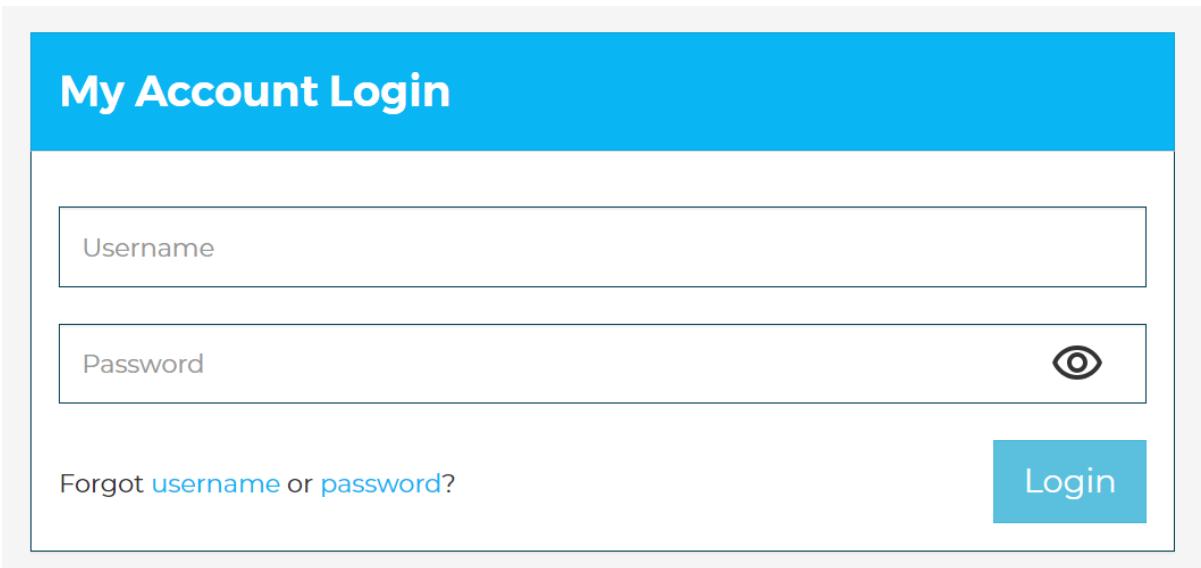


# How to Request a SIM Replacement?

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.

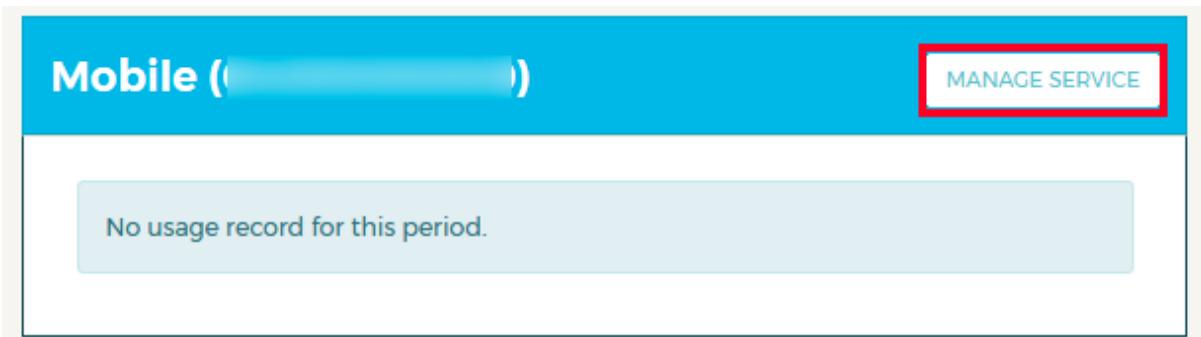
Follow these steps to order your new SIM:

1. Log in to My Account with your username and password at <https://www.spintel.net.au/my-account/login>.



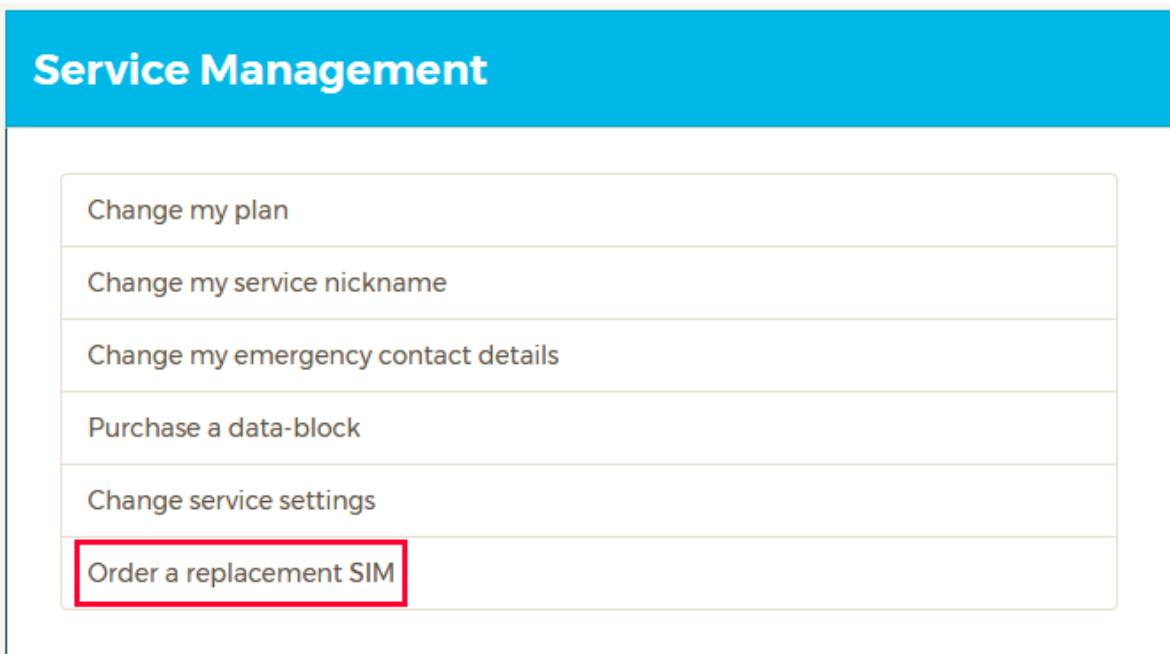
The image shows the 'My Account Login' screen. It has a blue header bar with the text 'My Account Login'. Below the header are two input fields: 'Username' and 'Password'. The 'Password' field includes a visibility icon (an eye symbol). At the bottom left is a link 'Forgot username or password?' and at the bottom right is a blue 'Login' button.

2. Once logged in, click on "Manage Service" for the mobile number associated with the replacement SIM.



The image shows the 'Manage Service' screen. At the top, it displays 'Mobile ( )'. To the right of the mobile number, there is a red-bordered 'MANAGE SERVICE' button. Below this, a message box states 'No usage record for this period.'

3. Scroll down to "Service Management" and click "Order a replacement SIM."



### **For Physical SIM:**

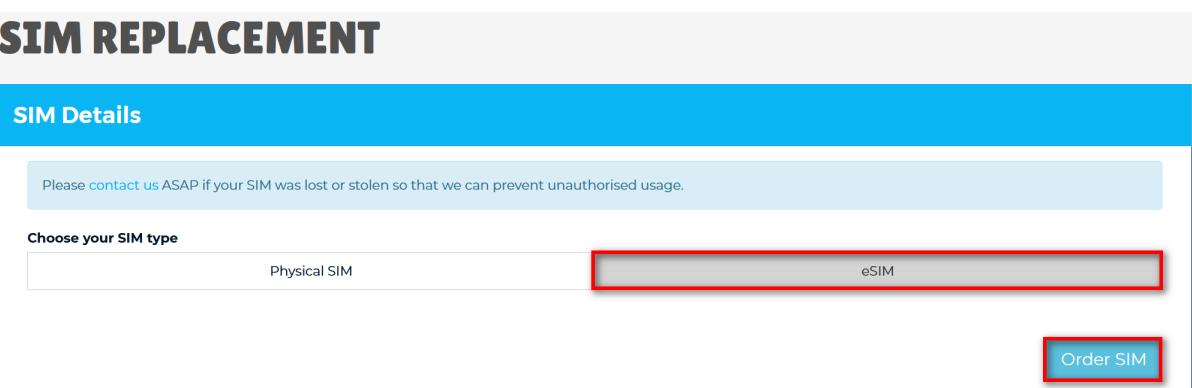
4. Select "Physical SIM" for the SIM type

The screenshot shows a "SIM REPLACEMENT" page with a blue header bar and a white main area. The main area is titled "SIM Details". It contains a message: "Please contact us ASAP if your SIM was lost or stolen so that we can prevent unauthorised usage." Below this is a section titled "Choose your SIM type" with two options: "Physical SIM" (highlighted with a red border) and "eSIM". Underneath is a "Delivery Method" section with two radio buttons: "5-7 business days standard shipping - \$5.00" (selected) and "1-2 business days express shipping - \$10.00". Below that is a "Delivery Name" field with a placeholder "John Doe" and a "Delivery Address" field with a placeholder "123 Main Street". At the bottom right is a red-bordered "Order SIM" button.

5. Complete the SIM Replacement form and click "Order SIM" to place the order.
6. Once you receive the replacement SIM, visit the [activation page](#) to activate the new SIM.

### **For eSIM:**

4. Select "eSIM" and click on "Order SIM."



The screenshot shows a 'SIM REPLACEMENT' form. At the top, a blue header bar says 'SIM Details'. Below it, a note says 'Please contact us ASAP if your SIM was lost or stolen so that we can prevent unauthorised usage.' Under 'Choose your SIM type', there are two options: 'Physical SIM' and 'eSIM', with 'eSIM' highlighted by a red box. At the bottom right is a red-bordered 'Order SIM' button.

5. After placing the order, go to the [activation page](#) 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>