

Activating your SIM card

Migration Customers



Once you have received your new SIM from us, please follow these steps to ensure a smooth activation process. Note: do not remove your current SIM until activation process is complete. You can insert your new SIM when your old SIM stops working.

1 Head to www.aussiebroadband.com.au/activate-sim/

2 Enter the **SIM Number and Activation Code.**

These are found on the envelope that the SIM card arrived in and the email you received from us.

Activate your Aussie Broadband Sim

To get started please enter your SIM Number and Activation Code. You can find these on the inside of the envelope that your sim card arrived in.

Sim number

1234567891234

Activation Code

XXXXXX

Continue

Need help? Simply call our expert Sales team who can guide you through the activation process:
[1300 880 905](tel:1300880905)

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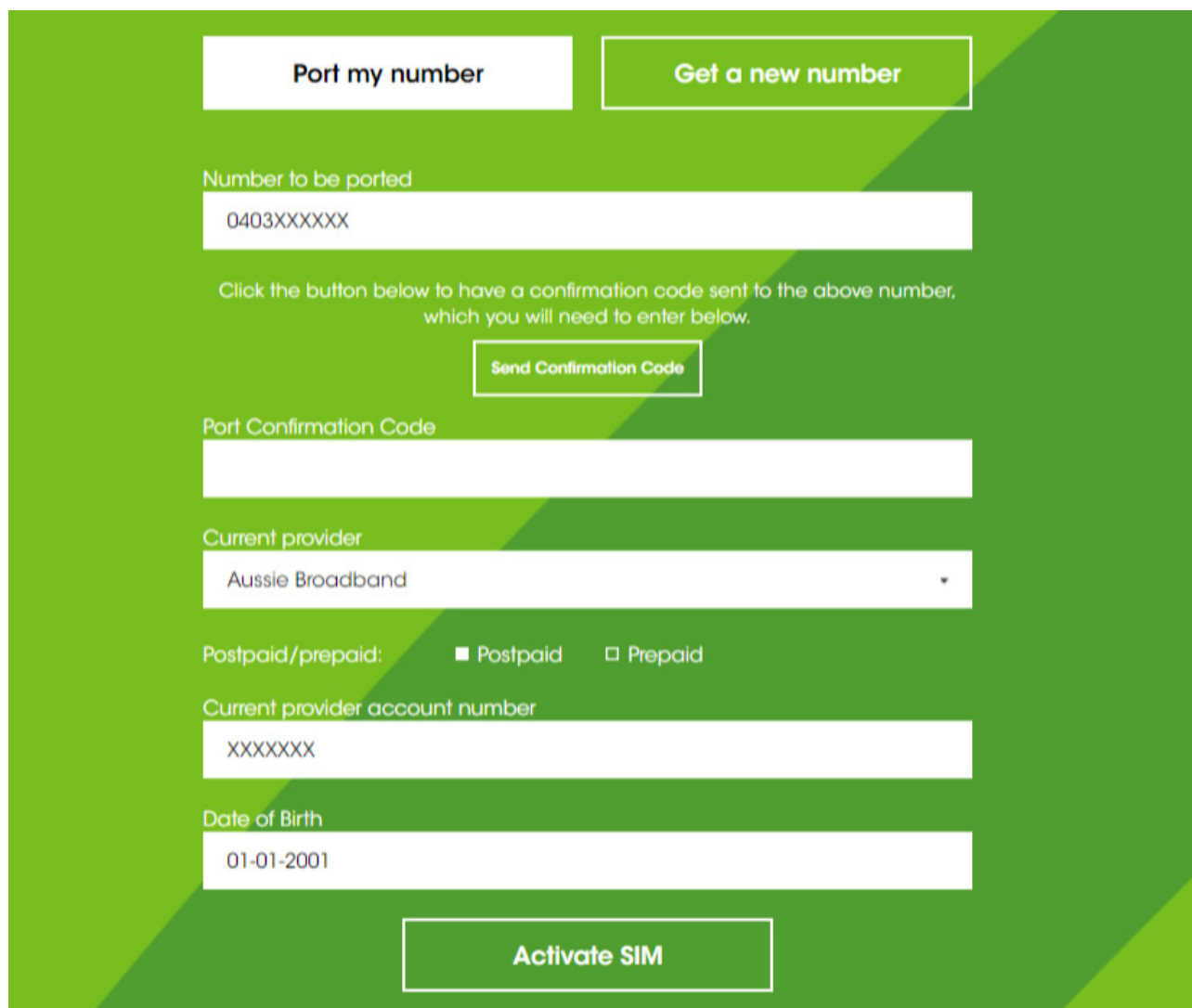
3 You are then prompted to port your number.

If you are involved in the mobile migration, the following information should be pre-filled for your convenience:

- Number to be ported
- Current provider (Aussie Broadband)
- Post-paid/Pre-paid
- Current provider account number
- Date of Birth

If the information isn't pre-filled and you are involved in the mobile migration, some of this information may help:

- Number to be ported: Located in the mobile migration emails you were sent
- Current provider: Aussie Broadband
- Post-paid/Pre-paid: Post-Paid
- Current provider account number: Your Aussie account number (Located on your invoice)
- Date of Birth: The Date of Birth connected to this number (can be different to the primary account holders D.O.B)



The screenshot shows a web form for activating a SIM card. At the top, there are two buttons: "Port my number" and "Get a new number". Below these, the form asks for the "Number to be ported" (0403XXXXXX) and provides a "Send Confirmation Code" button. It then asks for the "Port Confirmation Code". The "Current provider" is set to "Aussie Broadband". There are radio buttons for "Postpaid/prepaid" (Postpaid is selected) and "Prepaid". The "Current provider account number" is XXXXXXX and the "Date of Birth" is 01-01-2001. At the bottom, there is an "Activate SIM" button.

Port my number Get a new number

Number to be ported
0403XXXXXX

Click the button below to have a confirmation code sent to the above number, which you will need to enter below.

Send Confirmation Code

Port Confirmation Code

Current provider
Aussie Broadband

Postpaid/prepaid: Postpaid Prepaid

Current provider account number
XXXXXXX

Date of Birth
01-01-2001

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4 Confirmation code

Once the number to be ported is entered, select Send Confirmation Code. You will then receive a confirmation code via text to the number you want ported.

5 Select Activate SIM.

It normally takes 10-15 minutes to activate but can take up to 3 hours. Keep using your old SIM until it stops working, then insert your new SIM into your device.

If you are porting your existing number outside standard porting hours (8am - 8pm AEST Monday to Friday or 10am - 6pm AEST Saturday) activation may be deferred until the following business day. You will still be able to use your old SIM in the meantime.