

Usage Warnings



Usage Warnings and Alerts

SpinTel helps you stay on top of your usage by sending timely alerts for shaped and excess data plans throughout your billing cycle.

Usage Notifications

If you're on a capped plan, you will receive alerts when your usage reaches **50%**, **85%**, and **100%**

These notifications are designed to help you manage your data and avoid unexpected charges. Please refer to this guide to [enable/disable usage notifications](#).

  Please note: Usage data may take up to 48 hours to update, though most updates occur within one hour.

For **mobile and international roaming**, usage may take longer to reflect due to delays in reporting from overseas networks.

Viewing Your Usage in My Account

You can [check your usage](#) at any time by logging into **My Account**. Detailed usage information is updated regularly, but may take up to **48 hours** to fully reflect recent activity.

MOBILE ([REDACTED])

Select another service ▼

Service Details

Plan Price

\$15.00 Per Month

Plan

Unlimited Voice/SMS, 5.5GB Data
Capped Bundle

Service Address

Service Number

Service Usage

NOV 2021 ▼

NOV 2021

OCT 2021

SEP 2021

AUG 2021

JUL 2021

JUN 2021

MAY 2021

APR 2021

MAR 2021

FEB 2021

Data Usage

You've used 4.53GB (82.39%) and your usage resets in 13 days

82.39%

[Show detailed data usage](#)

Phone Usage Charges: \$0

The above amount contains usage for services not included in your plan

[Show detailed phone usage](#)

Understanding Pro-Rata Usage

If you start your plan partway through the month, your charges and inclusions will be adjusted on a pro-rata basis, meaning you'll only pay for—and receive—what you use.

Example:

If you sign up for a **\$40/month plan with 10GB** on **June 15**, you will receive:

- **5GB of data** to use between June 15–30
- A **\$20 charge** (half of the full monthly cost)

Your full plan inclusions and charges will begin on the first day of the following month.

Excess Usage Charges

Going over your plan allowance can result in additional charges, which can be costly depending on your specific plan.

If you are on a capped data plan, your data will be automatically suspended once you reach your allowance unless you choose to [purchase a data block](#).

For an uncapped plan, once you reach your data allowance, we will automatically add 1GB of data for \$10 per block, up to a maximum of 10GB per billing cycle.

As plan allowances and rates vary across products, we recommend reviewing your Critical Information Summary (CIS) in your order confirmation email to understand any potential charges if you exceed your included limits. You may also [contact us](#) if you have any questions.

Online URL: <https://articles.spintel.net.au/article/usage-warnings.html>