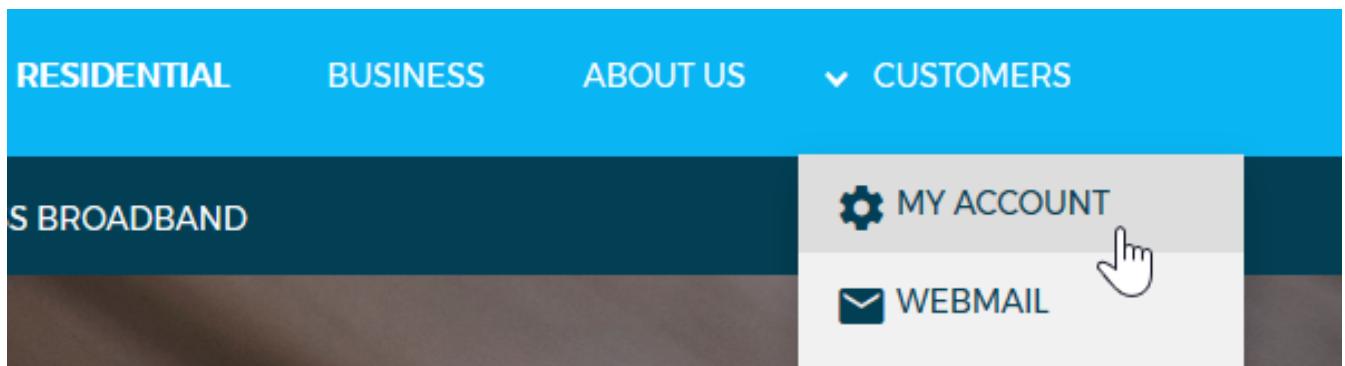


Changing your payment method

1. Visit spintel.net.au
2. Login to My Account by selecting **Customers** and then **My Account**.



3. Click on **Billing** from the top of the page and click on **Update payment method**

A screenshot of the spintel.net.au 'BILLING' page. The top navigation bar is blue with 'spintel MY ACCOUNT', 'DASHBOARD', 'SERVICES', 'BILLING' (which is highlighted with a red box), and 'MY ACCOUNT'. The main content area has a 'BILLING' heading. Below it is a 'Account Details' section with two columns: 'Account Balance' (\$845.60) and 'Due Date' (14 Oct 2021). Another two columns are 'Payment Method' (DirectDebit) and 'Delivery Method' (Emails, SMS). At the bottom of this section is a red-bordered button labeled 'Update payment method'. To the right is a 'ADD A MOBILE' section with an image of a hand holding a smartphone and a button labeled 'ADD MOBILE'.

4. Select your new **Payment Method**.

My Payment Method

I would like to pay my bills by:

- Direct debit from a bank account
- Credit or debit card

5. At this point, a captcha should appear above the **Update Payment Method** button. If the captcha is not present, the changes will not be saved.

- Reload the page before entering your bank information.
- If the captcha still does not appear, follow the troubleshooting steps in this [article](#). If the issue persists, please [contact us](#) for assistance with the update and report the problem.

My Payment Method

Current Payment Method

Credit Card

Account Name: [REDACTED]
Card Number: [REDACTED]
Card Type: [REDACTED]
Card Expiry: [REDACTED]

I would like to pay my bills by:

- Direct debit from a bank account
- Credit or debit card

Bank Account

Account name

Account holder name

BSB

Branch number

Account number

Account number

I agree with the terms of the [Direct Debit Service Agreement](#)



Success!

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Update Payment Method

*Note: Please ensure you read and understand the terms and conditions of your new payment method, which you selected before clicking on **Update**.*

If you have an outstanding debt on your account, it will automatically be

debited once you click on **Update**.

If you've forgotten your username or password, please click [here](#).

Online URL:

<https://articles.spintel.net.au/article/changing-your-payment-method.html>