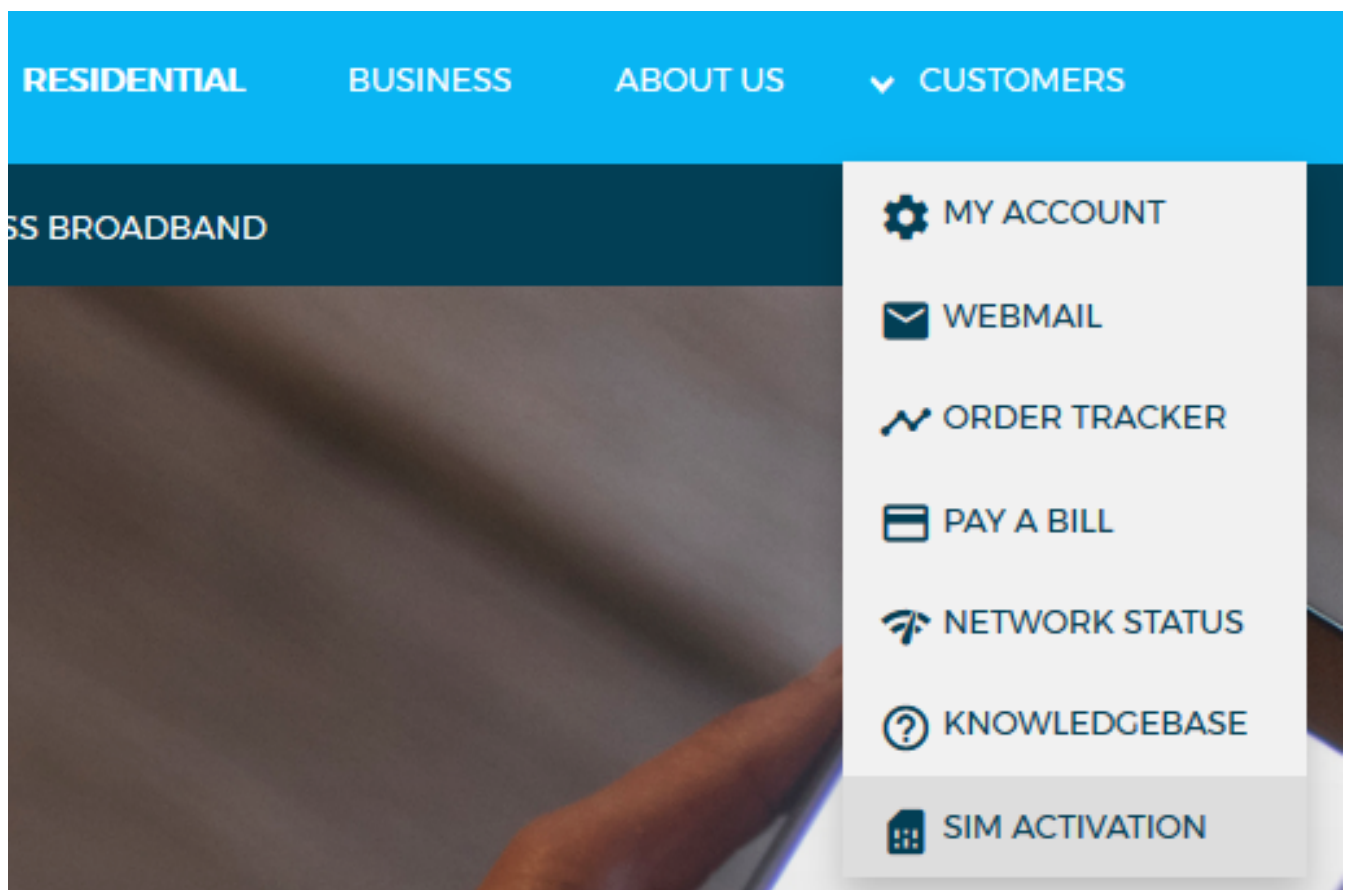


How to transfer my mobile number to SpinTel

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 SIM Activation.



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.

Login	Confirm Activation	Completed
-------	--------------------	-----------

Login using your SpinTel username and password

Username

Password

[Forgotten username or password?](#)

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 activate a new number 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.

SIM Card ▼
You can only activate one SIM at a time, confirm your SIM number matches before clicking Submit.

Activation Type Activate a new mobile number
 Transfer an active mobile number to SpinTel

- **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.

SIM Card ▼
You can only activate one SIM at a time, confirm your SIM number matches before clicking Submit.

Activation Type Activate a new mobile number
 Transfer an active mobile number to SpinTel

Plan Type ▼

Mobile Phone Number

When you click 'Submit' we will send a code via SMS to your mobile, the code must be entered to transfer your number.

Current Provider

Account Number
Your current provider's account number should appear on your bill.

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

provide the date of birth recorded on your account

The screenshot shows a web form for mobile number activation. The fields are as follows:

- SIM Card:** A text input field containing a masked number (#####) and a dropdown arrow. Below it is a note: "You can only activate one SIM at a time, confirm your SIM number matches before clicking Submit."
- Activation Type:** Two radio button options: "Activate a new mobile number" (unselected) and "Transfer an active mobile number to SpinTel" (selected).
- Plan Type:** A dropdown menu with the selected option "Pre-Paid - You buy credit top-ups when you run out of credit".
- Mobile Phone Number:** A text input field with the placeholder "Number".
- Current Provider:** A text input field.
- Date of Birth:** Three dropdown menus for year (2005), month (January), and day (1). Below them is a note: "Date of birth for the person who's name the number is registered to."

At the bottom, there are "Back" and "Submit" buttons. A green banner above the "Current Provider" field states: "When you click 'Submit' we will send a code via SMS to your mobile, the code must be entered to transfer your number."

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

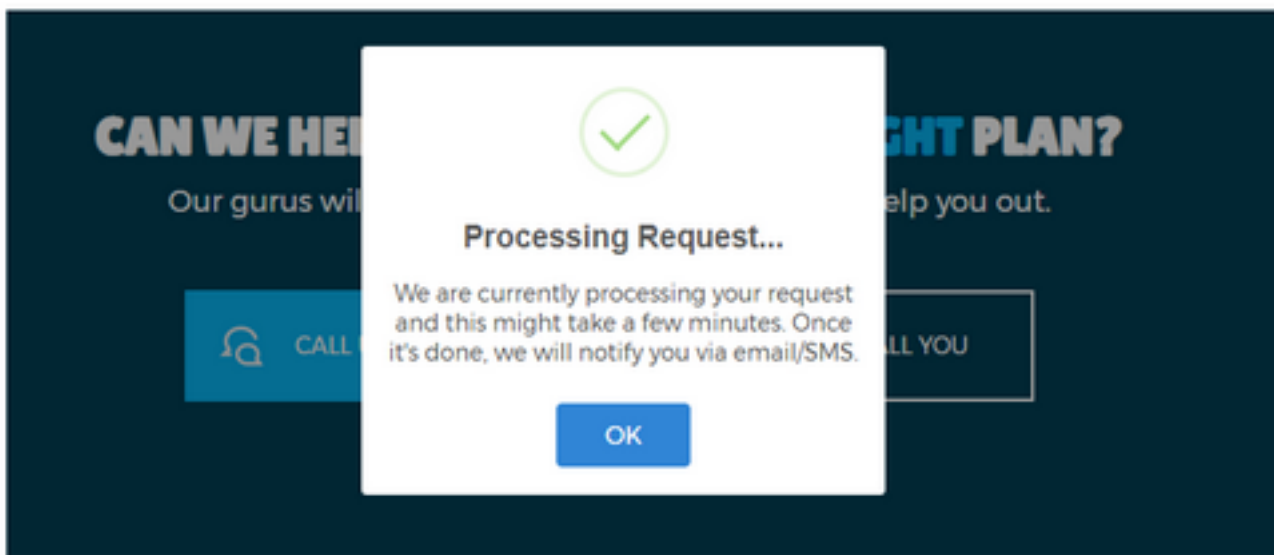
Note: When transferring a number, make sure that you keep your current SIM in your phone, so you can receive an SMS with the confirmation code. You'll be able to enter the code into the website to continue the activation process.

The screenshot shows a "Security Verification" modal dialog box overlaid on the activation form. The dialog contains the following elements:

- Title:** "Security Verification"
- Text:** "Verifying your mobile with this once-off code helps protect your privacy."
- Field 1:** A text input field for the mobile number, with a red box around it and a circled "1" to its right.
- Field 2:** A "Send Now" button, with a red box around it and a circled "2" to its left.
- Text:** "Security code will be sent to"
- Field 3:** A text input field for the security code, with a red box around it and a circled "3" above it.
- Buttons:** "Submit" (blue) and "Cancel" (grey) buttons at the bottom, both with red boxes around them.

The background shows the same activation form as in the previous image, with a green banner at the top: "When you click 'Submit' we will send a code via SMS to your mobile, the code must be entered to transfer your number."

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 installing your eSIM.

Online URL:

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