

Early Termination Fee and Clawback Charges

Early Termination Fees

An early termination fee may apply if you cancel a SpinTel service before your contract end date. You can check the Critical Information Summary (CIS) for your plan to see what early termination fee applies.

Month-to-Month Plans

Most SpinTel plans are month-to-month with **no lock-in contracts**.

Month-to-month plans and plans combined with an eligible Internet Bundle can be cancelled at any time. However, you will continue to be billed until the end of your current billing cycle (generally the end of the calendar month, depending on your bill run).

Cancellations made after the due date (e.g., on the 14th) or at any time within the billing period are not eligible for a refund for any unused portion of the billing period.

To make the most of your payment, we recommend choosing a service end date that matches the end of your current billing period. This ensures you can continue using your service for the period you've already paid for.

Clawback Charges

Clawback charges only apply if you received a promotional credit during sign-up.

- This credit is usually posted on your first invoice.
- Clawback charges may be added to your final bill if the service is terminated within a contract period.

Finalising Your Account

Once your cancellation is completed, you'll receive a separate email confirmation.

- If you haven't incurred any extra charges beyond your plan, your current month's bill will be your final bill.
- If there are any outstanding charges or applicable termination/clawback fees, these will be included on your final bill.

Your final bill is due 7 days after the issue date.

Online URL:

<https://articles.spintel.net.au/article/early-termination-fee-and-clawback-charges.html>

