

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 decide to cancel your service, any unused portion of your advance payment is non-refundable. 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.

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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>

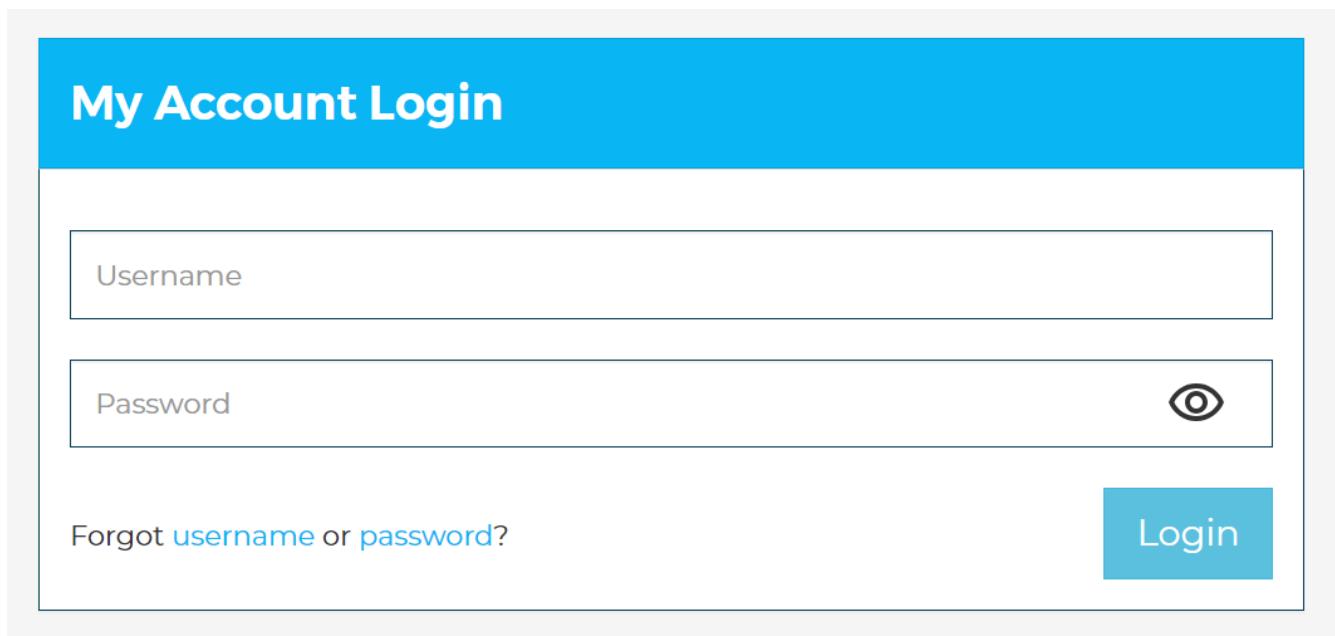
My Account Login

Username

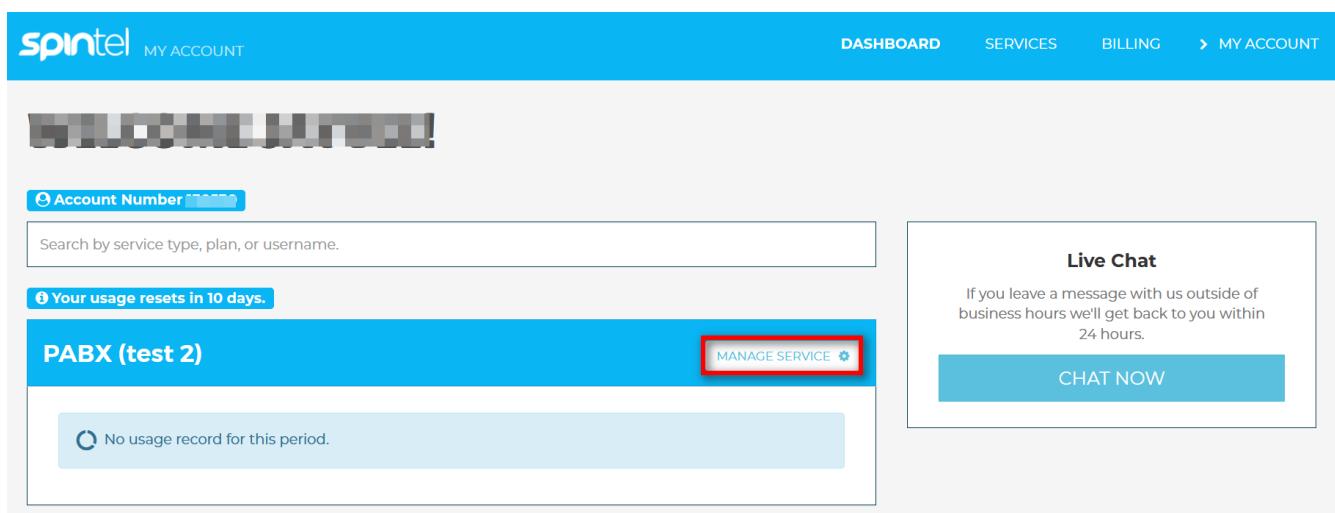
Password 

[Forgot username or password?](#)

Login



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



The screenshot shows the Spintel My Account dashboard. At the top, there are navigation links: DASHBOARD, SERVICES, BILLING, and MY ACCOUNT. Below the navigation, there is a blurred profile picture. A search bar is labeled "Account Number" with a magnifying glass icon. A message "Your usage resets in 10 days." is displayed. A service card for "PABX (test 2)" is shown, with a "MANAGE SERVICE" button highlighted with a red box. A message "No usage record for this period." is present. To the right, there is a "Live Chat" box 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.

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



The screenshot shows the "Service Management" section. It includes links for "Change my plan" and "Change my service nickname". The "Cancel this service" button is highlighted with a red box.

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

receive a prompt like the one below. Since VoIP depends on your internet connection to function, you can include the phone service in the cancellation by ticking the box.

However, if you're planning to transfer your phone number, it's best to leave the phone service active until the transfer is complete to avoid any porting issues.

Service Cancellation

This form is to cancel your NBN (B) service at connected since

Bundled services

Would like to also cancel this bundled service?

Phone (00000000) at:

Date to cancel service

Reason for cancelling

Please select

You will be billed to the **15th of Aug 2025**

Terms & Conditions

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

Cancel **Submit Cancellation**

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

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

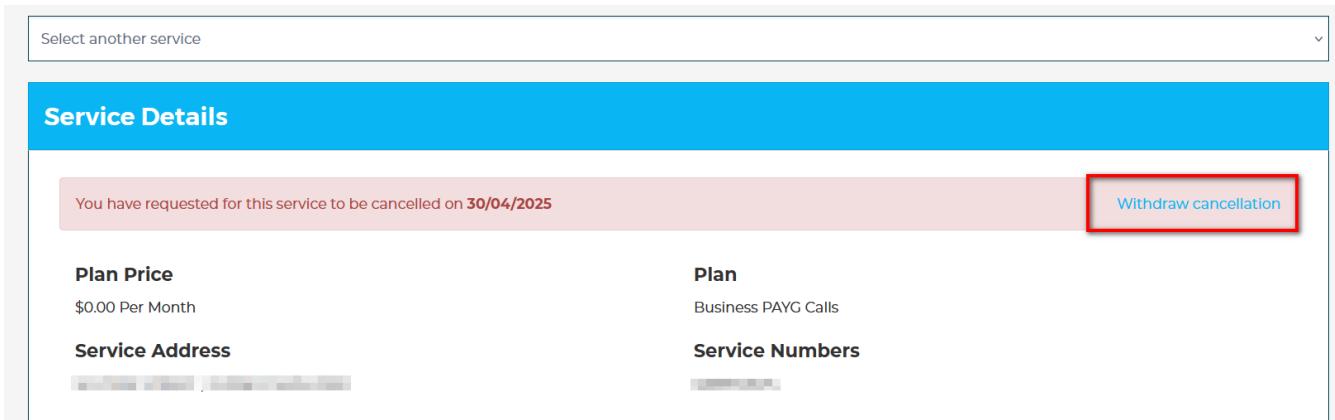
Submit Cancellation

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 are navigation links: DASHBOARD, SERVICES, BILLING, and MY ACCOUNT. Below this is a search bar with placeholder text "Search by service type, plan, or username." A message "Your usage resets in 10 days." is displayed. A service card for "PABX (test 2)" is shown with a "MANAGE SERVICE" button, which is highlighted with a red box. A note below the service card says "No usage record for this period." To the right, there is a "Live Chat" box 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.

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



The screenshot shows a user interface for service cancellation. At the top, there is a dropdown menu labeled "Select another service". Below it, a blue header bar is labeled "Service Details". A message in a pink box states, "You have requested for this service to be cancelled on 30/04/2025". To the right of this message is a button labeled "Withdraw cancellation", which is highlighted with a red box. The interface then displays service details in two columns: "Plan Price" (\$0.00 Per Month), "Service Address" (redacted), "Plan" (Business PAYG Calls), and "Service Numbers" (redacted).

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>