

# Common Billing Payment Queries

Here's a rundown of typical enquiries about paying a bill, along with our responses:

## **Do I still have to call every month to pay my bill?**

No, the amount owed will automatically be debited from your nominated account or card on its due date.

## **I don't want SpinTel to automatically charge me.**

SpinTel requires bills to be paid automatically per cycle to avoid any interruption to your service and/or late fees. If you opt to pay it manually, you can make an advance payment as soon as the invoice is released, generally a week before the due date.

## **How will I know if SpinTel encounters an issue with my payment?**

You will receive an email and SMS to notify you that payment was unsuccessful.

## **How can I update my payment details?**

To update your payment details, go to **My Account** and click on **Update Payment Details**. Click [here](#) for step-by-step instructions on how to do this.

## **Can I pay with PayPal?**

We only accept direct debit payments from your nominated account or card, but you can use PayPal to manually pay your bill if necessary. It is important to pay your bill before the due date to avoid any interruption to your service and/or late fees.

## **Can I pay with BPAY?**

SpinTel does not accept BPAY payments. This is to ensure you avoid any interruption to your service and/or late fees.

## **Does SpinTel charge a processing fee?**

Yes, processing fees may apply. Please click [here](#) for more details.

## **What should I do if I encounter a payment issue?**

Please make sure there are sufficient funds in your nominated account or card. If you are still experiencing difficulties with the payment, please contact us via chat or call us on 1300 303 375.

Online URL:

<https://articles.spintel.net.au/article/common-billing-payment-queries.html>