

Requesting a Temporary Suspension or Restriction of Your Service

There may be times when you don't need to use your service, like when you're going on vacation or if you've lost your mobile phone. In these cases, you can request a **temporary suspension or restriction** to prevent unwanted usage.

When Should I Request a Suspension or Restriction?

You might consider this option if:

- You're going on a holiday and won't be using your home phone or internet for a while.
- You've lost your mobile phone and want to make sure no one else can use your service.

Things to Keep in Mind

- Your monthly bill will still continue. Suspending your service stops usage, but it doesn't pause your billing. You'll still be charged your regular monthly plan fees.
- When you're ready to **resume using the service**, you'll need to [contact us again](#) so we can remove the suspension.

Can I Restrict Usage Myself?

Yes! You can disable calling options in your MyAccount. This is useful if you want to limit use quickly on your own.

Keep in mind: This won't stop mobile data usage, which can still lead to charges if the service is active.

Service Management

Change my plan

Change my service nickname

Change my emergency contact details

Purchase a data-block

Change service settings

Configure Settings

Calling Options

All Outgoing Calls

Off

Outgoing Calls to International & Premium Numbers such as 19XX

Off

Outgoing CLI Display

Off

Calls to International & Premium Numbers may attract additional charges, please check your plan inclusions.

For a complete restriction, it's best to get in touch with us so we can apply a full suspension on your account.

Need Help?

If you'd like to suspend or restrict your service temporarily, just [contact our customer support team](#) via phone or live chat—we'll take care of it for you.

Online URL:

<https://articles.spintel.net.au/article/requesting-a-temporary-suspension-or-restriction-of-your-service.html>