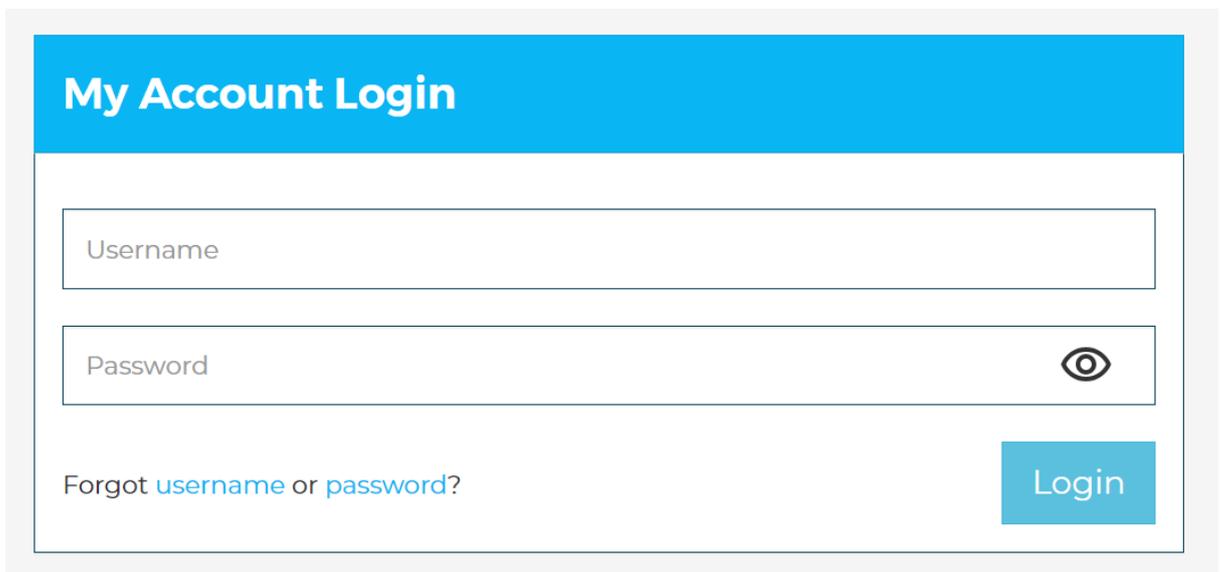


How to Request a SIM Replacement?

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.

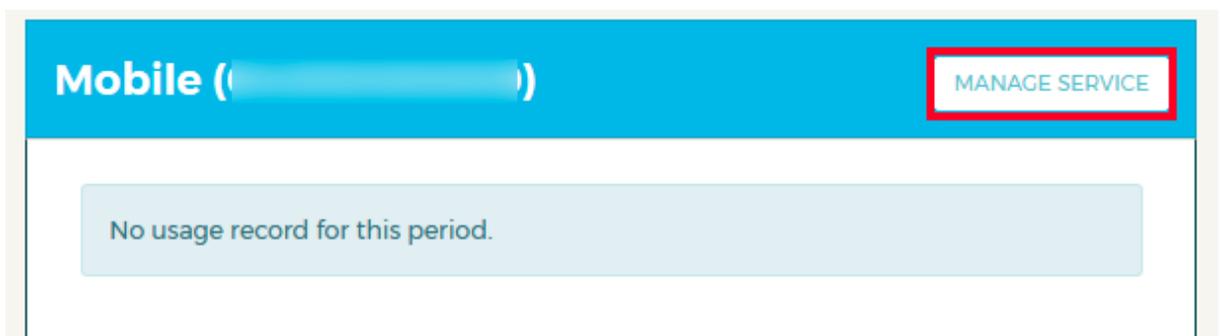
Follow these steps to order your new SIM:

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



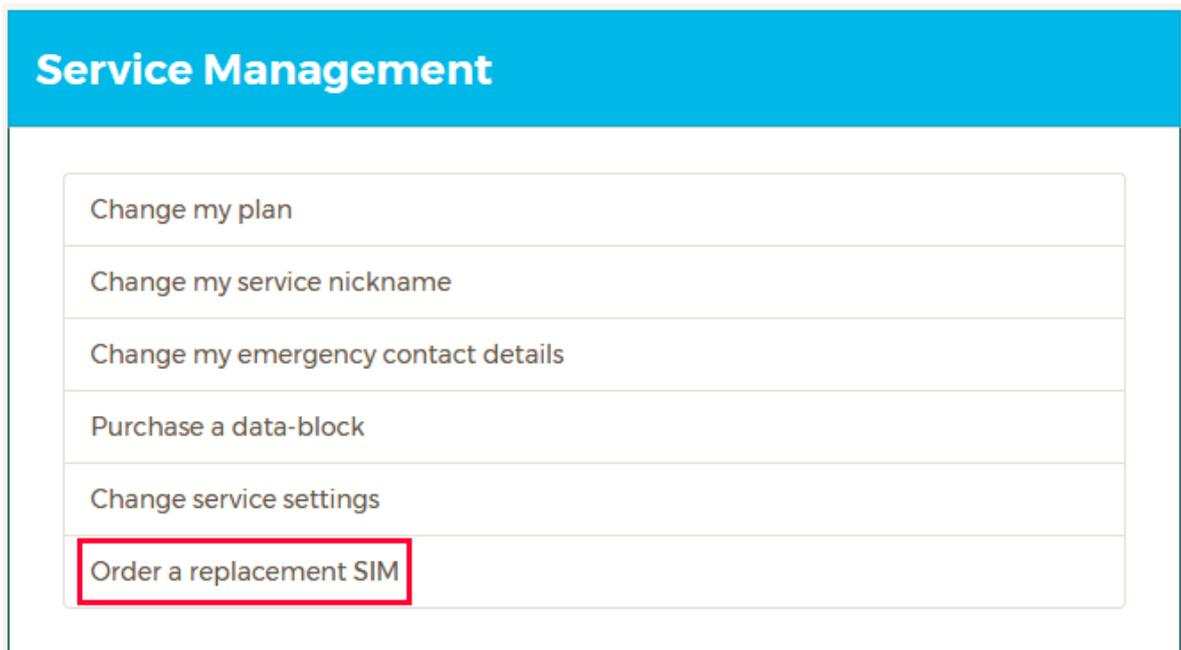
The screenshot shows the 'My Account Login' page. It features a blue header with the text 'My Account Login'. Below the header are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to its right. At the bottom left, there is a link that says 'Forgot username or password?'. 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 the 'Mobile' service page. 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 is a light blue box containing the text 'No usage record for this period.'

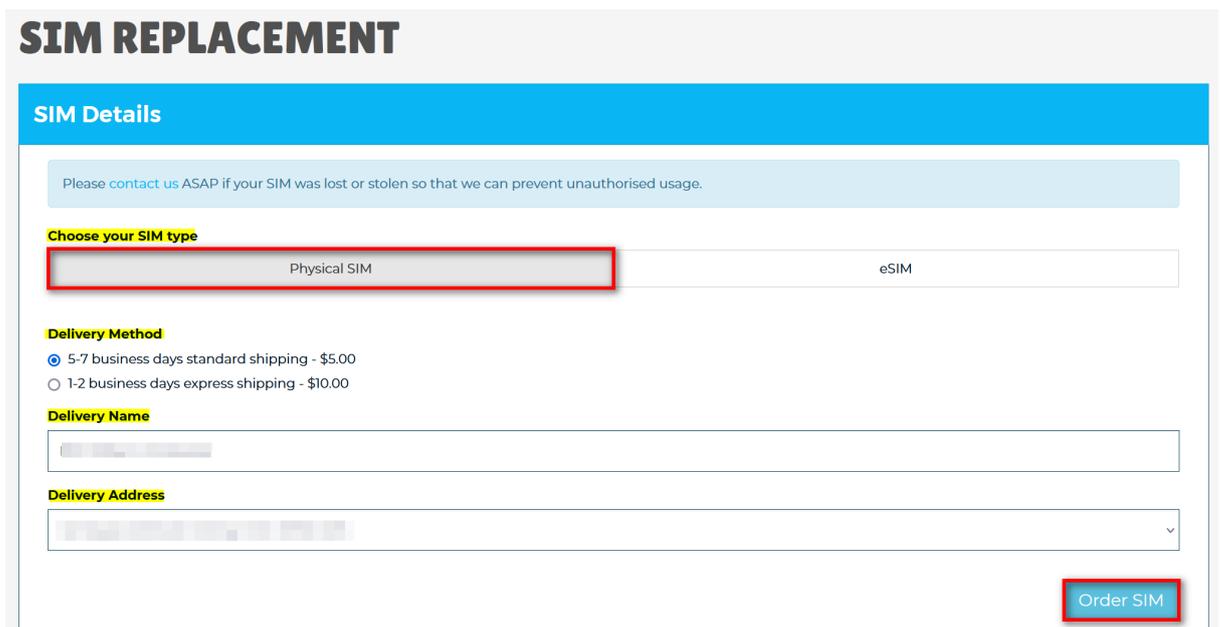
3. Scroll down to "Service Management" and click "Order a replacement SIM."



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. Below the header is a section titled "SIM Details". A light blue box contains 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 that 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 that is a section titled "Delivery Name" with a text input field. Below that 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>