

# Cancelling your account/service

Before you proceed with cancellation, we'd like to highlight a few alternatives that may 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 cancel your service, you can reach us by calling **1300 303 375** or starting a chat by clicking on the chat icon.

## Important:

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

Online URL:

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