

Hi I'm Ben from the Vodafone Tech Team.

If you've recently changed your phone and received a new SIM card that's a different size to your old one, you can now swap your number across using our fast and simple online tool.

Just go to: Vodafone.co.uk/simswap and click 'Existing'.

If you have your phone, with your current SIM in it with you, click Yes and then 'Swap Your SIM online'. Type in your mobile number and click 'Continue'.

You'll then receive a text message with an eight digit code. If it doesn't come through, click Resend My Code.

Once you have it, type it into the boxes on screen and click 'Continue'. Then enter your new SIM number. You can find it printed onto the SIM card itself.

Then hit 'Continue'.

You can either wait for your old SIM to stop working or try putting your new SIM into your phone and restarting it.

Your old SIM will stop working after half an hour. However, on occasion it can take up to 12 hours.

If it's still not working or you're unable to receive your eight digit code you can use this link, on the [simswap](https://Vodafone.co.uk/simswap) homepage to complete a form.

For more information on our other products and services check out the Vodafone UK YouTube channel.