

No signal or phone not working

1. Make sure the service is still active.

What to do if service has been:

- **Suspended due to non payment:** Please process manual payment via [website](#), [My Account](#) or [SpinTel IVR](#) and [update payment details](#) to avoid issue in the future. Reboot the phone after 15 minutes and the service should be working.
- **Disconnected due to non payment:** Please settle the payment and request re-connection of service via chat or call our technical support team on [1300 303 375](#)

2. Make sure the SIM used on the device is the registered SIM on your account.

3. Make sure you are using the SIM is the correct size for your phone.

4. Make sure the SIM is inserted correctly.

5. Check service coverage [here](#)

NBN **MOBILE** 5G HOME INTERNET MOBILE INTERNET SHOP

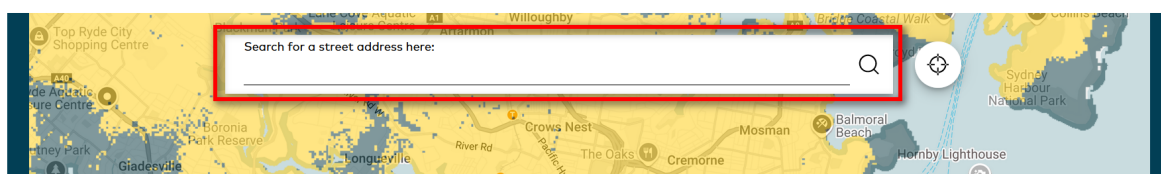
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PLANS **COVERAGE** INTERNATIONAL TERMS

COVERAGE MAP



Coverage Layers - Outdoors

Standard 5G (non-standalone)

Fifth generation wireless technology provided through our non-standalone infrastructure. Offers quick response times between devices, seriously fast speeds and more capacity when compared to 4G, for customers with an eligible device.

4G

Fourth generation wireless technology, providing our widest coverage around Australia. Allows for fast speeds, HD TV on mobile and high quality video calls, for customers with an eligible device.

- If **no coverage** on the service address, please contact our technical support team via chat or on 1300 303 375.
- If there is an **outage**, please contact our technical support team via

chat or our faults team on 1300 303 375 to monitor the service and give you updates.

- If address **shows coverage**, please proceed to the next step.

6. Reboot phone handset.

7. Try SIM in another compatible phone handset to rule out handset/phone device issues.

8. No luck? Please contact our technical support team via chat or on 1300 303 375

Online URL:

<https://articles.spintel.net.au/article/no-signal-or-phone-not-working.html>