

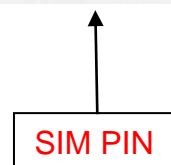
## Mental Health and Wellbeing Division

### Mobile Phone – SIM Porting

1. **Obtain your new SIM Card.** Your program / cost centre manager will be given your SIM card. If you lose a SIM card, please contact [Malcolm Naidoo](mailto:Malcolm.Naidoo@wh.org.au) [Malcolm.Naidoo@wh.org.au](mailto:Malcolm.Naidoo@wh.org.au) or [Garry Cayzer](mailto:Garry.Cayzer@wh.org.au) [Garry.Cayzer@wh.org.au](mailto:Garry.Cayzer@wh.org.au).



2. Keep the new SIM card on you at all times. **It is extremely important that you retain your new SIM card with you so once the porting is complete you will need to insert the new SIM card ASAP. \*Even if you are out of the office, or on leave\***
3. **You will need a SIM Pin to insert your new SIM card.** Check to see if you have the original SIM pin in the box your phone came in. This is what you use to open the SIM tray on your phone. Alternatively, a standard paperclip will work (see images below).



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4. Your **phone contacts** should all be saved either on your iCloud account that is signed into your phone or the email account that's associated to the phone. Alternatively, if neither of these are active on your device then the contacts will most likely be saved on the phone locally. To confirm this please remove the current sim card from your phone and go into Contacts to ensure they are still appearing. If not, please contact Malcolm or Garry.
5. The SIM porting from Telstra to Optus for your device will occur from 8<sup>th</sup> January – 31<sup>st</sup> January 2024. Program and cost centre managers will be notified of when each service will be ported across.
6. **You will receive an SMS from Optus 2 hours before your current Telstra services will be cut off and your number will be ported to your new SIM card.**
7. Once your number has been ported, your phone signal will change to 'SOS only' or 'Emergency Calls Only' and will appear at the top of your device screen (see images below). This means that your new Optus SIM card is now active and ready to be inserted and used.

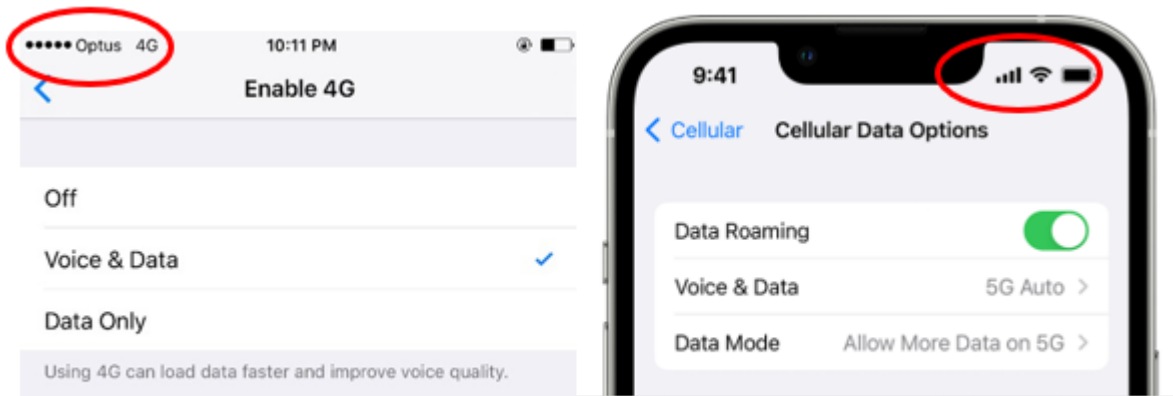


8. Once 'SOS Only' or 'Emergency Calls Only' appears (this can occur any time after you receive the Optus SMS), it is time for you to remove your old sim card and insert the new one into your phone ASAP. **Make sure you restart your phone.**



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9. Your phone has now been successfully ported from the RMH Telstra network to WH Optus network.



10. If you experience any issues or difficulties throughout or after this process you can contact the DTS Service Desk on 8345 6777 and ask to speak to or have a call-back from the DTS representative who manages the Optus network at WH.

For future mobile support you can either call the Service Desk number or submit a ticket through the online service desk portal by going to [servicedesk.wh.org.au](http://servicedesk.wh.org.au)

### When in Doubt, Contact the WH Service Desk -

- Phone: 03 8345 6777
- Email: [servicedesk@wh.org.au](mailto:servicedesk@wh.org.au)
- Portal: <http://servicedesk.wh.org.au>