

How to Track Your Order with Spintel

Introduction

If you have recently placed an order with Spintel, you may be wondering how to track its progress. This article will guide you through the process of checking the status of your order, understanding the different order statuses, and providing solutions to common issues that may arise.

Checking the Status of Your Order

To check the status of your order, you can use the following steps:

1. Visit spintel.net.au
2. Click on Customers and then Order Tracker



3. Enter your order number and email address, then click on Submit

ORDER TRACKER

Order Number
Order Number...

Email address
Email...

Submit

Order Status and What It Means

There are three different order statuses that you may encounter:

1. **Processing:** This means that the order has been created but needs validation from our team.

ORDER TRACKER

Logout

Order Number	Order Received	Expected Connection Date
██████████	Thursday, 20th February 2020	TBA
Mobile Installation		Processing
Your Mobile is processing, once your SIM is ready we'll notify you with further instructions.		
SIM Status		Processing

2. **In Progress:** This means that the order has been validated and is awaiting completion. You may receive an email requesting additional information to support your order.

ORDER TRACKER

Logout

Order Number

Order Received

Expected Connection Date

TBA

FTTP NBN Installation

In Progress

Your NBN is in progress, we will contact you as soon as we have an ETA.

3. **Completed:** This means that the service is ready to be used.

ORDER TRACKER

Logout

Order Number

Order Received

Expected Connection Date

TBA

Cloud PABX Installation

Completed

Understanding Your Order Number

Your order number can be found in the order confirmation email that we sent to you.

Delivery Timeframes

Once your order has been actioned, you should receive it within 2-5 business days. If you experience any delays, please contact us for assistance.

Issues with Tracking Your Order

If StarTrack is unable to find your tracking number, please wait 2-3 hours and try again. If the problem persists, call StarTrack Customer Service on 13 23

45 and quote your tracking number.

If your dispatched order doesn't arrive, please check the StarTrack website using your tracking number. If you still can't locate your item, call StarTrack Customer Service on 13 23 45 and quote your tracking number. Before contacting us, please ensure that a missed delivery card hasn't been left at your premises, and that you haven't received an email or SMS about your order.

Changing or Cancelling Your Order

If you need to make changes to your order, please contact us for assistance. Please note that changes may impact delivery timeframes.

If you need to cancel your order, please contact us as soon as possible. Once your order is in progress, it may be too late to cancel.

Activating Your New Service

Home Phone for NBN/Broadband services are activated remotely. In most cases, all that's required is for you to follow the instructions included with your modem/router or phone to set up and connect on your scheduled installation date. If you were sent a new or replacement SIM card, follow the steps provided.

Conclusion

Tracking your order with Spintel is easy and straightforward. By following the steps outlined in this article, you can check the status of your order, understand the different order statuses, and find solutions to common issues that may arise. If you need further assistance, please don't hesitate to contact us.

Online URL:

<https://articles.spintel.net.au/article/how-to-track-your-order-with-spintel.html>