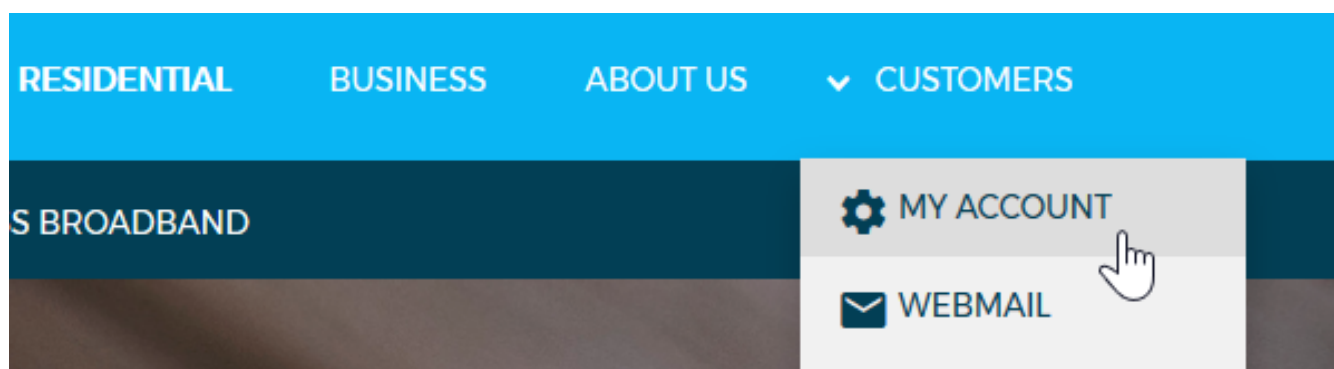


# How to process payment extension through My Account

1. Visit [spintel.net.au](http://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
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**Requested Payment Extension Date**

**Extension Fee**

\$2.00

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>