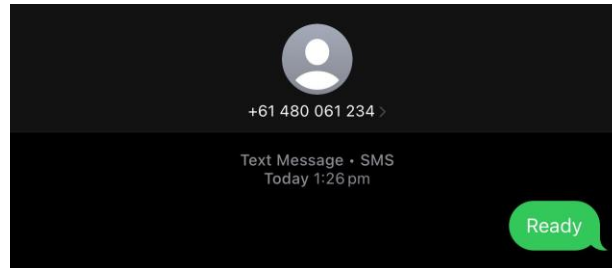


MOBILE ACTIVATION WALKTHROUGH

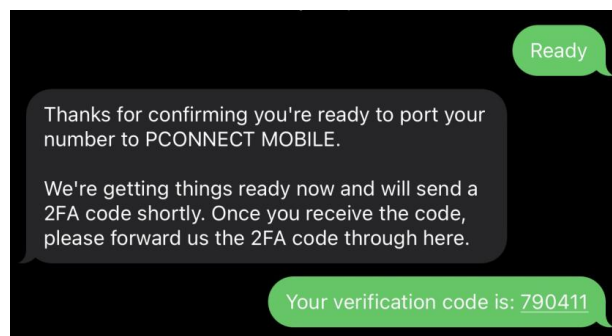


TRANSFERRING YOUR EXISTING NUMBER TO PCONNECT

1. Open a new text message and send the word 'ready' to **0480 061234**



2. Within 30 minutes, you'll receive a 2FA code. When it arrives, just forward that code to **0480 061234**



3. Once we've got your code, we'll kick off the number transfer. It usually takes around 15–30 minutes to complete.
4. When your old SIM loses signal, pop in your new PCONNECT SIM and you're good to go!

USING VOICEMAIL

Your existing voicemails **will not** carry over during the transfer. If there's anything important saved, jot it down beforehand — they'll be deleted once your number ports across. After the transfer, you can manage your new voicemail by dialling **101**.

USING AN ESIM

Keep an eye on your inbox. You'll get an email with a **QR code** to set up your eSIM. Make sure to open it on a different device so you can scan the code with your phone.

NEED SUPPORT

If you run into any issues during the transfer, contact us at:
provisioning@pconnect.com.au or call **1300 049 211**

Please note, porting is only operational during business hours – 9 am until 5pm, Mon-Fri.