



## Moving your number to GoMo

### Option one

If you would like to move your number when you are signing up to GoMo

1. Select 'Keep My Number' as you are purchasing your GoMo SIM
2. Follow the steps below

### Option two

If you would like to move your number after you have received your GoMo SIM

1. Login to your MyGoMo Account
2. Select Account Details
3. Select Move my Number
4. Follow the steps below

## Step by Step Guide

1. Enter the number you want to keep (your current number) and select get verification code
  - Note: You need to keep your current SIM in your phone in order to receive the verification code to the number you would like to keep.
2. When you receive the code via SMS enter it into the verification code box
3. Select the date and time you'd like your number to move to your new GoMo SIM

4. Enter your account type and account number from your current provider

**Be sure to select the correct account type**

**Prepay (Registered):** This is a pay as you go (top up with credit) account where your current provider has your personal details.

Note: You don't need an account number if you select this account type

**Prepay (Unregistered):** This is a pay as you go (top up with credit) account where the provider does not have your personal details.

Note: You don't need an account number if you select this account type

**Post-Pay (Single Line):** This is a bill pay account where there is only one number/ user on the account

Note: You will need your account number which you would find on your bill

**Post-Pay (Multi-Line):** This is a bill pay account where there is more than one number/user on the account

Note: You will need your account number which you would find on your bill

If you are moving from a multi-line account it may take longer for your number to move to your new SIM (up to 48 hours)

5. Your number will start to move at the time and date you select. This process will take anywhere from a few minutes up to 24 hours

- Note: Leave your current SIM in your phone and wait until the signal goes. When it does, pop your GoMo SIM into your phone and restart

**If your number has not moved within 24 hours, let us know via webchat and we will sort it for you :)**