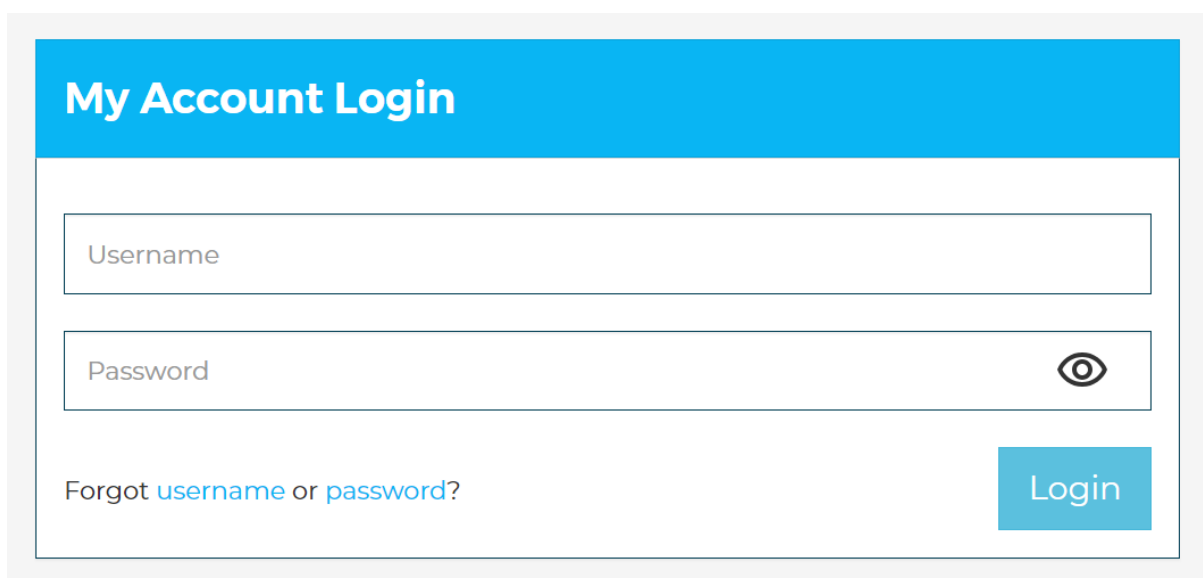


# How to Request a SIM Replacement?

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.

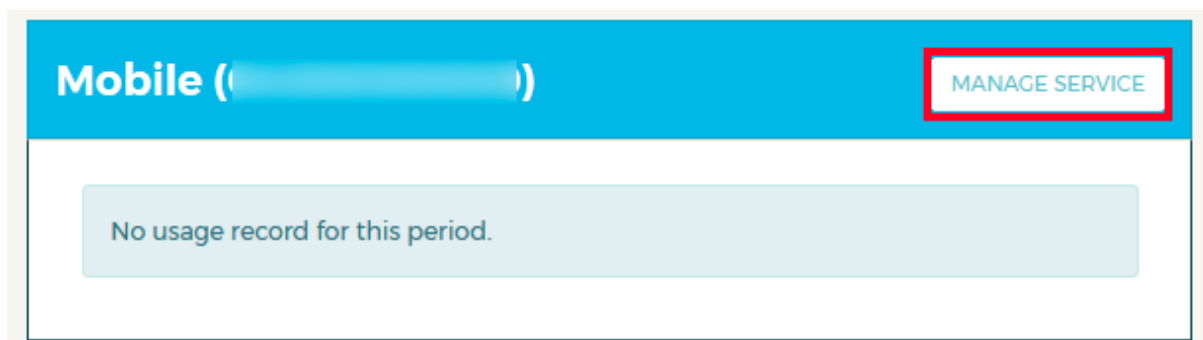
Follow these steps to order your new SIM:

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



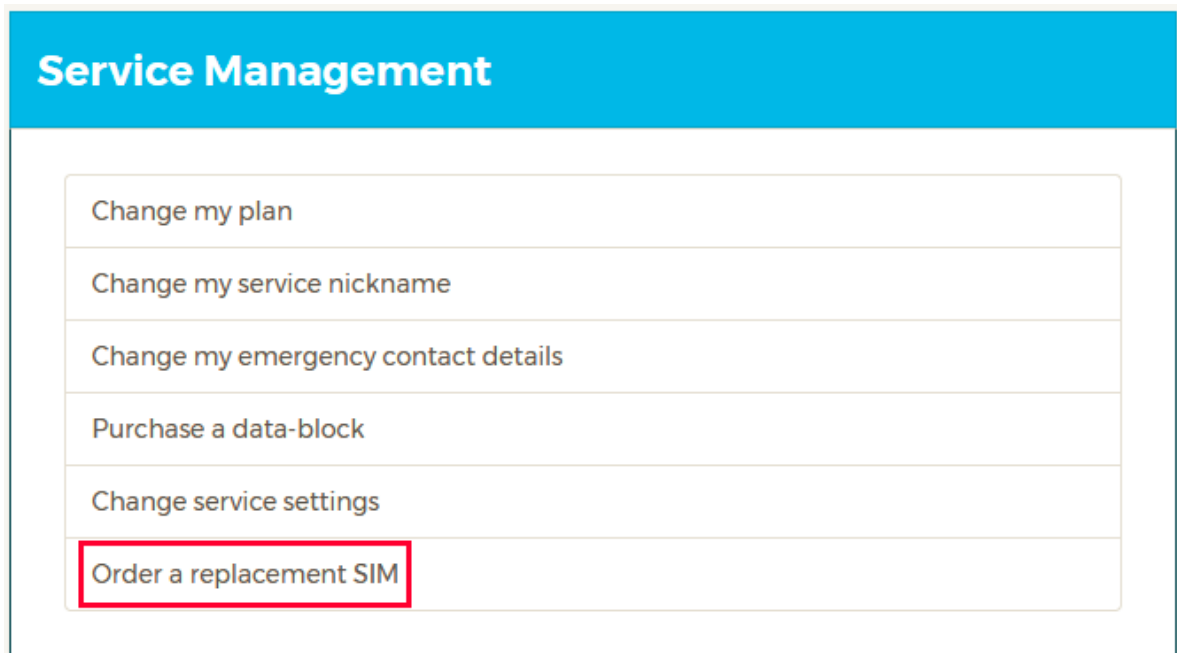
The screenshot shows the 'My Account Login' page. It features a blue header with the text 'My Account Login'. Below the header are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to its right. At the bottom left, there is a link that says 'Forgot username or password?'.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

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



The screenshot shows a page for managing a mobile service. The header is blue and contains the text 'Mobile ( )' on the left and a button labeled 'MANAGE SERVICE' on the right, which is highlighted with a red border. Below the header, there is a light blue box containing the text 'No usage record for this period.'

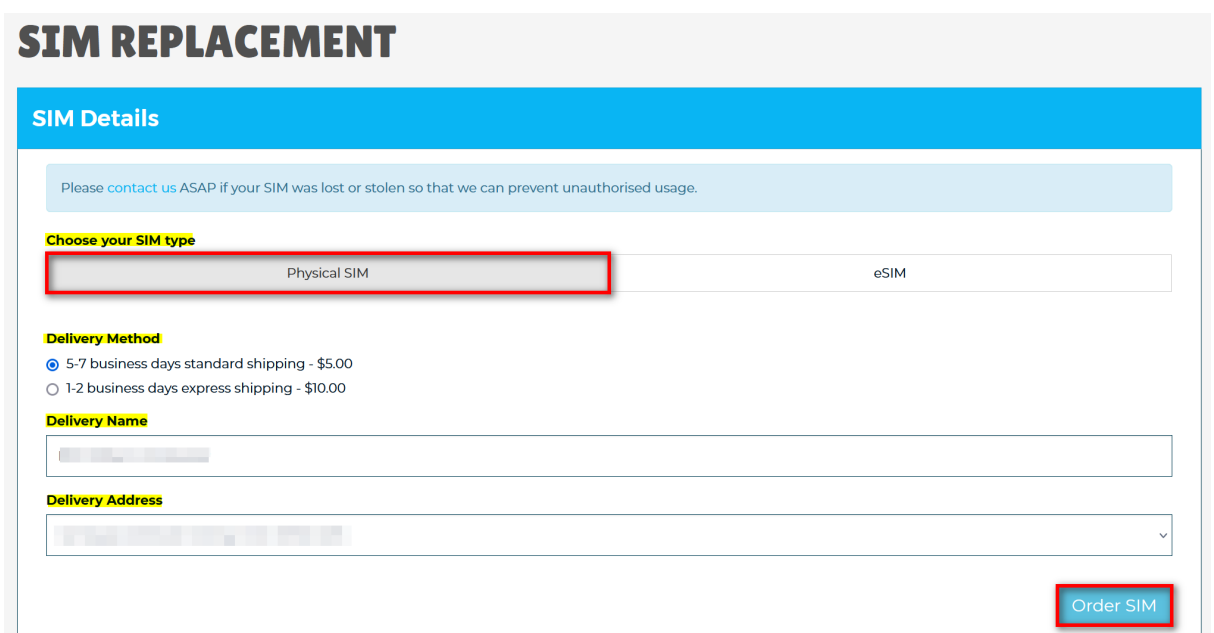
3. Scroll down to "Service Management" and click "Order a replacement SIM."



The screenshot shows a blue header with the text "Service Management". Below the header is a list of menu items, each in a white box with a thin border. The items are: "Change my plan", "Change my service nickname", "Change my emergency contact details", "Purchase a data-block", "Change service settings", and "Order a replacement SIM". The "Order a replacement SIM" item is highlighted with a red rectangular border.

**For Physical SIM:**

4. Select "Physical SIM" for the SIM type



The screenshot shows a form titled "SIM REPLACEMENT" with a blue header "SIM Details". Below the header 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" (selected and highlighted with a red border) and "eSIM". Below this is a section titled "Delivery Method" with two radio button options: "5-7 business days standard shipping - \$5.00" (selected) and "1-2 business days express shipping - \$10.00". Below this is a section titled "Delivery Name" with a text input field. Below this is a section titled "Delivery Address" with a dropdown menu. At the bottom right of the form is a button labeled "Order SIM", which is highlighted with a red border.

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." (**Note:** Ensure your device is eSIM-compatible by checking the [supported device list](#) or the manufacturer's website.)

**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

[Order SIM](#)

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>