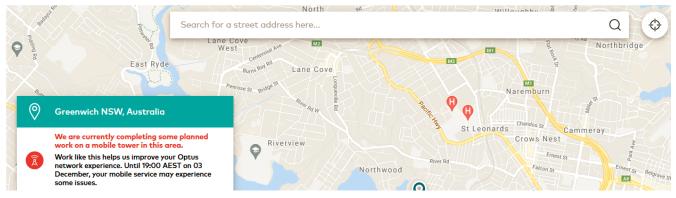
Have signal bars but cannot make/receive calls?

- 1. Make sure the SIM used to the device is the registered SpinTel SIM on your account.
- 2. Make sure the mobile plan includes calls. If you are trying to <u>call</u> <u>international numbers/premium numbers</u>, you will need to activate this feature requires activation as it's disabled by default.
- 3. Visit the <u>SpinTel website</u> to confirm any outages that may affect the service.



- --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 the address **shows coverage**, please proceed to the next step.
- 4. Make sure there is no activated feature that is restricting your ability to make/receive calls. These may include phone numbers being blocked from the

mobile phone, call forward, etc.

- 5. Reboot phone handset.
- 6. Try SIM in another compatible phone handset to rule out handset/phone device issues.
- 7. No luck? Please contact our technical support team via chat or on $\underline{1300\ 303}$ $\underline{375}$

Online URL:

https://articles.spintel.net.au/article/have-signal-bars-but-cannot-make-receive-calls.html