

# 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 isn't meeting your requirements, we can help you find one that better fits your budget or usage habits.
- Relocate your service to a new address: Moving soon? 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.

## A Few Reminders:

- **SpinTel services are billed in advance.** If you cancel your service before the end of your current billing cycle, your service charges still apply until the end of that billing cycle. We do not provide refunds or pro-rata credits for unused days remaining in the billed period. To make the most of your payment, we recommend selecting a **service end date that aligns with the end of your current billing cycle.** This allows you to continue using the service through the period you've already paid for.
- If cancellation is requested during the current billing cycle but the selected service end date extends into the **next billing cycle**, your **final bill will include a prorated charge** for the days the service remains active in the following cycle.
- However, if your selected end date **falls within the same billing**

**cycle**, your final bill will remain as is—the full amount for the current month, **regardless of your chosen end date**. For this reason, we recommend choosing an end date that matches the end of your billing cycle.


If you're unsure of your billing cycle, please refer to the table below.


### **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>

## My Account Login

Username

Password 

Forgot [username](#) or [password](#)?

Login

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

spintel MY ACCOUNT DASHBOARD SERVICES BILLING > MY ACCOUNT

Account Number [REDACTED]

Search by service type, plan, or username.

Your usage resets in 10 days.

**PABX (test 2)** **MANAGE SERVICE**

No usage record for this period.

**Live Chat**  
If you leave a message with us outside of business hours we'll get back to you within 24 hours.  
CHAT NOW

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**

When cancelling an NBN service that includes a phone (VoIP) line, you may



## 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

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

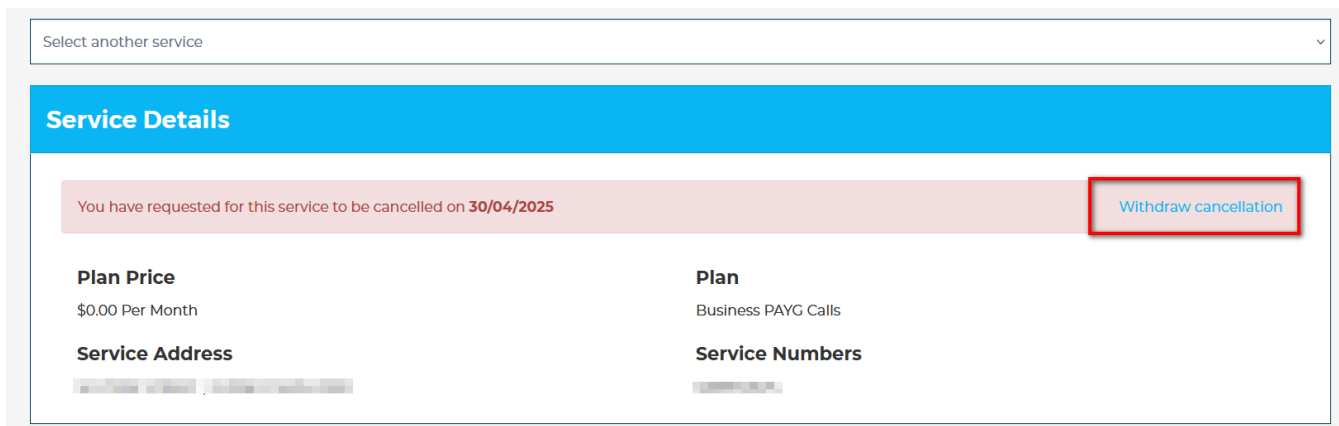
Submit Cancellation

## 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.

The screenshot shows the SpinTel My Account dashboard. At the top, there is a navigation bar with 'spintel MY ACCOUNT' on the left and 'DASHBOARD SERVICES BILLING > MY ACCOUNT' on the right. Below the navigation bar, there is a search bar with the text 'Account Number' and a search prompt '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)' with a 'MANAGE SERVICE' button highlighted in red. Below the service card, there is a message 'No usage record for this period.' On the right side of the dashboard, there is a 'Live Chat' section with a 'CHAT NOW' button.

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



The screenshot shows a web interface for service management. At the top, there is a dropdown menu labeled "Select another service". Below this is a blue header bar with the text "Service Details". A red notification banner states: "You have requested for this service to be cancelled on 30/04/2025". To the right of this banner is a blue button with a red border labeled "Withdraw cancellation". Below the banner, the service details are organized into two columns. The left column includes "Plan Price" (\$0.00 Per Month) and "Service Address" (partially obscured). The right column includes "Plan" (Business PAYG Calls) and "Service Numbers" (partially obscured).

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>