How to Check If Your Number Has Been Ported to Spintel

Porting your phone number to a new service provider can be a smooth process, but you might wonder how to confirm that everything has gone through correctly. If you've recently ported your number to Spintel and want to verify that the porting process is complete, here's a simple guide to help you check.

1. Check for Email Confirmation

Spintel usually sends an email notification once your number has been successfully ported. For VoIP service, look for the "*Phone Transfer Completed*" email in your inbox (or spam/junk folder). For mobile service, it should say "Your SIM is now active" with further details of your plan.

2. Verify Your Service

If you've received confirmation but want to be certain, you can perform the following checks:

A. Make a Test Call
   A. Use a Different Phone: Use another phone or a different number to make a call.
   B. Dial Your Number: Call the number you've ported to Spintel.
   C. Listen for Connection: If the call goes through and you can speak, your porting process is likely complete. If you receive a message that the number is not in service, the porting might still be in progress.
B. Send a Test SMS (for mobile services)
   A. Send a Message: From a different phone, send a text message to your ported number.

B. Check Delivery: If the message is received, it confirms that the porting was successful.

3. Review Your Account Settings

Log in to your Spintel My Account and check the section where your phone number and service details are listed. You should no longer see any indicator about the order being in progress once it's completed.

4. Contact Spintel Support

If you're still unsure or encounter any issues, contact us at 1300 303 375 or click on the chat icon below to speak with our friendly customer support team.

Online URL:
https://articles.spintel.net.au/article/how-to-check-if-your-number-has-been-ported-to-spintel.html