

How to Find Your AVCID

What is an AVC ID and Why Do You Need It?

The AVC ID (Access Virtual Circuit ID) is a unique identifier for your NBN connection. It's used to locate and manage your specific service on the NBN network.

You may need your AVC ID when you're:

- Switching to a different internet provider (churning)
- Requesting technical support
- Lodging a complaint with NBN Co

Knowing how to find your AVC ID can help make these processes smoother and faster.


Where to Find Your AVC ID

If you're switching to SpinTel, you can obtain your AVC ID from your current provider by checking your online account, billing statement, or by contacting their support team.

With SpinTel, you can easily find your AVC ID through your online account. Just follow these simple steps:

Step 1: Log in to [My Account](#) using your credentials.

My Account Login



Forgot [username](#) or [password](#)?

Login

Step 2: Once logged in, locate your active NBN service on the dashboard.

spintel MY ACCOUNT **DASHBOARD** SERVICES BILLING > MY ACCOUNT

WELCOME LI HIAH

Account Number [REDACTED]

Search by service type, plan, or username.

Your usage resets in 18 days.

Phone ([REDACTED]) [MANAGE SERVICE](#)

No usage record for this period.

NBN ([REDACTED]) [MANAGE SERVICE](#)

Data Usage
790.97GB Used

June 2025 Bill
\$83.12 will be deducted via your normal payment method tomorrow, on Friday 13th of June 2025.
[VIEW MY BILLS](#)

Live Chat
If you leave a message with us outside of business hours we'll get back to you within 24 hours.
[CHAT NOW](#)

Step 3: Click "Manage Service"

NBN ([REDACTED]) [MANAGE SERVICE](#)

Data Usage
790.97GB Used

Step 4: Locate the AVC ID. Your AVC ID will be displayed on the service details page.

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MY ACCOUNT

DASHBOARD

SERVICES

BILLING

> MY ACCOUNT

NBN (10511919)

Select another service

Service Details

Address

Plan

Connection

Status	✓ Online! Connected since 2025-05-31 20:43:48	?
AVC	AVC	?
IPv4		Change ?
IPv6		?

Need Help?

If you can't find the AVC ID or have questions about your service, our support team is here to help. For further assistance, [reach out via chat](#) or call us at 1300 303 375.

Online URL: <https://articles.spintel.net.au/article/how-to-find-your-avcid.html>