# How to Request a SIM Replacement?

Looking to switch from a physical SIM to an eSIM? Whether you're getting a new phone or replacing a lost or stolen SIM, you can easily request a SIM replacement through My Account.

Follow these steps to order your new SIM:

1. Log in to My Account with your username and password at https://www.spintel.net.au/my-account/login.
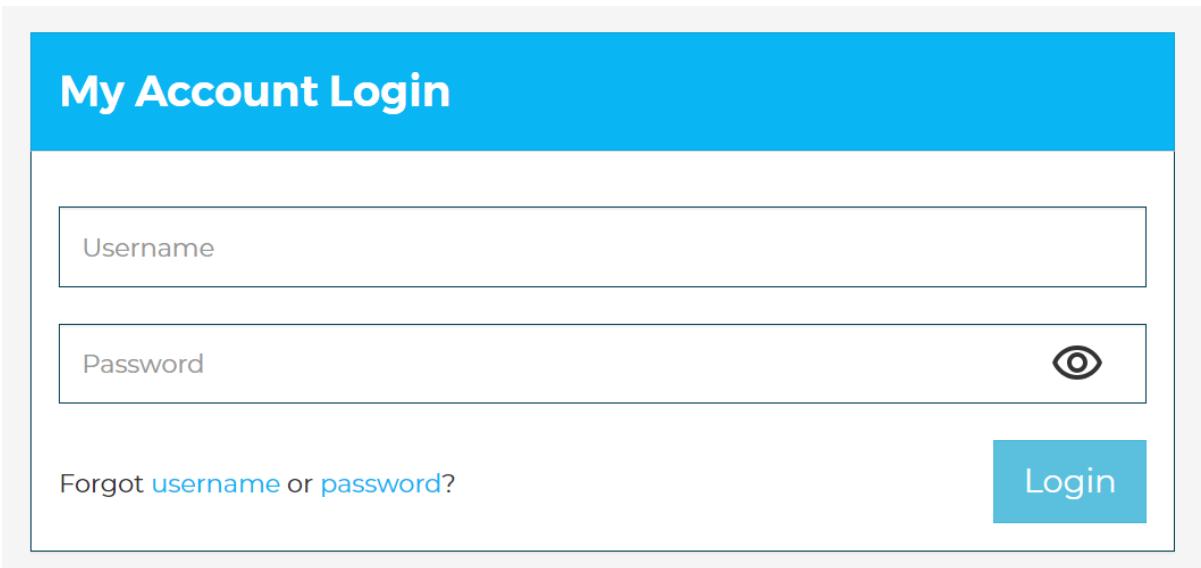
2. Once logged in, click on "Manage Service" for the mobile number associated with the replacement SIM.
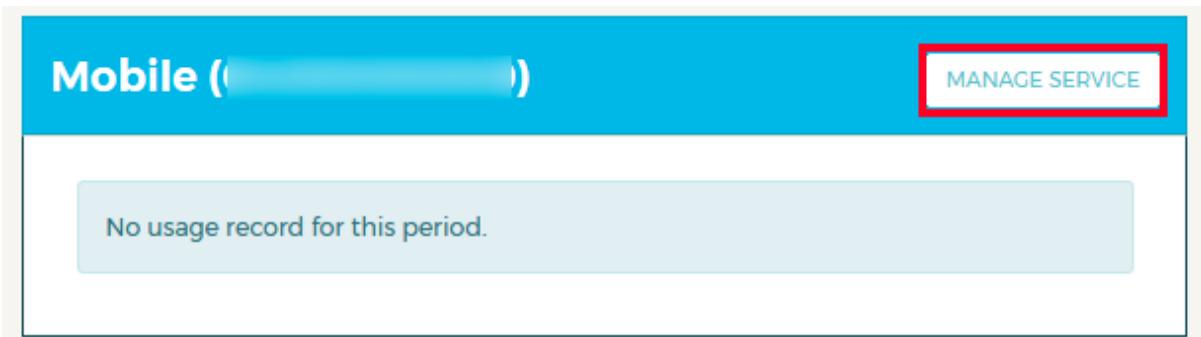
3. Scroll down to "Service Management" and click "Order a replacement SIM."
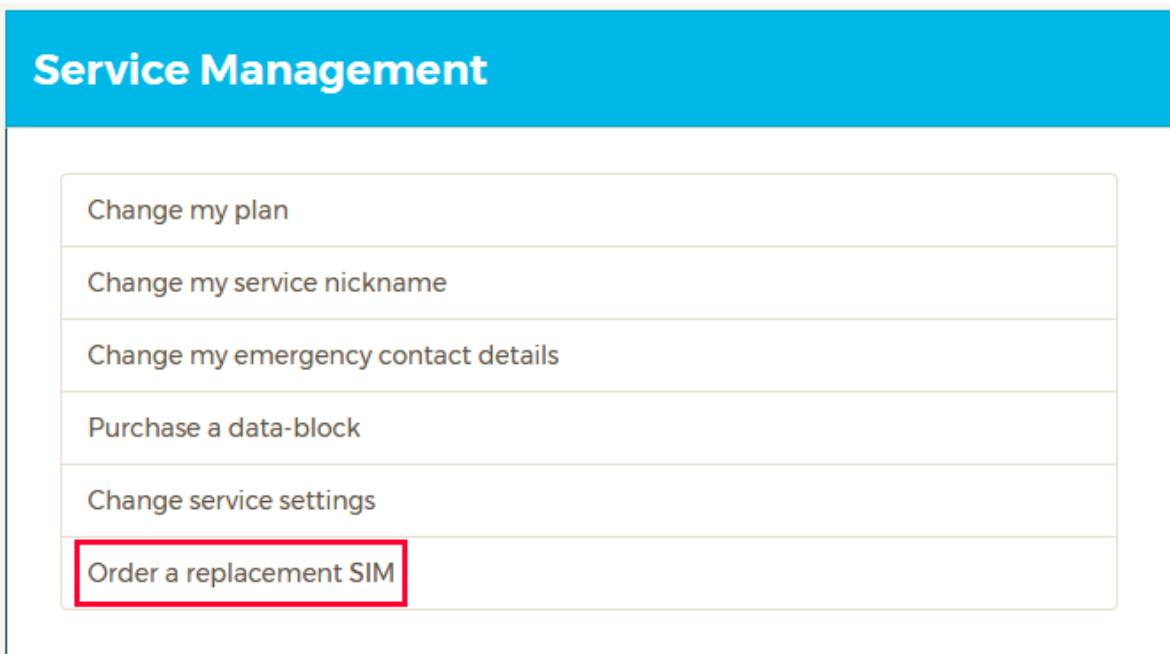
For Physical SIM:

4. Select "Physical SIM" for the SIM type

5. Complete the SIM Replacement form and click "Order SIM" to place the order.

6. Once you receive the replacement SIM, visit the <u>activation page</u> to activate the new SIM.

For eSIM:

4. Select "eSIM" and click on "Order SIM."
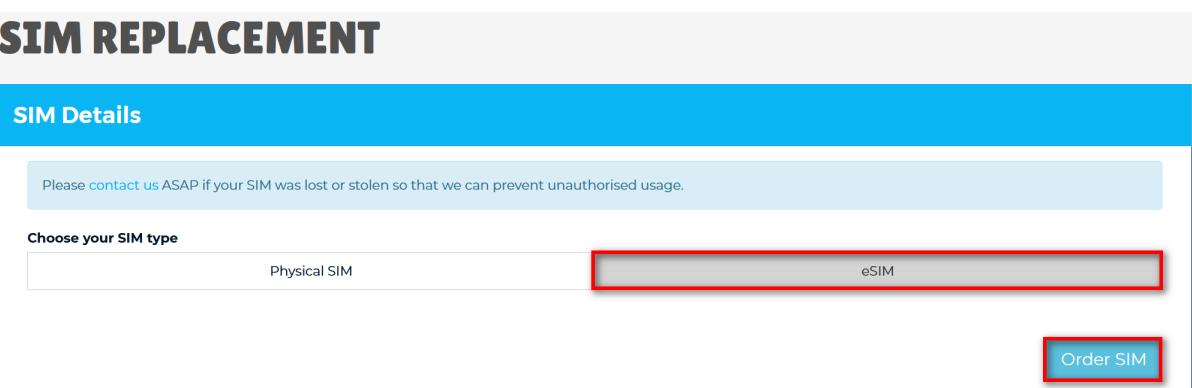
5. After placing the order, go to the <u>activation page</u> to activate the new SIM. A QR code will be emailed to you shortly, which you'll need to complete the installation on your phone.

Online URL:
https://articles.spintel.net.au/article/how-to-request-a-sim-replacement.html