

Setup FAQ



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What happens after I submit my order?

Once we've received your order, we will create your account and perform some additional checks to ensure your order can proceed.

When can I use the order tracker?

You can log in to the [order tracker](#) as soon as your order is submitted.

How long will it take to complete my order?

Please see the table below for estimates on order delivery times. Our delivery time frames heavily depend on the infrastructure available at your address. Please note that these are provided to be a guide only, and are based on our average delivery times.

Order Type	Average ETA
Mobile Phone Plan	3-4 Business days (allowing for postage of your new SIM card).
Residential Telephone	1-5 Business days (closer to 5 days if you are transferring a number from another provider).
Business Telephone	1-5 Business days (closer to 5 days if you are transferring a number from another provider).
NBN	1-3 Business days (if the premises already has nbn infrastructure).
NBN Bundles	1-5 Business Days (closer to 5 days if you are transferring a number from another provider).

How will SpinTel keep me updated on my order?

We'll notify you by email and SMS every time there is an update with your order. We may also call you if we require to discuss any issues that arise. The order tracker also contains updated order information and tracking details if you have ordered hardware.

When will I receive my first bill?

You'll normally be sent your first bill shortly after your first service has been activated. This will usually contain setup charges as well as a pro-rated charge to align your service charges to the bill period which is generally the calendar month (1st day of the month till the last day of the month).

More information on billing can be found [here](#).

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