Adding a data block to your mobile service

SpinTel mobile plans are available in both capped and uncapped options.

With a **capped plan**, once you have used all your included monthly data, you will need to either purchase a Data Block or wait until your billing cycle renews on the 1st of the month.

With an **uncapped plan**, you can continue using data after reaching your included allowance. Excess usage is automatically added to your bill at $10 per GB, so there is no need to manually purchase additional data.

If you're unsure whether you're on a capped or uncapped plan, please check your plan details in My Account or contact our Support Team for assistance.
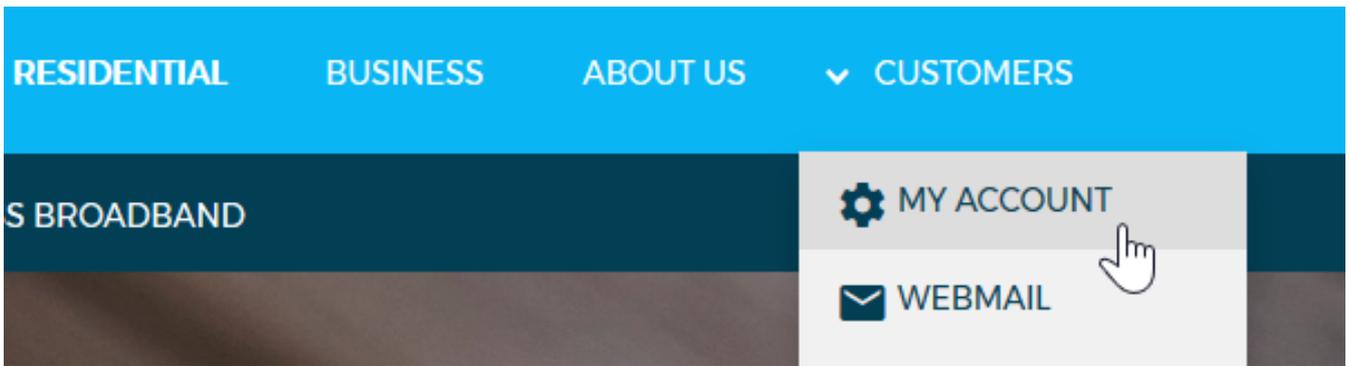
Purchasing Data Blocks

For capped mobile plans, you can purchase a data block to keep your service running smoothly.

Before making a purchase, we recommend checking your current data usage to understand how much additional data you might need. Please note that any excess usage will be deducted from the data block once it's applied. If you run out again, you can simply add more data blocks as needed.

Keep in mind that any unused data from your purchased blocks will **expire at the end of the current month** and is **non-refundable**, so it's best to only buy what you expect to use.

Steps on how to purchase a data block through My Account

1. Visit spintel.net.au

2. Login to My Account by selecting **Customers** and then **My Account**.

3. On the dashboard, click **Manage service** on the Mobile service you want to add a Data Block.
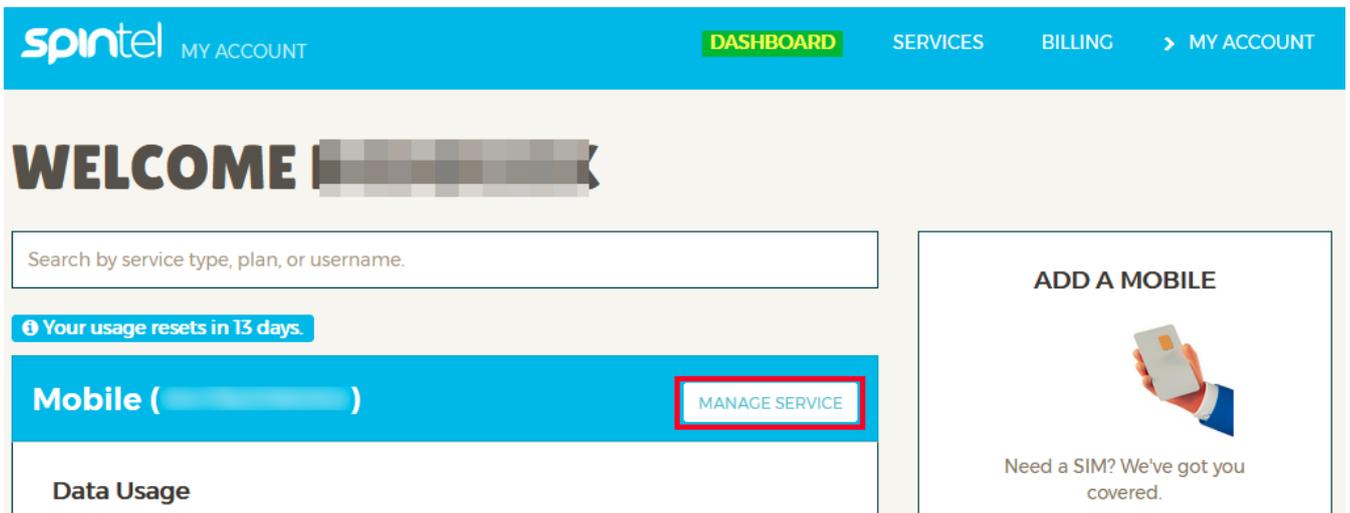
4. Scroll down to **Service Management,** then select **Purchase a data-block**

4. Choose the Data Block size you wish to add, then select the preferred mode of payment

Buy Data-Block

Add a data-block so you can continue enjoying your service.

- ⦿ 1G data-block for $12.00
- ○ 2G data-block for $20.00

You will be charged the full amount and will receive the full amount to use in your current billing cycle. Any unused allowance will expire at the end of the month. If you reach your limit you can purchase additional data blocks.

- ⦿ Existing Payment Method
- ○ Credit Card
- ○ Paypal

Existing Payment Method

Name On Card

Expiry date

CCV ❓

Purchase A Data-Block

5. Click **Purchase A Data-Block** to proceed.

Once payment has been approved, a confirmation will be displayed in **My Account**.

Online URL:
https://articles.spintel.net.au/article/adding-a-data-block-to-your-mobile-

service.html