

How to transfer service/s ownership

Changing service ownership is done in two parts by the existing owner and the new owner. Here are the necessary steps required from each party in the service ownership transfer process.

Note: A \$29 change of ownership fee will apply for this request.

Existing Owner

The current account holder starts the process by completing the online form at <https://www.spintel.net.au/transfer-ownership>. Part of this form is to choose the service or services which ownership needs to be changed. The service/s needs to be active for it to be transferred. The current service owner or account holder will be responsible for charges on the account until the transfer is complete.

Here are the steps:

1. Visit <https://www.spintel.net.au/transfer-ownership>
2. Login using your **My Account** credentials.

TRANSFER OF OWNERSHIP

Transferring ownership of your account means handing over control for one or more services to another person.

Existing Customer: Login you select the services you want to transfer to another person, we'll generate a special key for you. Simply give this key to the person who you want to take over the account and they have 21 days to visit this page as a new customer and finish the process.

New Customer: Once you receive your code come to this page and click the 'New Customer' tab above, enter your code and fill out your details.

The screenshot shows a web interface with two tabs: 'Existing Customer' (highlighted with a red box) and 'New Customer'. Below the tabs is a form with the following elements:

- Username:** A text input field with the placeholder text 'Username'.
- Password:** A text input field with the placeholder text 'Password'.
- Submit:** A button labeled 'Submit'.
- Forgotten username or password?:** A link in blue text.

3. Once logged in, select the services to be transferred from the list and click on **Submit**.

Existing Customer

New Customer

Services To Transfer

Select	Type	Username	Address
<input type="checkbox"/>	Phone		MAGDALENE TERRACE, WOLLI CREEK NSW 2205, Australia
<input type="checkbox"/>	NBN (Fixed)		MAGDALENE TERRACE, WOLLI CREEK NSW 2205, Australia

Terms

1. When this application is completed you agree that you release ownership of the nominated services to the new account holder.
2. You will continue to be billed for all services if the new account holder is not approved, or fails to complete the application within 21 days.
3. You will continue to be billed until the application is completed.
4. Upon completion of the application the services will be moved on the next billing anniversary of the account, any overlaps or moneys should be settled between the existing and new customer.

Cancel

Submit

4. You should see a confirmation popup advising of a **code generated** and sent via email that **should be provided to the new owner of the account**.



Success!

Code successfully generated. Please check your email for instructions on what to do next.

OK

Once the transfer authorization is done, the person taking ownership has 21 days to finish their part of the process. The account holder will receive an email from SpinTel that should be forwarded to the new owner for the second part to happen.

New Owner

One thing to note is that the new owner needs to be at least 18 years old and will undergo a credit evaluation to take ownership of the service.

Then the new owner should agree to SpinTel Terms and Conditions and accept billing responsibility, which could include any device payment agreements, contracts left on the old account.

Here are the steps:

1. Visit <https://www.spintel.net.au/transfer-ownership>
2. Go to **New Customer** tab, **Enter the Code** and Click on **Redeem**.

Existing Customer	New Customer
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Code	<input type="text"/>
	<input type="button" value="Redeem"/>

3. On the next page, enter New customer's details such as contact and billing information.

Existing Customer

New Customer

Account Type

☒ Residential

☐ Business

Title

Title

▼

First Name

Last Name

Date Of Birth

Contact Details

Phone

Mobile

Email

Account Login

Confirm Password

Billing Address

Address

Account Type

☐ Direct Debit

☒ Credit Card

Card Number

Name on Card

Expiration

MM

▼

/

YY

▼

Cancel

Next

4. The next page will **confirm the services that are being taken over** and show a **standard agreement** that must be ticked to proceed. This page will show the **applicable charge of \$29** for submitting a change of ownership.

Existing Customer

New Customer

Services

Type	Username	Address
Phone		MAGDALENE TERRACE, WOLLI CREEK NSW 2205, Australia
NBN (Fixed)		MAGDALENE TERRACE, WOLLI CREEK NSW 2205, Australia

Terms

1. I take responsibility for the account/services being transferred and all applicable charges, including any existing contractual obligations.
2. I understand that any cancellation/disconnection fees that may be applicable in the future will be payable.
3. I understand that payments for future bills will be deducted from the bank account or credit card setup for direct debit on the due date of the bill and that fees may be charged for overdue or dishonoured accounts.
4. I understand that 30 days notice is required to cancel the service as per the service specific terms & conditions.
5. I have reviewed the Acceptable Use Policy published on the SpinTel website and agree not to use the internet for anything that is unlawful, malicious or that infringes the rights of others.
6. I understand that SpinTel may obtain from a credit-reporting agency a credit report containing personal information in order to assess this application
7. I agree to read our full terms and conditions on the SpinTel website prior to using the service

I agree to the Change of Ownership charge of (for all accounts where a change of lessee on a home/business phone is not required).

By submitting this form you agree with our [Terms & Conditions](#) and our our [Acceptable Use Policy \(AUP\)](#).

☐ I agree

Cancel

Submit

5. A confirmation will appear of the last step to be taken by the new owner of the service.



Success!

Transfer code redeemed. Please check your email for instructions on how we will proceed.

OK

And just like that, ownership of the service/s number is transferred.

To learn more, check out the [FAQ page](#).

Online URL:

<https://articles.spintel.net.au/article/how-to-transfer-service-s-ownership.html>