

# Cancellation FAQs

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## **Can someone cancel my account/service on my behalf?**

Only the account holder or an authorised account contact can cancel or make changes to your account. You can authorise another person (e.g. wife, husband, daughter) to manage or cancel your account.

## **How much notice do I need to give when cancelling my services?**

We recommend providing advance notice to ensure your cancellation is processed before your next billing cycle.

## **What happens if I cancel my service before the end of my billing cycle?**

If you cancel before the end of your billing cycle, charges will still apply until the cycle ends. We do not offer refunds or pro-rata credits for unused days.

To maximise your payment, we recommend setting your service end date at the end of your billing cycle so you can continue using the service for the period you've already paid for.

## **Will I have to pay an Early Termination Charge?**

Month-to-month plans and plans combined with an eligible Internet Bundle may be cancelled at any time, but you will be billed till the end of your current

billing cycle (generally the end of the current calendar month).

To determine your billing cycle, review your bill and refer to the Service Summary section (usually found on page 3 of your invoice) to see the service period indicated.

### **Can I temporarily suspend my service?**

Yes, however, suspension only restricts the service. Monthly charges will continue. You may consider downgrading your plan to reduce costs.

### **Can I keep my number if I transfer to another provider?**

Yes, in most cases you can keep your number. Once your transfer is complete, please contact us to cancel your service.

### **Will I receive a bill after I've transferred?**

You may receive a final bill for any outstanding or unbilled charges (e.g. excess usage or pending fees).

### **Can I transfer the ownership of my account?**

Yes, you can transfer your service or account by completing our change of ownership form.

### **Can I keep my SpinTel email if I cancel?**

Yes, you can retain your email for \$4.95/month. Please ask the customer service representative when discussing your cancellation.

### **How long will I be able to use my SpinTel email after I cancel?**

Your email address will usually be deleted about a month after the service has been cancelled. Please arrange prior to your service being cancelled to download and archive any email sitting on the mail server.

### **What if I change my mind, can I withdraw my cancellation?**

In most cases, we can withdraw your cancellation if you contact us **before** the service is officially cancelled. Please reach out as soon as possible to check if reinstatement is still possible.

### **What needs to happen if the account holder is deceased?**

If you're contacting us to cancel an account where the account holder is deceased, we'll need a copy of the Death Certificate to either cancel the service or transfer the service to another party via a [change of ownership](#) form.

### **Do I need to return any hardware?**

Any nbn owned hardware installed in your premises must remain there if you're moving or cancelling your service. It will be required by the new owner/tenant or if you're transferring to another service provider.

If you're cancelling a service due to coverage issues (such as for Wireless Broadband) or if you're renting your hardware on a monthly basis, you will need to return the hardware to the following address:

**SpinTel**  
Level 6  
50 York Street

Sydney  
NSW 2000

Online URL: <https://articles.spintel.net.au/article/cancellation-faqs.html>