

# 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.
- You will continue to be billed until the end of your current billing cycle (generally the end of the calendar month).

## 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>