

Mobile data isn't working

1. Make sure service has a signal bar. If not, please click [here](#) to rectify the issue.
2. Check if mobile data is restricted. An email and sms will be sent to you advising you have consumed your data for the month. You will need to add data block for the service to work properly if available with your plan.
3. Data suspension, this occurs when there is unpaid overdue balance on your account, check your email or sms for any notification and settle your bill immediately.
4. Make sure the SIM is the registered SIM on the account.
5. Check that Mobile Data is turned on.
For Android: Samsung Galaxy S5 Lollipop 5.0
Settings > More Networks > Mobile Networks > tick Mobile Data
as shown below



4G LTE 68% 7:06 AM

← Mobile networks

Mobile data



Global Data Roaming Access

Connect to mobile networks while roaming.

Roaming

Not roaming

Signal strength

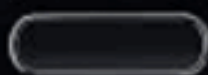
-105 dBm 35 asu

Network mode

Preferred network mode: Global

Access Point Names

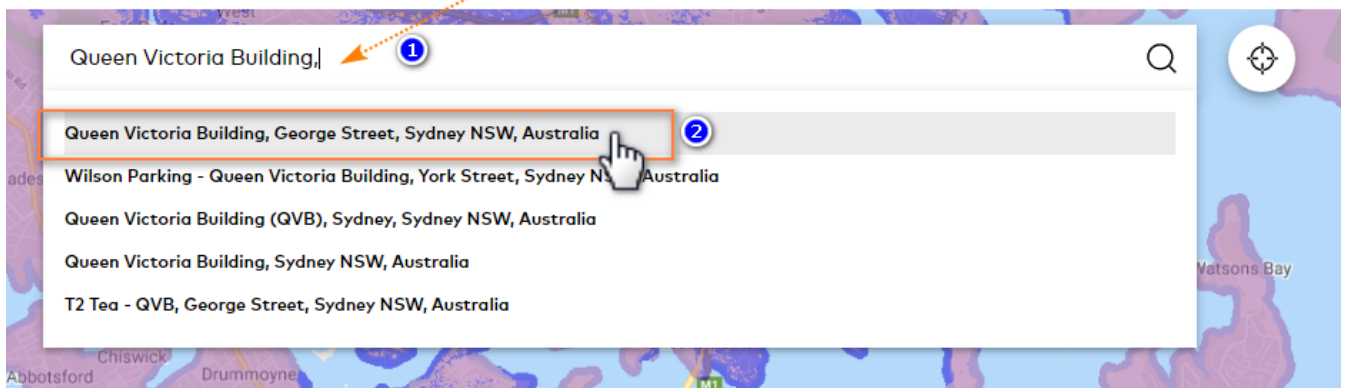
Network operators

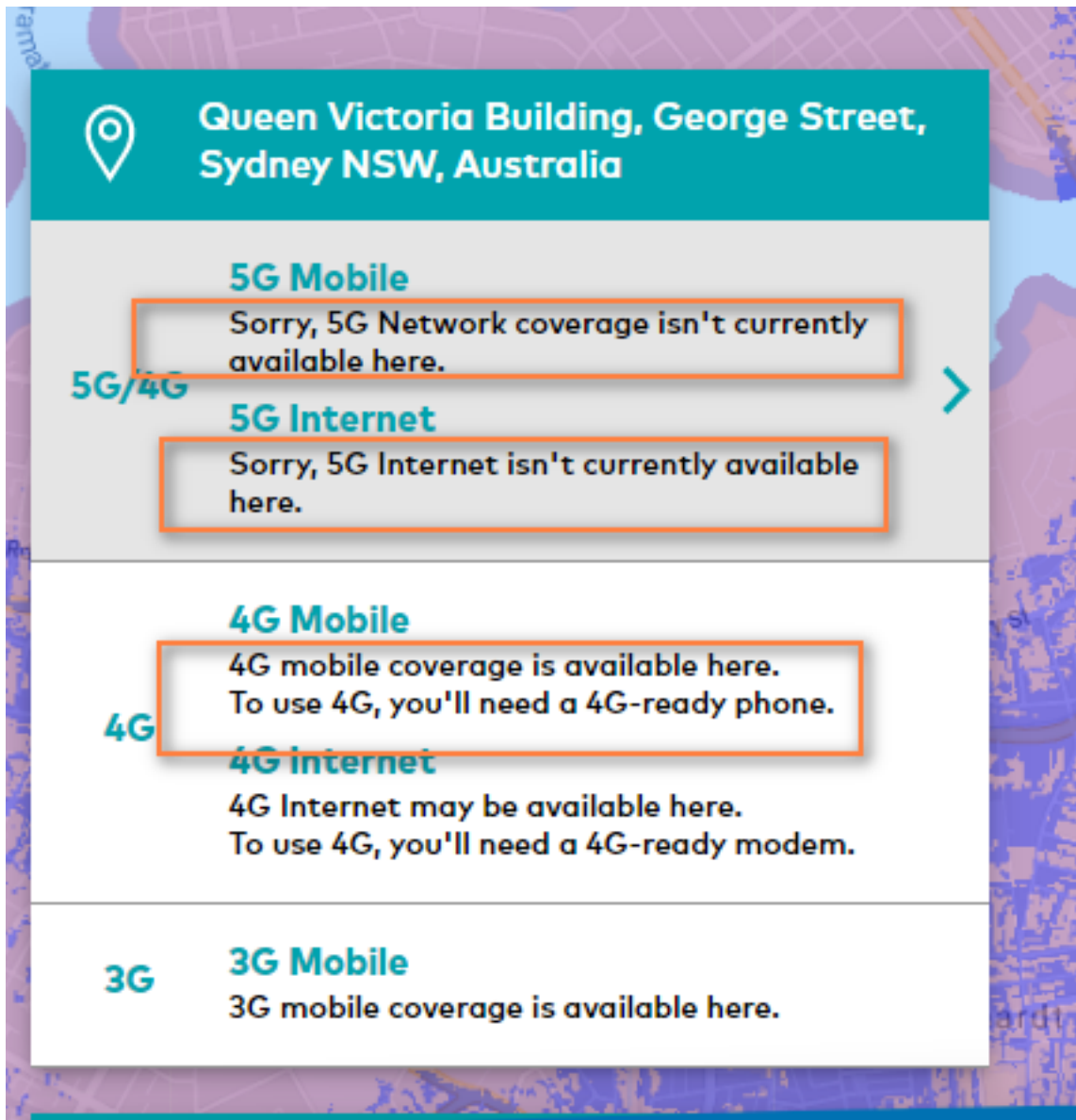


5. Check APN Setting in phone handset. Click [here](#) for a short article created to help you. APN Setting should be YESINTERNET
6. Reboot phone handset.
7. Remove and re-insert SIM to the device.
8. Check service coverage on [SpinTel website](#)

MOBILE COVERAGE

You can also check our network status [here](#).



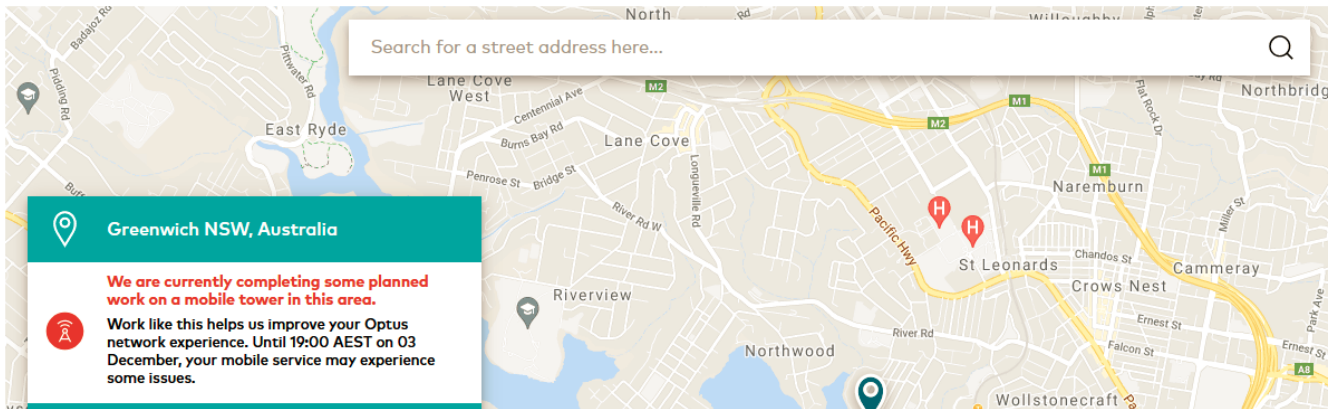


- If **no coverage** at the service address, please contact our technical support team via chat or on 1300 303 375.
 - If the address **shows coverage**, please proceed to the next step.

9. Click [here](#) to check if there's an outage reported in your area.

If there is an **outage**, please contact our technical support team via chat or on 1300 303 375 for our faults team to monitor the service and give you updates.

Otherwise, proceed to the next step.



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

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

Online URL:

<https://articles.spintel.net.au/article/mobile-data-isn-t-working.html>