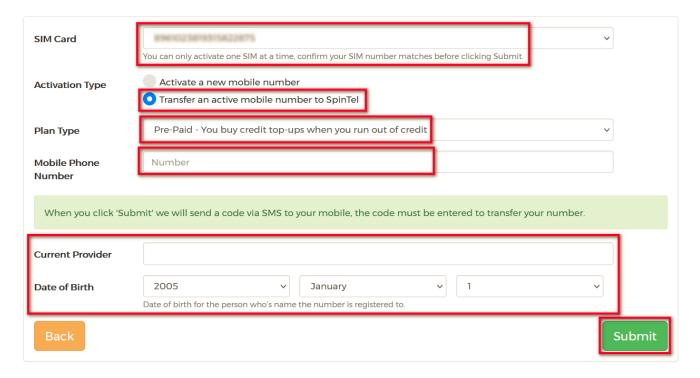


- **Plan Type** Select the plan based on the type of service you have with your existing provider.
- Number This is the mobile number that will be transferred.
- Current Provider Name of your existing mobile provider.
- Account Number If you are an existing postpaid subscriber, please provide your account number from your existing mobile provider.



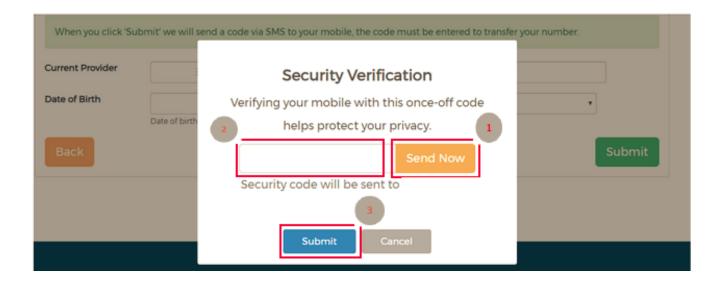
• Date of Birth - If you are an existing prepaid subscriber, please

#### provide the date of birth recorded on your account

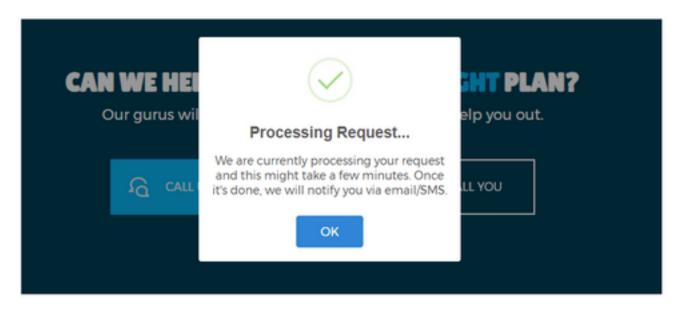


5. **Security Verification:** SpinTel will send an OTP code to your mobile. Please enter your mobile number in the field provided.

**Note**: When transferring a number, make sure that you keep your current SIM in your phone, so you can receive an SMS with the confirmation code. You'll be able to enter the code into the website to continue the activation process.



### 6. A confirmation page will display.



**Note**: The transfer process can take **15 mins to 24 hours** to complete. While the transfer process is in progress, the SIM from your old provider should continue working and will stop once the phone number has been transferred successfully. When this occurs, you'll receive a notification via SMS or email.

For eSIM, you'll receive an email with a QR code after activation. Kindly wait until your current SIM no longer registers on the network before scanning and <u>installing your eSIM</u>.

#### Online URL:

https://articles.spintel.net.au/article/how-to-transfer-my-mobile-number-to-spintel.html