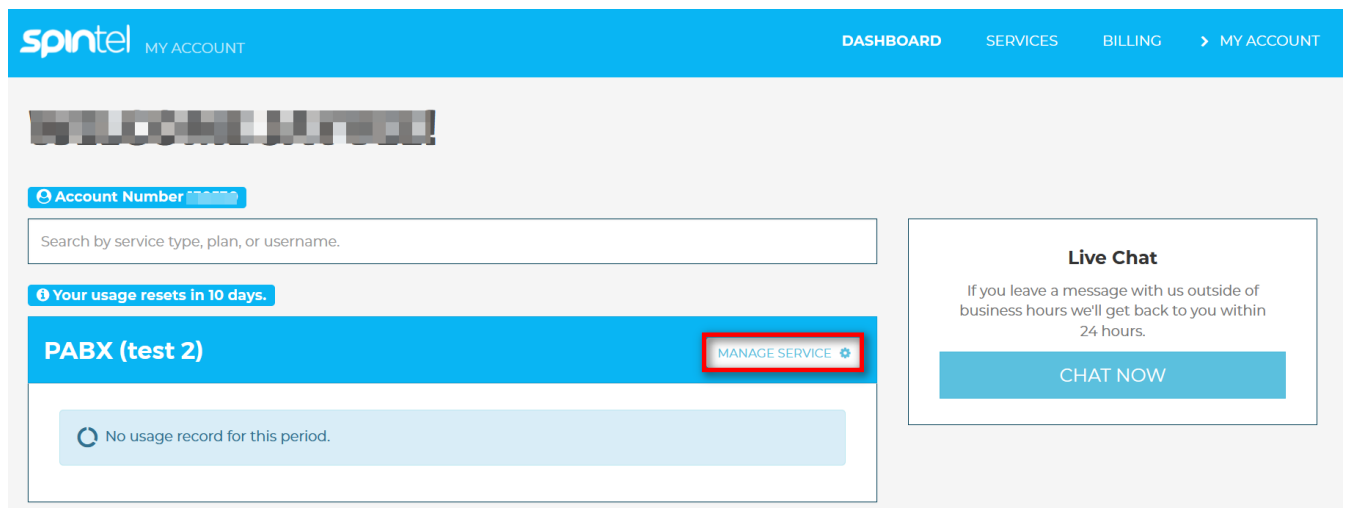


# I am moving overseas

## 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 text 'Search by service type, plan, or username.' and a notification that says 'Your usage resets in 10 days.' A service card for 'PABX (test 2)' is displayed, featuring a 'MANAGE SERVICE' button with a gear icon, which is highlighted with a red box. Below the service card, there is a message: 'No usage record for this period.' To the right of the service card, there is a 'Live Chat' section with the text: 'If you leave a message with us outside of business hours we'll get back to you within 24 hours.' and 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>