

# giffgaff

The mobile network  
run by you

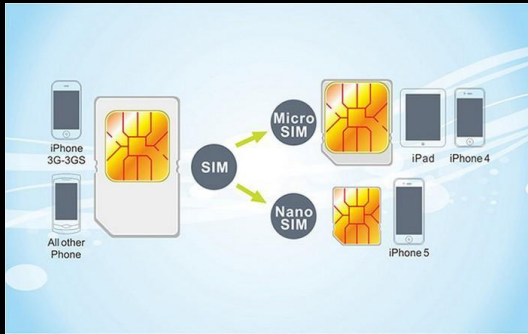
## The Sim Swap Process

- Content  
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# What is a Sim Swap?



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- 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

# 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
- Contents If you don't match these two conditions, you should order a replacement SIM through the Lost & Stolen procedure. As soon

# Performing a Sim Swap step-by-step



## Step 1

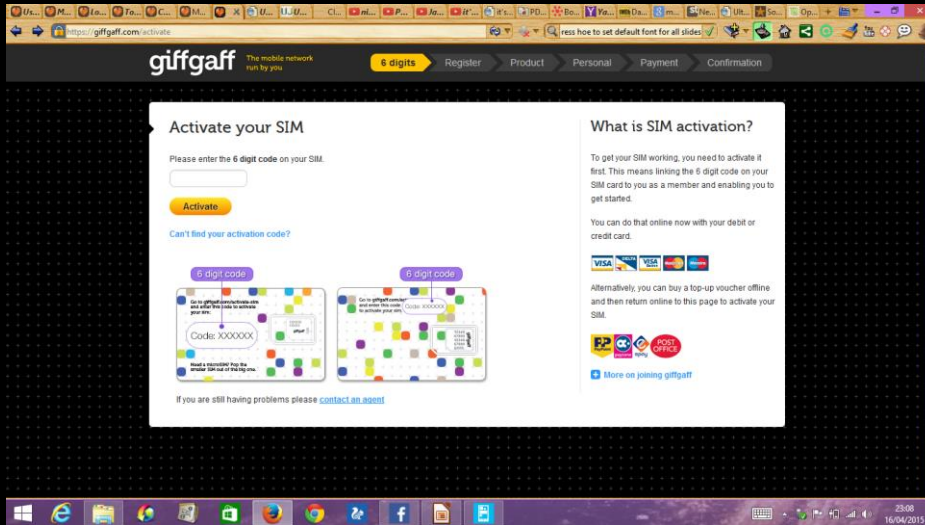



- Find the 6 digit activation code on the inactive/new Sim
- The code is made up of letters and numbers

• [Step 2](#)

# Performing a Sim Swap step-by-step

## Step 2

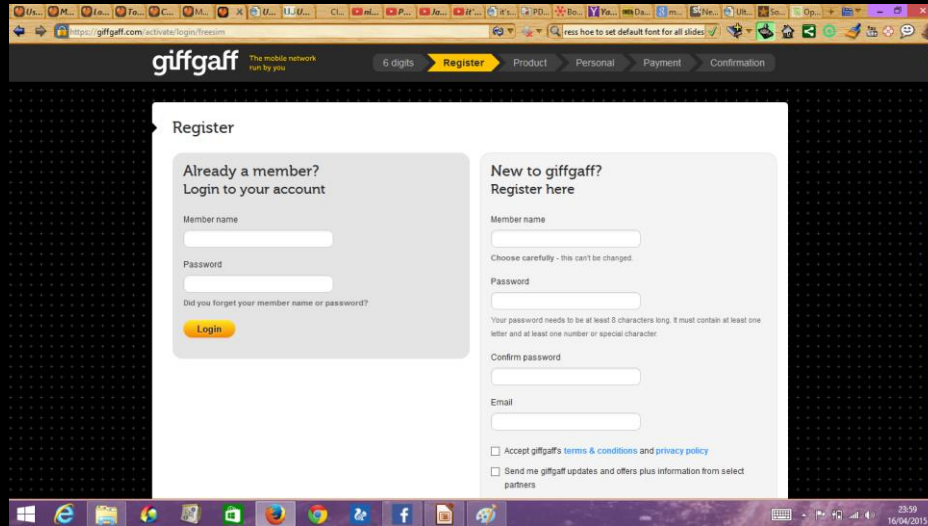


- Go to:  
<https://giffgaff.com/activate>
- In the text box enter the 6 digit code from Step 1
- Click Activate 

• [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 the giffgaff logo, the tagline 'The mobile network run by you', and a series of tabs: '6 digits', 'Register' (highlighted), 'Product', 'Personal', 'Payment', and 'Confirmation'. The main content area is titled 'Register' and is divided into two columns. The left column, titled 'Already a member? Login to your account', contains a 'Member name' input field, a 'Password' input field, a link for 'Did you forget your member name or password?', and a yellow 'Login' button. The right column, titled 'New to giffgaff? Register here', contains a 'Member name' input field, a 'Password' input field with a note 'Choose carefully - this can't be changed', a 'Confirm password' input field, an 'Email' input field, and two checkboxes for accepting terms and conditions and opting in for updates. The Windows taskbar is visible at the bottom of the browser window.

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

Login

• Step 4

# Performing a Sim Swap step-by-step

## Step 4

**giffgaff** the mobile network just for you

### SIM Replacement

**i** You cannot have two active SIMs. Activating a new SIM will deactivate your current SIM.

If you don't want to deactivate your current SIM, just click on the link below:

[Go to my giffgaff](#)

If you really want to replace your current SIM with this new one, please check that the details below are correct before continuing:

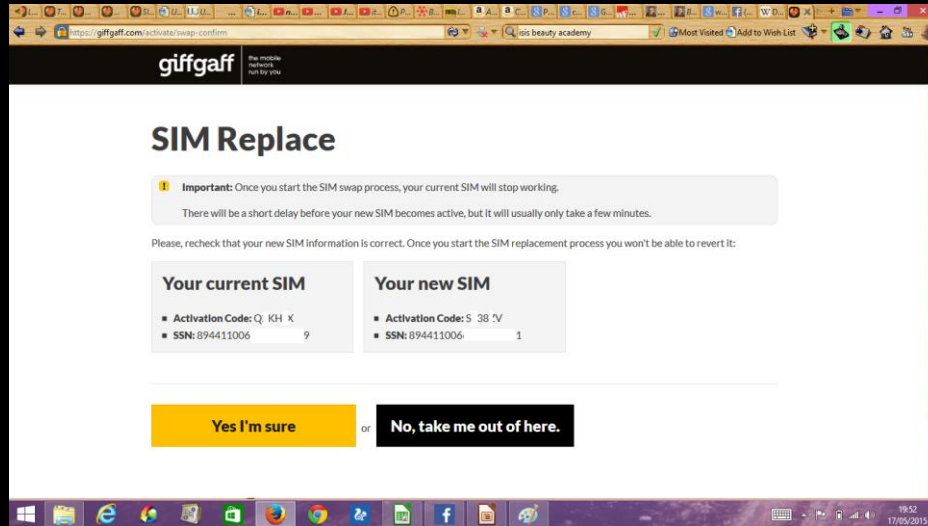
Your current SIM	Your new SIM
Activation Code: Q K JX	Activation Code: S 3E V
SSN: 894411006	SSN: 894411006

[Yes, I want to replace my SIM](#)

- 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 [Yes, I want to replace my SIM](#)
- Click [Yes I want to replace my SIM](#)

# Performing a Sim Swap step-by-step

## Step 5



The screenshot shows the 'giffgaff' website's 'SIM Replace' page. At the top, there's a warning box stating: '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.' Below this, a note says: 'Please, recheck that your new SIM information is correct. Once you start the SIM replacement process you won't be able to revert it:'. The page is divided into two columns: 'Your current SIM' and 'Your new SIM'. Under 'Your current SIM', it lists 'Activation Code: Q KH X' and 'SSN: 894411006' with a '9' next to the SSN. Under 'Your new SIM', it lists 'Activation Code: S 38 TV' and 'SSN: 894411006' with a '1' next to the SSN. At the bottom, there are two buttons: a yellow 'Yes I'm sure' button and a black 'No, take me out of here.' button, separated by the word 'or'.

Your current SIM	Your new SIM
Activation Code: Q KH X	Activation Code: S 38 TV
SSN: 894411006 9	SSN: 894411006 1

Yes I'm sure or No, take me out of here.

- 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.

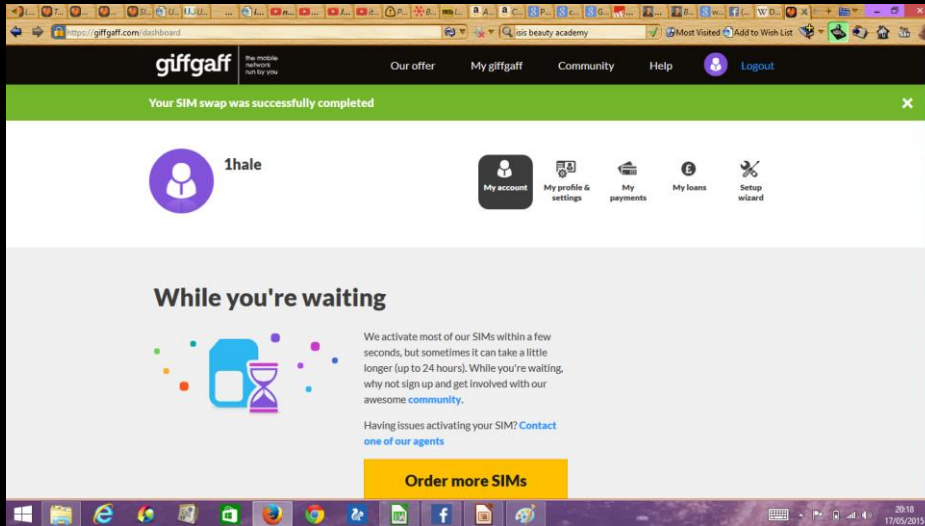
Yes I'm sure

• [Step 6](#)

- One final time to change your mind

# Performing a Sim Swap step-by-step

## Step 6



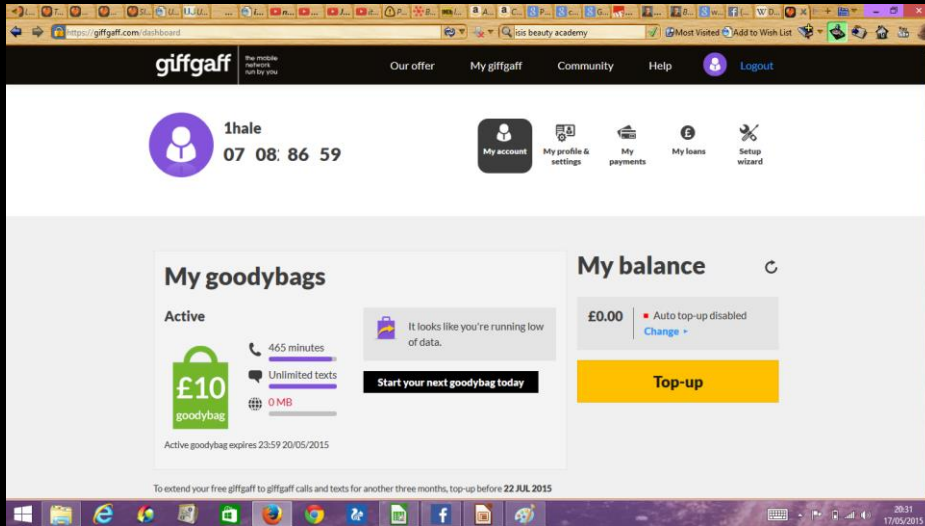
- The following message appears: Your SIM swap was successfully completed
- Now it's just a waiting game as the old sim is deactivated and the new one is activated

• [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



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