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 <u>https://www.spintel.net.au/my-account/login</u>.

My Account Login	
Username	
Password	0
Forgot username or password?	Login

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

Mobile (MANAGE SERVICE
No usage record for this period.	

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

	gement		
Change my plan			
Change my service	nickname		
Change my emerge	ncy contact details		
Purchase a data-blo	ock		
Change service sett	ings		
Order a replacemer	nt 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 preve	nt unauthorised usage.		
Choose your SIM type			
Physical SIM		eSIM	
S-7 Dusiness 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 <u>activation page</u> to activate the new SIM.

For eSIM:

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

SIM REPLACEMENT

IM Details		
Please contact us ASAP if your SIM was lost or stolen so that we can prevent un	authorised usage.	
Choose your SIM type Physical SIM	eSIM	
	Ord	ler SI⊳

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: <u>https://articles.spintel.net.au/article/how-to-request-a-sim-replacement.html</u>