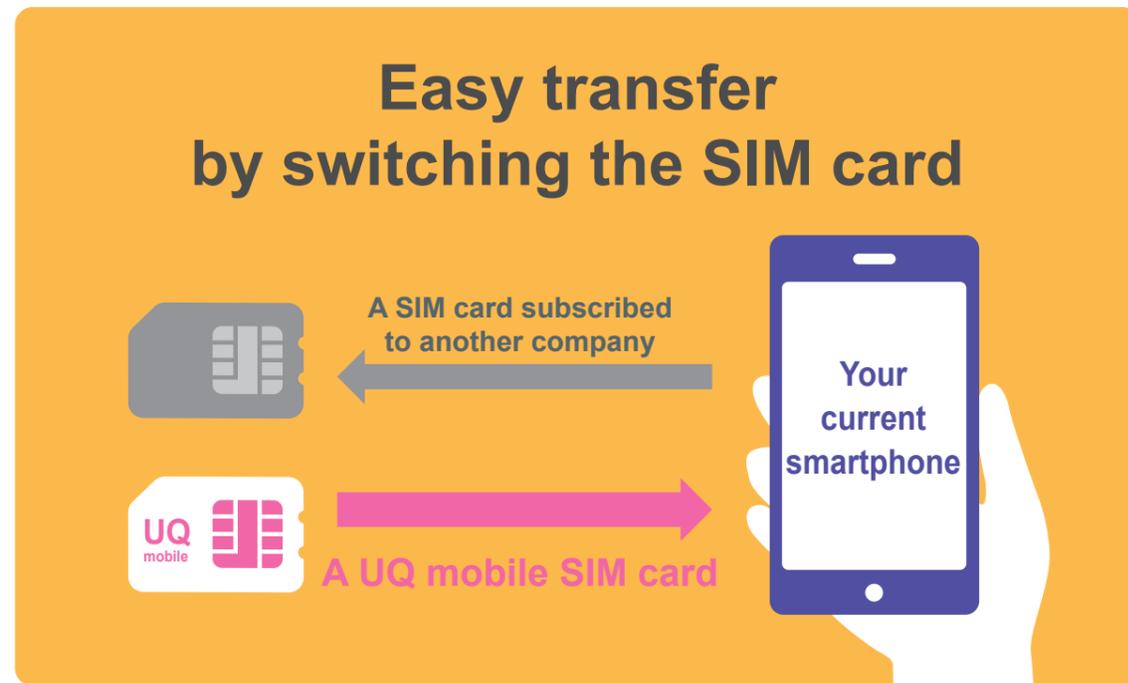


How to transfer your contract with a SIM card



Q Can I transfer with my current smartphone?

A Yes, if it is a supported model. Visit the UQ website to see the list of supported models.

Click here to find out more about supported models

UQ 動作確認 Search



Q What is a SIM card?

A A SIM card connects your smartphone to the network of a specific mobile phone carrier so that you can go online or make calls.



Q Will the data on my smartphone be kept as it is?

A You do not need any data transfer, including for your phone number, apps and photos!



For example...your phone number, photos, emails, LINE/Instagram data, and game data

※Available for all models supported by UQ mobile. The information on the UQ website on verifying device behavior is the results of UQ mobile's own investigation and it is not to say that its contents are guaranteed or supported. A UQ mobile SIM card may not work on models and OS versions not indicated. ※APN setup may be needed for data communication. ※Available for use within au areas. ※ An administrative fee for the contract will be separately charged.

1 Confirming whether your smartphone is a supported model



Confirm in advance whether your smartphone is supported by UQ mobile.

● Supports various device models including iPhone!
iPhone Galaxy Xperia OPPO AQUOS
arrows Google Pixel HUAWEI ZenFone and more

2 Procedures with the mobile phone carrier you are currently subscribed to

Confirming the details of your contract, unlocking the SIM lock* and MNP procedures



Please have your SIM lock unlocked and process the number transfer (MNP) in accordance with the contents of your current contract.

Depending on your device model, you may need to apply to have your SIM lock unlocked. To find out more, visit the website of the carrier you are currently subscribed to, or call their helpdesk, such as to ask if you need to pay a penalty and what services you are currently subscribed to.

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Separate sheet Items to prepare for a new contract with UQ mobile/How to apply for MNP

3 Applying for UQ mobile



Sign up for a UQ mobile SIM card at UQ mobile stores, including at UQ spots and auStyle/au shops.

You need to present certain documentation when you apply. For further details, read Separate sheet Items to prepare for a new contract with UQ mobile. You can also apply from the UQ website.

4 Inserting the new SIM card



Remove the SIM card that you are currently using and replace it with the UQ mobile SIM card, which will be activated when the initial setup is complete.

Certain device models need downloading of the profile, or APN setup. To find out more, read Separate sheet Easy setup guide for iPhone/Android.

That completes your transfer to UQ mobile!

*: You cannot use the UQ mobile SIM card unless you unlock the SIM lock, if it is locked. You need to apply to unlock the SIM, satisfying certain requirements. There is no need to unlock the SIM lock if you have a SIM-free smartphone.