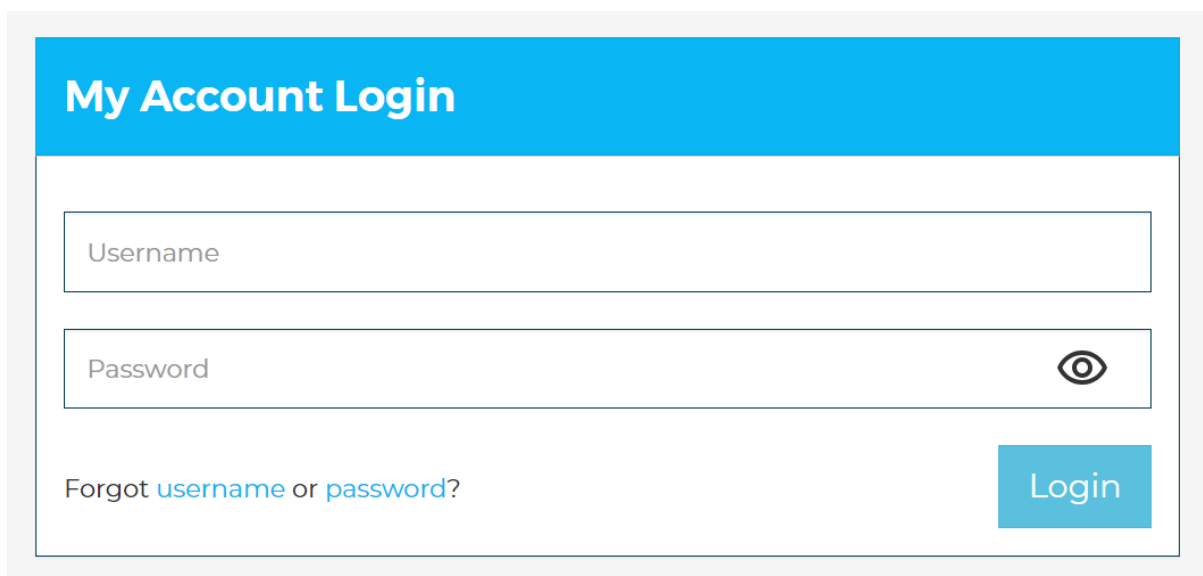


How to Request a SIM Replacement?

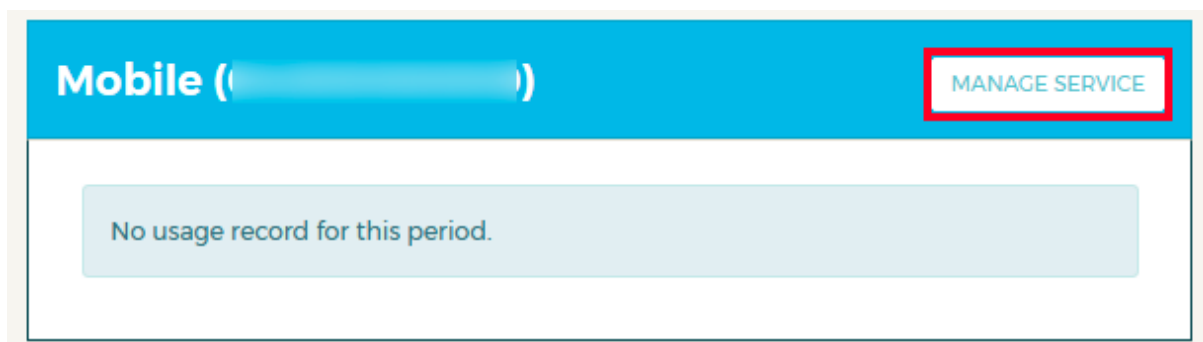
Looking to switch from a physical SIM to an eSIM? Whether you're getting a new phone or replacing a lost or stolen SIM, you can easily request a SIM replacement through My Account.

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>.

A screenshot of the 'My Account Login' page. It features a blue header with the title 'My Account Login'. Below the header, there are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to its right. Below the 'Password' field, there is a link that says 'Forgot username or password?'. To the right of this link is a blue 'Login' button.

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

A screenshot of the 'Mobile' service page. The header is blue and contains the text 'Mobile ()' followed by a 'MANAGE SERVICE' button, which is highlighted with a red rectangle. Below the header, there is a light blue box containing the text 'No usage record for this period.'

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

Service Management

Change my plan

Change my service nickname

Change my emergency contact details

Purchase a data-block

Change service settings

Order a replacement SIM

For Physical SIM:

4. Select "Physical SIM" for the SIM type

SIM REPLACEMENT

SIM Details

Please contact us ASAP if your SIM was lost or stolen so that we can prevent unauthorised usage.

Choose your SIM type

Physical SIM

eSIM

Delivery Method

☒ 5-7 business days standard shipping - \$5.00

☐ 1-2 business days express shipping - \$10.00

Delivery Name

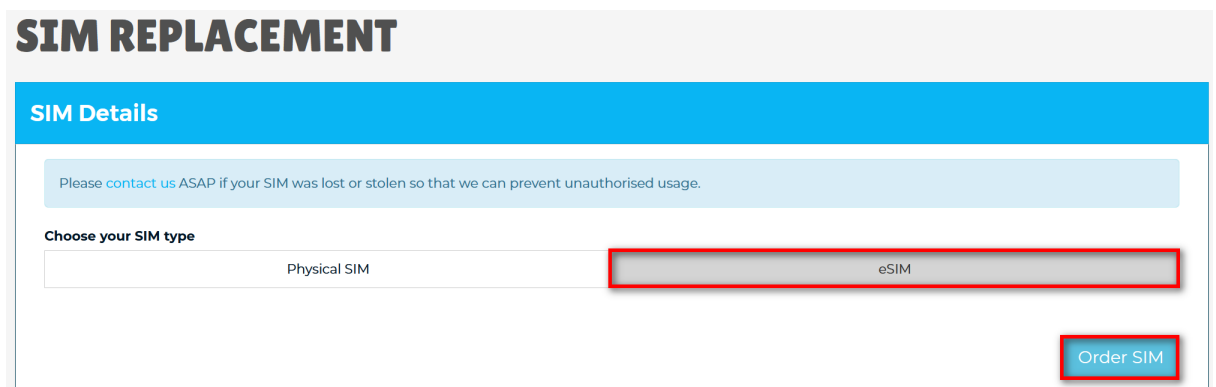
Delivery Address

Order SIM

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 web form titled "SIM REPLACEMENT". Below the title is a blue header bar labeled "SIM Details". Under this header, there is a light blue box with the text: "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 radio button options: "Physical SIM" and "eSIM". The "eSIM" option is selected and highlighted with a red rectangular border. At the bottom right of the form is a blue button labeled "Order SIM", which is also highlighted with a red rectangular border.

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>