# **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 <u>eSIM replacements</u>, 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 <u>activation page</u> 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 <u>My Account</u>.

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 <u>Standard, Micro,</u> <u>or Nano SIM</u> your device requires.

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