

Cancelling your account/service

Before you proceed with cancellation, we'd like to highlight a few alternatives that may better suit your needs:

✓ Transfer account ownership: If someone else will be using the service, you can transfer the account to their name without needing to cancel.

✓ Switch to a different plan: If your current plan doesn't meet your requirements, we can help you find one that better suits your budget or usage needs.

✓ Relocate your service to a new address: Are you moving? We can transfer your service to your new location to ensure uninterrupted access.

✓ Change to another service type: Explore our other service options, such as Mobile, NBN, and Wireless Broadband, to find one that meets your needs.

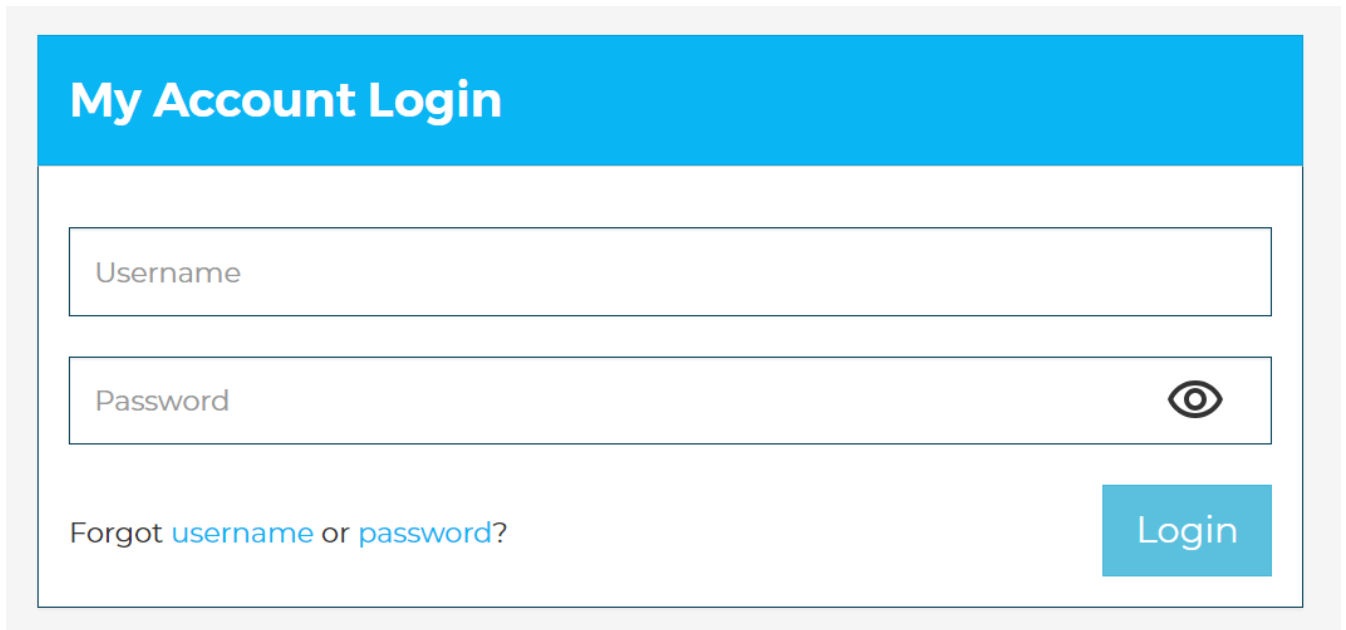
If you still wish to proceed with cancellation, please follow the steps below to request it through your online account.

Important:

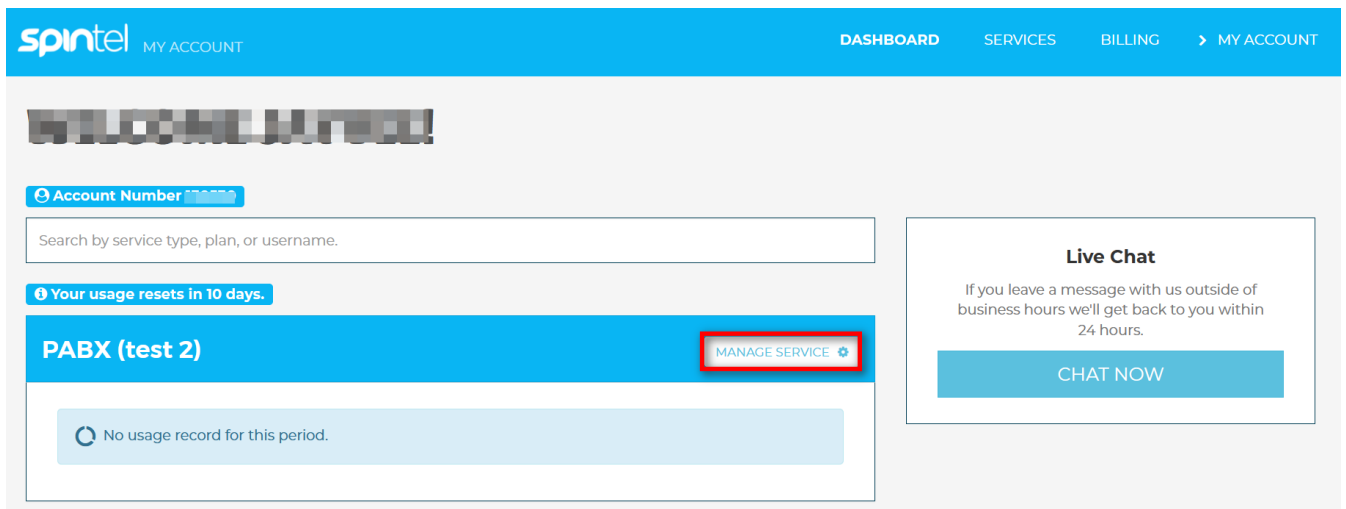
SpinTel services are billed in advance. If you cancel your service, **any unused portion of your advance payment will not be refunded**. However, you can continue using the service until the end of your current billing cycle.

How to process a service cancellation through My Account

1. Log in to My Account with your username and password at <https://www.spintel.net.au/my-account/login>

A screenshot of the 'My Account Login' page. It features a blue header with the title 'My Account Login'. Below the header, there are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to its right. Below the 'Password' field, there is a link 'Forgot username or password?'. To the right of this link is a blue 'Login' button.

2. From the Dashboard, locate the service you wish to cancel and click **Manage Service**.

A screenshot of the Spintel My Account Dashboard. The top navigation bar is blue and contains the Spintel logo, 'MY ACCOUNT', and links for 'DASHBOARD', 'SERVICES', 'BILLING', and 'MY ACCOUNT'. Below the navigation bar, there is a blurred profile picture. Underneath, there is a section for 'Account Number' with a masked number. Below that is a search bar with the placeholder text 'Search by service type, plan, or username.' Below the search bar, there is a notification: 'Your usage resets in 10 days.' Below the notification, there is a service card for 'PABX (test 2)'. This card has a blue header and a light blue body. In the top right corner of the service card, there is a 'MANAGE SERVICE' button with a gear icon, which is highlighted with a red rectangle. 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 a message about leaving a message outside of business hours and a 'CHAT NOW' button.

3. Scroll down to the Service Management section and select **Cancel this service**.

Service Management

Change my plan

Change my service nickname

Cancel this service

4. Choose your preferred cancellation date.

Service Cancellation

This form is to cancel (close) your **PABX (test 2)** service.

Date to cancel service

5. Select a reason for canceling and accept the terms & conditions.

Reason for cancelling

Please select

6. Click Submit Cancellation to finalise your request.

Terms & Conditions

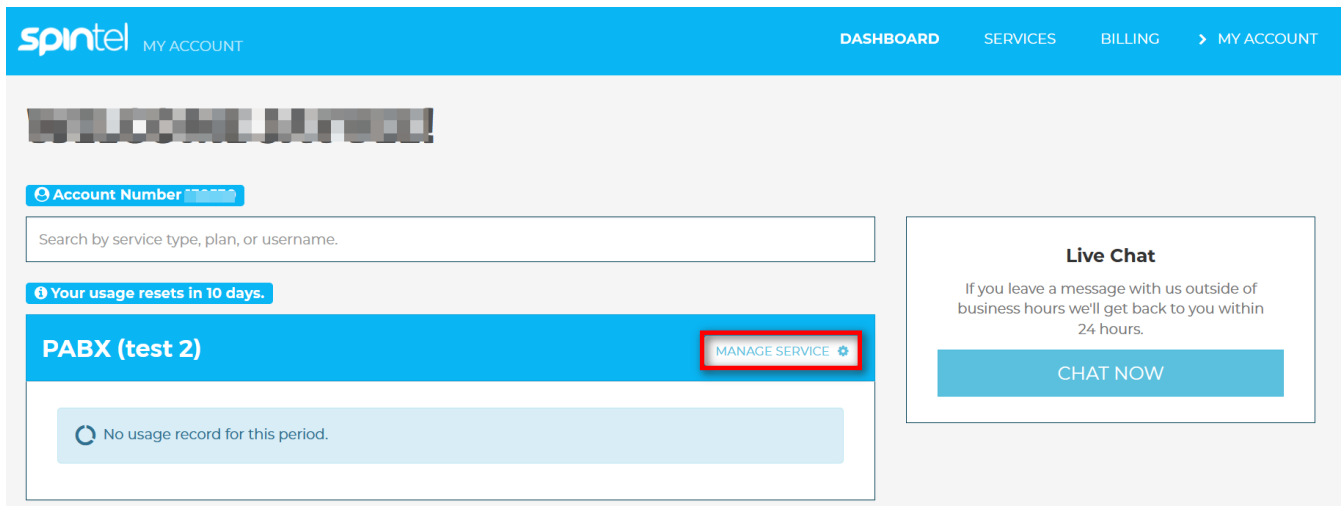
☐ I have read and agree to the [SpinTel Terms & Conditions](#) for closing my service

Cancel

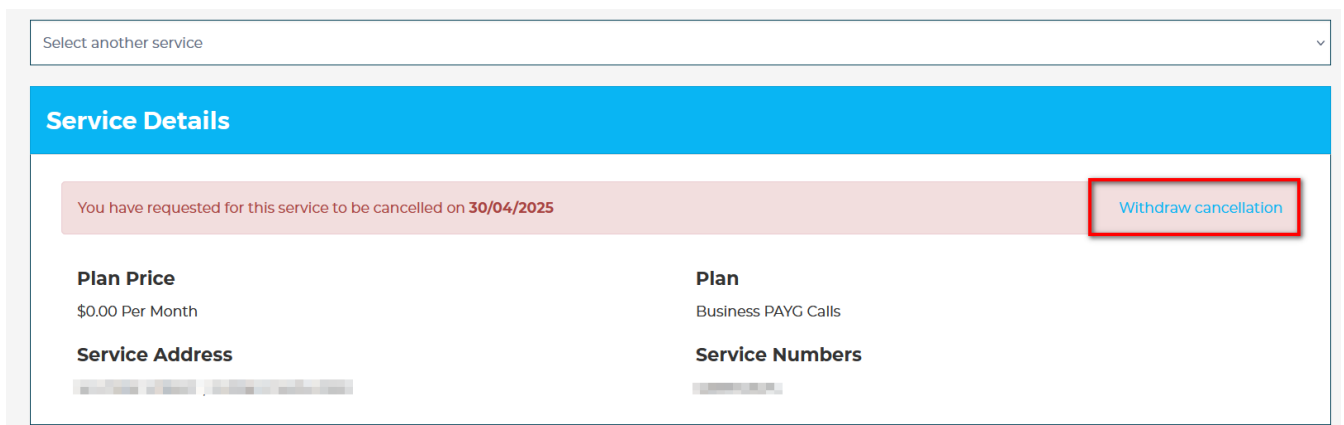
Submit Cancellation

How to withdraw or change the service end date for a cancellation submitted via My Account

1. On the Dashboard, click Manage Service next to the service you wish to update.



2. Click *Withdraw Cancellation* to immediately remove the existing cancellation request.



3. To change the service end date, simply resubmit a new cancellation request with the updated date after withdrawing the original.

Need Assistance? We're Here to Help!

If you need any further guidance or have questions about your options, our support team is ready to assist you.

Call us: 1300 303 375 – Speak with one of our representatives for real-time support.

Chat with us: Click on the chat icon on our website to connect with our

team instantly.

We're committed to providing the best experience possible, so don't hesitate to reach out! ☺☺

Online URL:

<https://articles.spintel.net.au/article/cancelling-your-account-service.html>