

# Early Termination Fee and Clawback Charges

## When do termination fees apply?

Early termination fees are charges that you need to pay if you choose to:

- Cancel a SpinTel service before your contract end date.
- Service was cancelled due to relocation
- Service was cancelled due to migration to another service (e.g. DSL to NBN)

## If I cancel my SpinTel service early, what are the termination fees?

You can find out what early termination fee may be attached to your SpinTel service by checking the **Critical Information Summary (CIS)** related to your plan. In most cases, the early termination fee amount decreases over time.

## What are Clawback charges?

Aside from the early termination fee, a clawback charge may also be added to your final bill. This applies when the service is terminated within a contract and you received a promotional credit during sign up and is mostly posted on your first invoice.

## Finalising your account

A separate email will be sent to you once the cancellation has been completed. Your current month's bill will serve as your final bill if you have not incurred any charges that are not included in your plan. Otherwise, your final bill will include any outstanding charges alongside the applicable termination fee, if you have signed up with a contract. This final amount will be due 7 days after its issue date.

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