

## Can't connect due to suspended service

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### Unsuspend service

Once the payment has been received by SpinTel, it may take up to 1 hour for the service to be restored. Please power off and on the device after 1 hour and service should be working.

### Frequently asked questions (FAQs)

#### 1. What if I'm having difficulties paying the full overdue amount?

You may request a [Payment Arrangement](#) by calling us on 1300 303 375, 8:00am to 8:00pm AEDT (weekdays) and 9:00am to 5:00pm AEDT (weekends)

#### 2. What are the consequences if the service is suspended?

If one or more of your services is suspended, you will not be able to use those services.

For example, if your service is suspended, you won't be able to receive or make calls on your phone or handset. You may not be able to connect to the internet or use mobile data.

You may not purchase additional services while one or more of your services is suspended. Ongoing monthly plan charges will still apply while the service is suspended. You will need to pay the full overdue amount before the suspension is removed.

Failure to make the payment is likely to lead to your services being disconnected.

### **3. How to monitor and control your bills?**

Monitor your usage to check if changing your plan may be the best option to reduce your monthly cost.

Online URL:

<https://articles.spintel.net.au/article/can-t-connect-due-to-suspended->

service.html