

# Cancellation FAQs

## 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 notice in advance to ensure your cancellation is processed before your next billing cycle begins.

Please note that SpinTel services are billed in advance. If you cancel your service, any unused portion of your prepaid billing period is non-refundable. To make the most of your payment, we suggest choosing an end date that aligns with the end of your current billing cycle—this way, you can continue using the service through 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, suspending the service will only restrict the service. The monthly recurring charge will continue to be billed. You can downgrade to a lower plan to reduce your monthly charges.

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

Yes, in most cases you can keep your number if you switch to another provider. Contact us once you've transferred the service to ensure we cancel your service.

## **Will I get a credit if I transfer before the end of my bill cycle?**

We will cease billing at the end of your current bill cycle and any days after the day of the transfer till the end of the billing period won't be refunded.

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

You may receive another bill if there are any other unbilled charges (such as excess usage, early termination charges or you haven't received the bill for the month you've transferred).

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

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 keep your email if you cancel your account. The charge is \$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>