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 <u>spintel.net.au</u>

2. Select **Customers** and then <u>SIM Activation</u>.

RESIDENTIAL	BUSINESS	ABOUT US	✓ CUSTOMERS	
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		1	SIM ACTIVATION	

3. Enter <u>My Account credentials</u> 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 you	ur SpinTel username and pa	ssword	
Username	Username		
Password	Password		
	Login	ten 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 <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.

Log	gin	Confirm Activation	Completed
SIM Card	You can only activate one	SIM at a time confirm your SIM number matches befo	✓
Activation Type	Activate a new mo	obile number mobile number to SpinTel	ore cheating outprint.
Back			Submit

- **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	Post-Paid - You pay a regular bill and your usage resets every month	~
Mobile Phone Number	Number	
When you click 'Su	bmit' we will send a code via SMS to your mobile, the code must be entered to transfer your number.	
Current Provider		
Account Number	Account Number Your current provider's account number should appear on your bill.	
Back		Submit

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

provide the date of birth recorded on your account

SIM Card	V 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	Pre-Paid - You buy credit top-ups when you run out of credit
Mobile Phone Number	Number
When you click 'S	ubmit' we will send a code via SMS to your mobile, the code must be entered to transfer your number.
Current Provider	
Date of Birth	2005 V January V I V Date of birth for the person who's name the number is registered to. V V V V
Back	Submit

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.

When you click 'Su	ubmit' we will	send a code via SMS to your mobile, the code must be entered to transfer	your number.
Current Provider Date of Birth		Security Verification	
Back	Date of birth	2 helps protect your privacy. 1 Send Now Security code will be sent to	Submit
		Submit Cancel	

6. A confirmation page will display.

CAN WE HEI Our gurus wil	Processing Request	elp you out.
CALL	We are currently processing your request and this might take a few minutes. Once it's done, we will notify you via email/SMS.	LL YOU

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