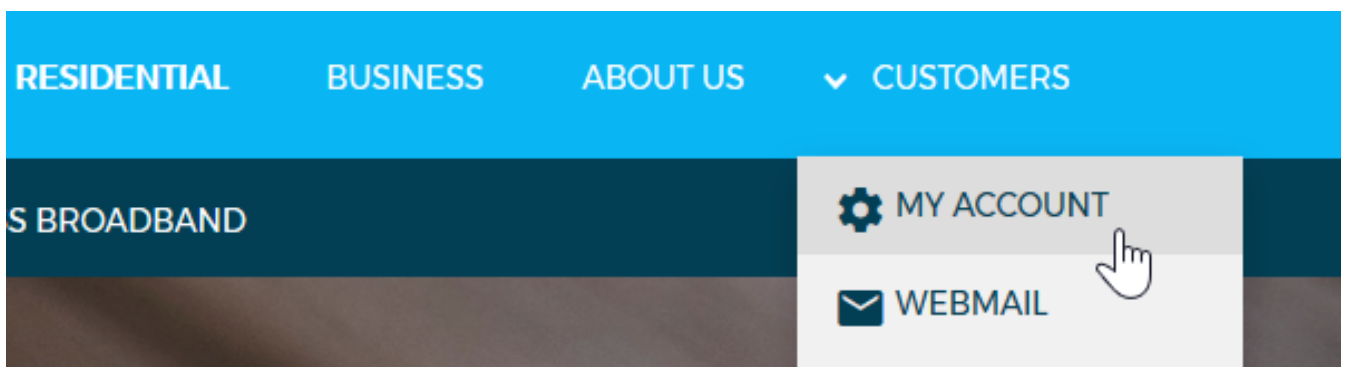


How to process payment extension through My Account

1. Visit spintel.net.au
2. Login to [My Account](#) by clicking on **Customers** and then **My Account**.



3. From the top of the page, click on **Billing** and select **Request a payment extension**



Account Details

Account Balance

Due Date

Payment Method

DirectDebit

Delivery Method

Emails, SMS

Update payment method

Update bill delivery method

Request a payment extension

Submit a billing enquiry

Pay a Bill

4. Enter the date you want to pay the bill and click on **Submit**.

Request a Payment Extension ×

Outstanding Balance

\$

Requested Payment Extension Date

Cancel

Submit

Note: It is recommended that you request a payment extension before the due date of your service. A **\$2 payment extension fee** will apply.

Request a Payment Extension

Outstanding Balance

\$

0.00

Requested Payment Extension Date

Extension Fee

\$2.00

Cancel

Submit

5. You may also call SpinTel Customer Service on 1300 303 375. Available 8:00am to 8:00pm AEDT (weekdays) and 9:00am to 5:00pm AEDT (weekends).

Online URL:

<https://articles.spintel.net.au/article/how-to-process-payment-extension-through-my-account.html>