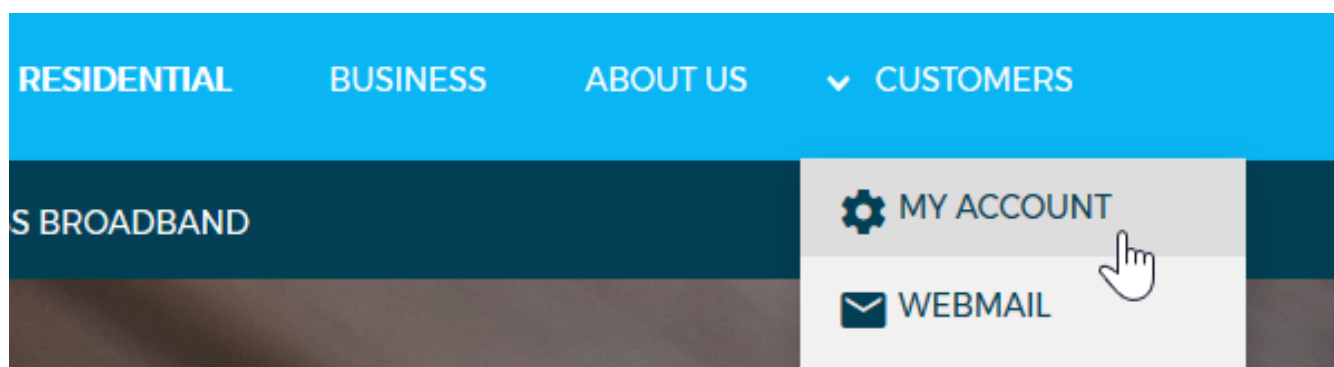# How to process payment extension through My Account

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

Oustanding 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.

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