

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

Login

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

8941234567891011121314

▼

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

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

8941234567891011121314

▼

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 'Submit' 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

The screenshot shows a web form for SIM card activation. Red boxes highlight the following elements:

- SIM Card:** A text field containing the number 8961023879515422875.
- Activation Type:** Two radio buttons. The first is 'Activate a new mobile number'. The second, 'Transfer an active mobile number to SpinTel', is selected and highlighted.
- Plan Type:** A dropdown menu with 'Pre-Paid - You buy credit top-ups when you run out of credit' selected.
- Mobile Phone Number:** A text field with the placeholder 'Number'.
- Current Provider:** A text field.
- Date of Birth:** Three dropdown menus for year (2005), month (January), and day (1).
- Buttons:** An orange 'Back' button and a green 'Submit' button.

A green banner at the top 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.

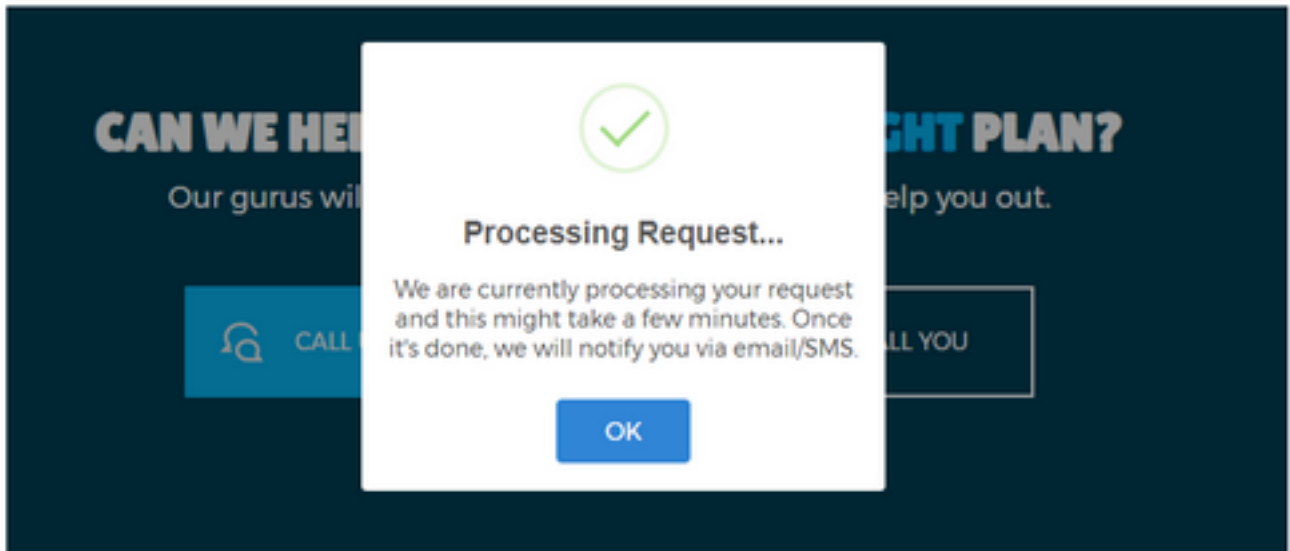
Note: When transferring a number, make sure that you keep your current SIM in your phone, so you can receive an SMS with the confirmation code. You'll be able to enter the code into the website to continue the activation process.

The screenshot shows a modal dialog titled "Security Verification". The dialog contains the following elements:

- Text:** "Verifying your mobile with this once-off code helps protect your privacy."
- Input Field:** A text field for entering the security code, highlighted with a red box.
- Buttons:** An orange "Send Now" button (highlighted with a red box), a blue "Submit" button (highlighted with a red box), and a grey "Cancel" button.
- Numbered Circles:** Three numbered circles (1, 2, 3) indicating the steps in the process.

The background shows the same activation form as the previous screenshot, with a green banner at the top stating: "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>