

# Transfer my NBN to SpinTel

## How do I transfer my NBN service to SpinTel?

If you already have an active nbn™ service and want to switch to SpinTel, the process is quick and simple. Below are the most common questions and answers to guide you through the transfer.

## Can I keep my existing nbn connection when switching to SpinTel?

Yes. If you have an active nbn connection, we can transfer it to SpinTel without activating a new line. This is known as an **nbn transfer**.

## How long does the transfer take?

Transfer times depend on the type of service and equipment:

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**Note:** You may experience a short downtime during the switch, but this is usually minimal.

## **What do I need before placing the order?**

Before placing an order, check your contract with your current provider to avoid early termination fees. You will also need your AVC ID, which ensures the correct service is transferred to SpinTel. This can be found on your current bill, in your online account, or by contacting your current provider.

## **How do I place the order?**

To start the transfer, visit our [nbn plans page](#) and choose the plan that best suits your needs, then click “Buy Now” and complete the order form.

When prompted, select “Yes” for “*Do you want to transfer an active nbn connection at this address to SpinTel?*” and enter your AVC ID.

**Do you want to transfer an active nbn connection at this address to SpinTel?**

No

Yes

### **We need your AVC ID to transfer your connection**

#### **What is an AVC ID?**

Your AVC ID is a unique, 15-character code that identifies your nbn service.

#### **Why your AVC ID is important?**

Your AVC ID ensures the correct service is transferred when switching providers.

#### **Where to find your AVC ID?**

Your current provider must make your AVC ID available on your bill, in their portal, and on request.

#### **AVC ID**

e.g. AVC123456789000

**When would you like your internet service to be connected?**

- ☒ As soon as possible  
☐ On a specific date

Next

During checkout, you will also have the option to choose your preferred connection date, as shown in the sample image above.

## **What happens after I place the order?**

After placing the order, you will receive a confirmation email with your order

number. If an installation is required, we will notify you of the date. Your SpinTel service will be activated within the estimated timeframe mentioned above.

### **Do I need to cancel my old service?**

Yes. Once your SpinTel service is active and working, contact your old provider to cancel the account to avoid additional charges.

Online URL:

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