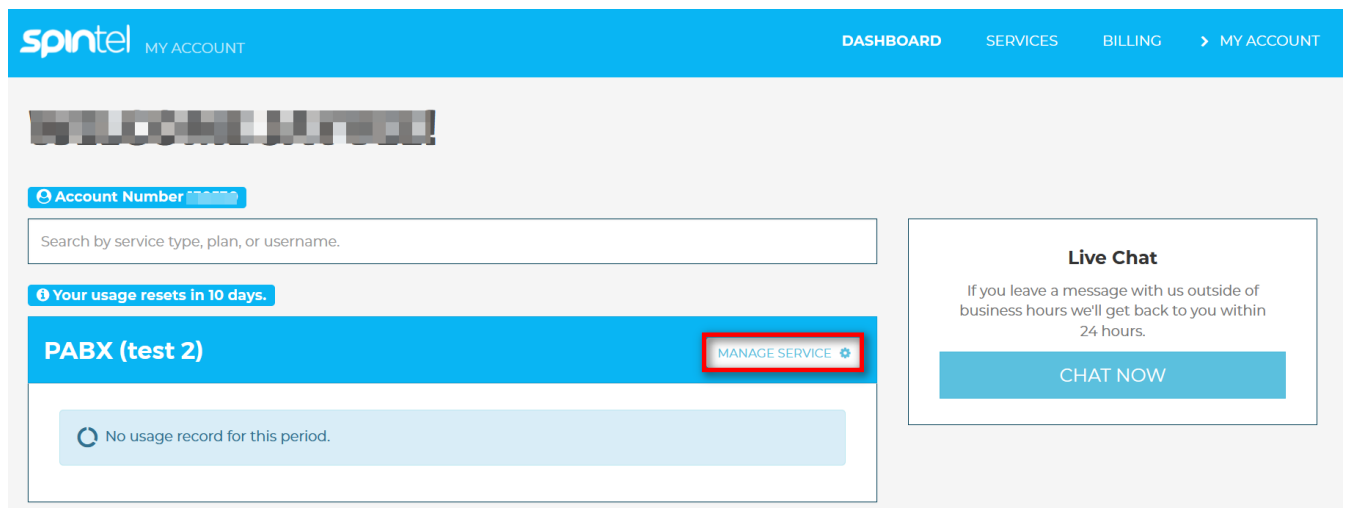


I am moving overseas

Leaving Australia?

If you're moving overseas, we recommend cancelling your service at your old address when it's most convenient for you to avoid charges for unused service.

You can cancel anytime by logging in to [My Account](#), then clicking the Manage Service button next to the service you wish to cancel. From there, select *Cancel this service* and follow the prompts.



The screenshot shows the Spintel My Account dashboard. The top navigation bar includes 'spintel MY ACCOUNT', 'DASHBOARD', 'SERVICES', 'BILLING', and 'MY ACCOUNT'. Below the navigation, there is a search bar with the placeholder text 'Search by service type, plan, or username.' and a notification that says 'Your usage resets in 10 days.' The main content area features a service card for 'PABX (test 2)' with a 'MANAGE SERVICE' button highlighted in red. Below the service card, there is a message that says 'No usage record for this period.' To the right of the service card, there is a 'Live Chat' section with a 'CHAT NOW' button.

For detailed instructions, please [refer to this guide](#).

Alternatively, if someone else is taking over the service, you may [transfer the account ownership](#) instead.

Important: Monthly bills are charged in advance. Fees will not be prorated if you cancel partway through your billing cycle.

Will Early Termination Fees Apply?

Early termination fees generally apply only if you're on a fixed-term contract. If you're on a month-to-month plan or a plan bundled with an eligible Internet service, you can cancel at any time.

However, you'll still be billed through the end of your current billing cycle—usually the end of the calendar month.

Online URL: <https://articles.spintel.net.au/article/i-am-moving-overseas.html>