

giffgaff

The mobile network
run by you

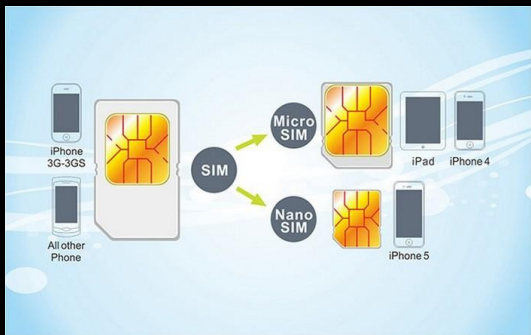
The Sim Swap Process

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What is a Sim Swap?



- SIM Swap is the process of replacing your existing SIM with a new SIM, moving your existing number etc to the new SIM. (NB. SIM swap does not change your number. To do this, [see this article](#) instead).
- Before you start, you need a giffgaff SIM to fit your phone which has never been activated; for the best results use a SIM which is less than 6 months old. If you don't have an unactivated SIM at hand, you can order a new SIM of any size [here](#).

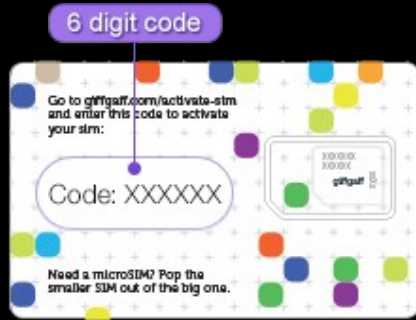
Things to note about Sim Swap?

- You can only do a SIM Swap between 4:30am and 9:30pm.
- Once started, SIM Swap is non-reversible (your old SIM will be rendered useless).
- SIM swap does not change your mobile number
- SIMs used in SIM swaps do not qualify for, and will not generate, any bonuses or payback points even when originally linked to an affiliate account

Can I use SIM Swap to replace my lost/stolen/broken SIM?

- When you lose your SIM card, you'll want to find the quickest solution to have your number back and SIM Swap looks like the best road. It is advisable only if you meet the two following conditions:
 - 1) You don't need to bar your phone
 - 2) You already have an unactivated giffgaff SIM handy
- If you don't match these two conditions, you should order a replacement SIM through the [Lost & Stolen procedure](#). As soon as you have ordered a replacement SIM, you will not be able to perform a SIM Swap.
- If you try to perform a SIM Swap before receiving the replacement SIM it will fail, but your replacement sim will be unaffected and you will still be able to activate the replacement sim when it arrives.
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Performing a Sim Swap step-by-step



Step 1

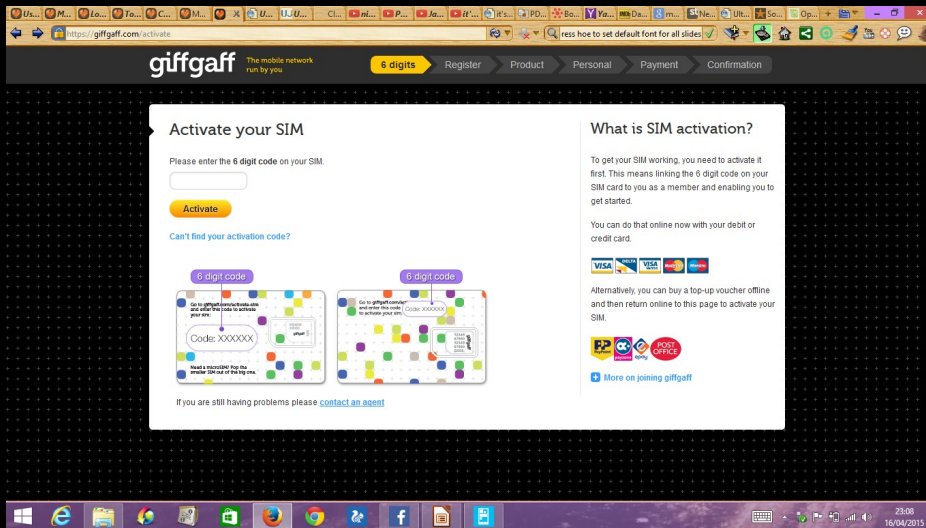


- Find the 6 digit activation code on the inactive/new Sim
- The code is made up of letters and numbers

• Step 2

Performing a Sim Swap step-by-step

Step 2




- Go to: <https://giffgaff.com/activate>
- In the text box enter the 6 digit code from Step 1
- Click  Activate

• [Step 3](#)

Performing a Sim Swap step-by-step

Step 3

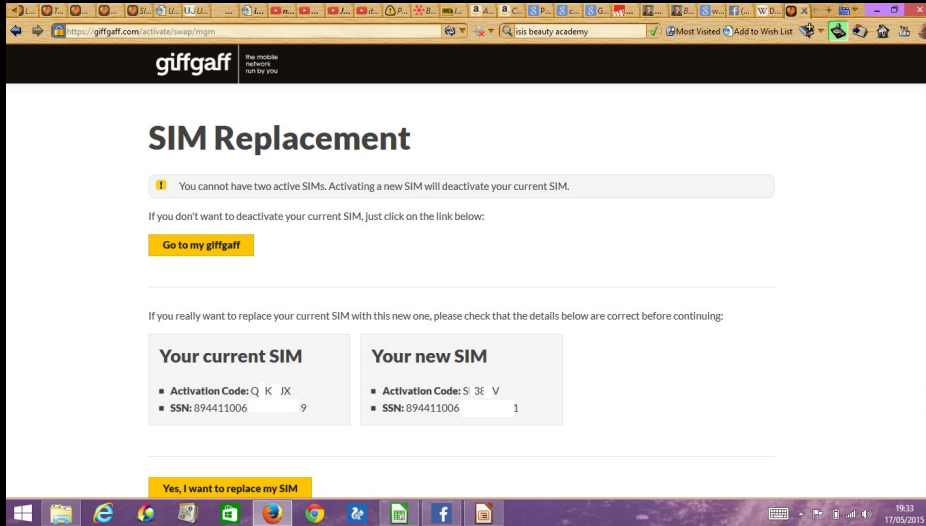
The screenshot shows the giffgaff website's registration page. The navigation bar at the top includes '6 digits', 'Register', 'Product', 'Personal', 'Payment', and 'Confirmation'. The main content area is titled 'Register' and is split into two columns. The left column, 'Already a member? Login to your account', contains a 'Member name' field, a 'Password' field, a link for 'Did you forget your member name or password?', and a yellow 'Login' button. The right column, 'New to giffgaff? Register here', contains a 'Member name' field, a 'Password' field with a note 'Choose carefully - this can't be changed.', a 'Confirm password' field, an 'Email' field, and two checkboxes: 'Accept giffgaff terms & conditions and privacy policy' and 'Send me giffgaff updates and offers plus information from select partners'. The Windows taskbar at the bottom shows the time as 23:59 on 16/04/2015.

- Choose the:
Already a member?
Login to your account
option and enter your existing giffgaff Member name and password
- Click Login 

• Step 4

Performing a Sim Swap step-by-step

Step 4



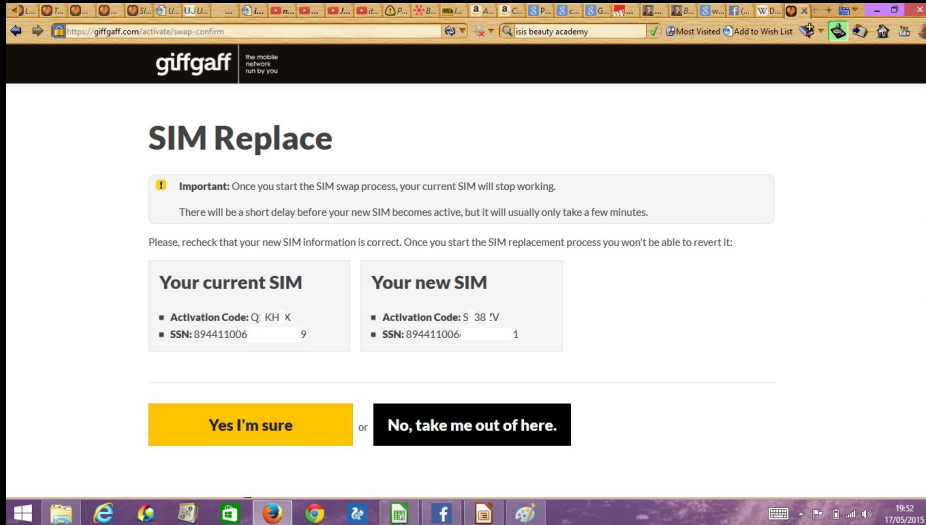
- A warning message appears: You cannot have two active SIMs. Activating a new SIM will deactivate your current SIM.
- Details about your old sim and new sim appear
- Click Yes I want to replace my SIM


Yes, I want to replace my SIM

- Step 5

Performing a Sim Swap step-by-step

Step 5

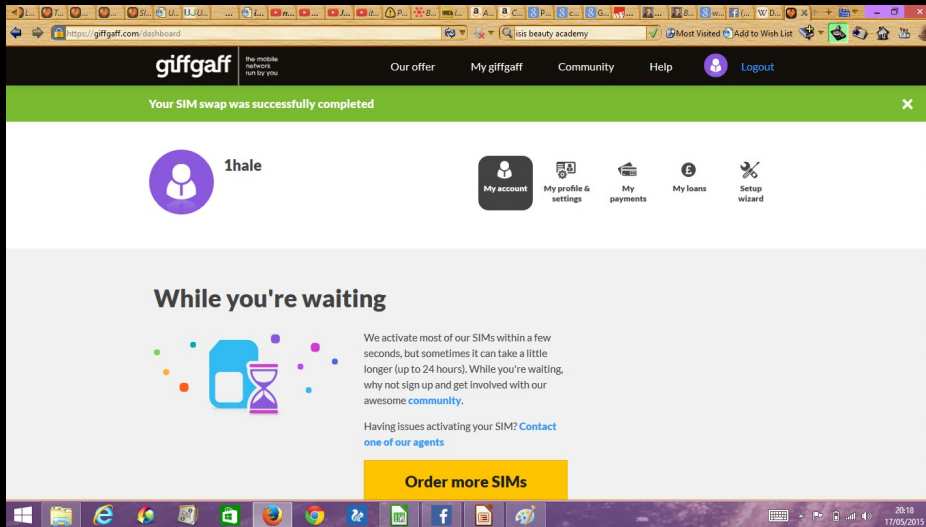


- Important: Once you start the SIM swap process, your current SIM will stop working.
- There will be a short delay before your new SIM becomes active, but it will usually only take a few minutes.
- One final time to change your mind.
- Click Yes I'm sure 

- Step 6

Performing a Sim Swap step-by-step

Step 6

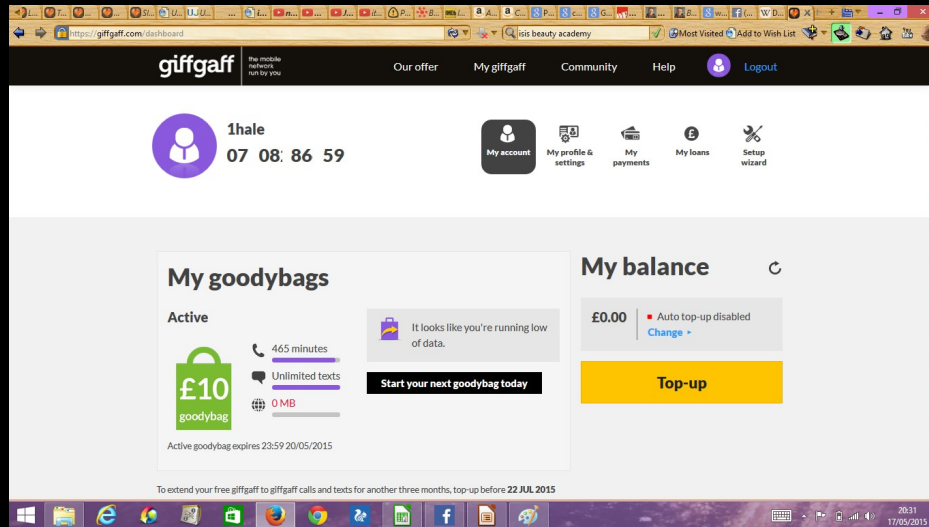


- The following message appears: Your SIM swap was successfully completed
- Now it's just a waiting game as the old sim is deactivated and the new one is activated

• Step 7

Performing a Sim Swap step-by-step

Step 7



- When you see your number and goodybags reappear on your dashboard page then the swap is finished and your good to go