How to process payment extension through My Account

- 1. Visit <u>spintel.net.au</u>
- 2. Login to <u>My Account</u> by clicking on **Customers** and then **My Account**.

RESIDENTIAL	BUSINESS	ABOUT US	✓ CUSTOMERS	
S BROADBAND			MY ACCOUNT	

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

DASHBOARD	SERVICES	BILLING	> MY ACCOUNT

Account Details

Account Balance	Due Date
Payment Method	Delivery Method
DirectDebit	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.

Request a Payment Extension	\times
Oustanding 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: <u>https://articles.spintel.net.au/article/how-to-process-payment-extension-through-my-account.html</u>