

Change of Ownership FAQs

Can I change or transfer ownership of my SpinTel account to someone else?

Yes, you can transfer your services to another person by completing the [online form](#). Once the transfer authorisation is done, an email will be sent to you that should be forwarded to the new owner to complete the transfer request.

I am still in contract, will I be charged an early termination fee if I change/transfer ownership of my account?

No. When you transfer your service to another person, that person takes responsibility for any remaining account obligations. Therefore, any remaining contracts will be transferred to the new owner.

Is there a fee to change ownership of the account?

Yes. The Change of Ownership (COO) fee depends on the type of service:

- ADSL/Copper services – \$59
- All other SpinTel services (e.g. Mobile, Wireless Broadband, NBN) – \$29

If you're transferring multiple services in a single request, only one COO fee will apply.

How many days will it take to complete the transfer?

Transfers are typically completed within 24–48 hours upon receipt. Note: Any charges applied to the old account will be reversed on the next invoice, while the new account will be billed a change-of-ownership fee in addition to the standard service charges.

If there is an error in the spelling of my name or I change my name legally, do I need to lodge change of ownership too?

No, this will not be identified as a change of ownership. You'll need to have a legal document (i.e., a valid ID) for us to update the name on your account. Click [here](#) for more details on changing the account name.

Online URL:

<https://articles.spintel.net.au/article/change-of-ownership-faqs.html>