# **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

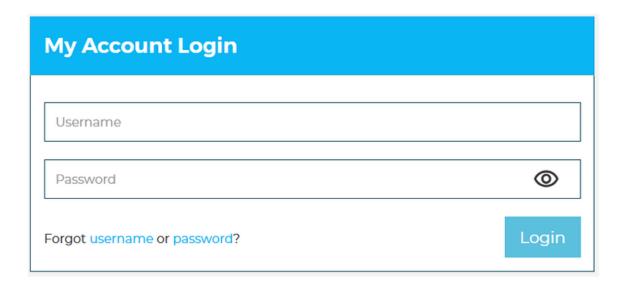
Knowing how to find your AVC ID can help make these processes smoother and faster.

### Where to Find Your AVC ID

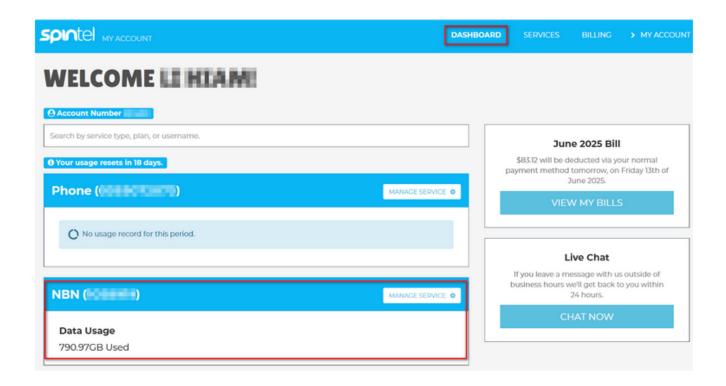
If you're switching to SpinTel, you can obtain your AVC ID from your current provider by checking your online account, billing statement, or by contacting their support team.

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.



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



Step 3: Click "Manage Service"



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



#### 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: <a href="https://articles.spintel.net.au/article/how-to-find-your-avcid.html">https://articles.spintel.net.au/article/how-to-find-your-avcid.html</a>