

Ordering a Replacement SIM

We've compiled a list of possible questions you might have about getting a replacement SIM along with their corresponding answers below.

How much does it cost to get a new SIM card?

Getting a replacement SIM card is free; however, postage fees apply based on the delivery method you choose:

- **Standard Delivery:** \$5
- **Express Delivery:** \$10

For eSIM replacements, the process is even quicker. After processing the replacement, simply activate the new eSIM and install it on your phone once activated.

How soon can I get my new SIM card?

Physical SIM:

Standard Delivery: 3–7 business days

Express Delivery: 1–2 business days

eSIM:

eSIMs are ready to go immediately. After requesting a replacement, visit the [activation page](#) to activate and install your new eSIM.

How do I get a new SIM card?

If your SIM becomes damaged, you lose it, or you need another one to fit a new device, you can order a new SIM for your existing SpinTel number through [My Account](#).

Click [here](#) for the detailed steps.

Do I have to cut the new SIM card with my preferred SIM size?

SpinTel caters to all device types by offering Standard, Micro, and Nano SIMs. You'll receive a 3-in-1 SIM so you can punch out the [Standard, Micro, or Nano SIM](#) your device requires.

Online URL:

<https://articles.spintel.net.au/article/ordering-a-replacement-sim.html>