

# Hardship Request, Suspensions, Disconnections

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## Financial Hardship Request

SpinTel's [Payment Assistance Policy](#) aims to aid customers facing financial challenges, ensuring continued access to telecommunications services.

Eligible customers can request assistance via various channels and will receive prompt assessment and personalized support options, including payment extensions and tailored payment plans. Head on to our [contact page](#) for assistance.

## What should I do if my service is restricted?

Service restrictions are typically related to spend management tools and do not necessarily indicate that your services are at risk of suspension or disconnection.

You may need to wait until your next billing period begins for the restriction to be removed or check if your plan is [eligible](#) for additional data blocks.

## What should I do if my service is suspended?

For services suspended due to credit management, the suspension will be lifted once SpinTel receives a cleared payment of the full outstanding amount. If payment is made by credit card, the suspension will be lifted immediately as the system updates in real-time.

## Can I reactivate my service after being disconnected?

- **For NBN services:** Reconnection is possible if the service is disconnected within one month. For cases beyond this timeframe, a new order is required, and a new account will be created.
- **For mobile services:** We can reactivate the same number within five months of disconnection, provided it was not transferred before being canceled with us.

## How to make a payment

You can pay your bill through [online payment](#). Alternatively, you can contact us on 1300 303 375 or start a conversation with us [online](#).

Online URL:

<https://articles.spintel.net.au/article/hardship-request-suspensions-disconnections.html>