# Managing Mobile Service Features via My Account

Managing your mobile service features, such as calls, SMS, or voicemail, is quick and easy through <u>My Account</u>. You can enable or disable specific features to suit your preferences.

**Important Note:** Disabling a mobile service feature will restrict its usage on your account but will not affect any associated monthly charges.

# Service Settings You Can Manage

# **Calling Options**

- Enable/Disable All Outgoing Calls Control whether your number can make outgoing calls.
- Enable/Disable International and Premium Numbers Manage calls to numbers like 19XX and international destinations.
- Enable/Disable Outgoing CLI Display Control whether your number is visible to the person you call.

Calling Options		
Enable All Outgoing Calls		On
Enable Outgoing Calls to Internationa	al & Premium Numbers such as 19XX	On
Enable Outgoing CLI Display		Off

# **SMS Options**

• Enable/Disable Outgoing SMS – Manage whether your mobile service can send text messages.

SMS Options	
Outgoing SMS	On

#### **Voicemail Option**

• Enable/Disable Voicemail – Turn voicemail on or off for your service.

Voicemail Options	
Voicemail	On

### **Call Forwarding Options**

- Call Forward Forward all incoming calls to another number.
- Call Forward Busy Forward calls when your phone line is busy.
- Call Forward No Reply Forward calls when you don't answer.
- Call Forward Unreachable Forward calls when your phone is out of

#### coverage or switched off.

Call Forward Options	
Call Forward Forward all calls	Off
Call Forward Busy Forward calls when you're talking on the phone	Off
Call Forward No Reply Forward calls when you don't answer	Off
Call Forward Unreachable Forward calls when you don't have coverage	Off

#### **International Roaming**

• Enable/Disable International Roaming—This option allows you to control your ability to make and receive calls, send SMS, or use data when overseas.

International Roaming	
International Roaming	Off
Mobile usage while roaming is much more expensive than regular usage. Please read this go before activating international roaming to ensure that it will suit your needs. By activating international roaming you are agreeing these terms.	uide

# How to Enable/Disable Mobile Service Features

- 1. Visit the SpinTel Website: Open a browser and go to spintel.net.au.
- 2. Login to My Account: Click on Customers and then select My Account.



3. **Select Your Service**: If you have multiple services, select the mobile service you want to manage from the dashboard and click Manage Service.

	DASHBOARD	SERVICES	BILLING	> MY ACCOUNT
WELCOME <b>RODEREC</b>				
Search by service type, plan, or username.			ADD A M	IOBILE
Your usage resets in 13 days.				
Mobile ( )	MANAGE SERVICE		,	
Data Usage			Need a SIM? W cover	'e've got you ed.

4. Access Service Management: Scroll down to Service Management and click Change Service Settings.

Ser	vice Management
С	hange my plan
С	hange my service nickname
С	hange my emergency contact details
Ρ	urchase a data-block
С	hange service settings
C	)rder a replacement SIM

5. **Configure Settings**: Scroll to the Configure Settings section. Use the toggle switches to turn features ON or OFF based on your preferences.

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Calling Options	
All Outgoing Calls	On
Outgoing Calls to International & Premium Numbers such as 19XX	Off
Outgoing CLI Display	On
Calls to International & Premium Numbers may attract additional please check your plan inclusions.	charges,
SMS Options	
SMS Options Outgoing SMS	On
SMS Options Outgoing SMS Incoming SMS	On
SMS Options Outgoing SMS Incoming SMS Premium SMS	On On Off
SMS Options Outgoing SMS Incoming SMS Premium SMS Voicemail Options	On On Off

6. Submit Changes: Click Update Settings to save your changes.

Call Forward		Off
Call Forward Busy	Number	On
Call Forward No Reply	Number	On
Call Forward Unreachable	Number	On
International Roaming		
International Roaming		
International Roaming Mobile usage while roaming Please read this guide befor it will suit your needs. By act	g is much more expensive than regula e activating international roaming to ivating international roaming you are	ar usage. ensure that e agreeing
International Roaming Mobile usage while roaming Please read this guide befor it will suit your needs. By act these terms.	g is much more expensive than regula e activating international roaming to ivating international roaming you are	ar usage. ensure that agreeing

# When Changes Take Effect

Changes are typically applied within 15 minutes to 4 working hours. By managing these settings through My Account, you can customise your mobile service experience conveniently and efficiently.

Online URL: <u>https://articles.spintel.net.au/article/managing-mobile-service-features-via-my-account.html</u>