

# Managing Mobile Service Features via My Account

Managing your mobile service features, such as calls, SMS, or voicemail, is quick and easy through **My Account**. 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.

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## 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.

## Configure Settings

### Calling Options

Enable All Outgoing Calls

On

Enable Outgoing Calls to International & Premium Numbers such as 19XX

On

Enable Outgoing CLI Display

Off

Calls to International & Premium Numbers may attract additional charges, please check your plan inclusions.

## 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	<input type="button" value="Off"/>
Forward all calls	
Call Forward Busy	<input type="button" value="Off"/>
Forward calls when you're talking on the phone	
Call Forward No Reply	<input type="button" value="Off"/>
Forward calls when you don't answer	
Call Forward Unreachable	<input type="button" value="Off"/>
Forward calls when you don't have coverage	

## 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	<input type="button" value="Off"/>
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Mobile usage while roaming is much more expensive than regular usage. Please read [this guide](#) before activating international roaming to ensure that it will suit your needs. By activating international roaming you are agreeing [these terms](#).

## How to Enable/Disable Mobile Service Features

1. **Visit the SpinTel Website:** Open a browser and go to [spintel.net.au](http://spintel.net.au).
2. **Login to My Account:** Click on Customers and then select My Account.

RESIDENTIAL

BUSINESS

ABOUT US

▼ CUSTOMERS

S BROADBAND

MY ACCOUNT

WEBMAIL



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

**spintel** MY ACCOUNT

DASHBOARD SERVICES BILLING > MY ACCOUNT

## WELCOME [REDACTED]

Search by service type, plan, or username.

⌚ Your usage resets in 13 days.

Mobile ( [REDACTED] )

MANAGE SERVICE

Data Usage

ADD A MOBILE

Need a SIM? We've got you covered.

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

## Service Management

Change my plan

Change my service nickname

Change my emergency contact details

Purchase a data-block

Change service settings

Order 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.

## Configure Settings

### 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 charges, please check your plan inclusions.

### SMS Options

Outgoing SMS

On

Incoming SMS

On

Premium SMS

Off

### Voicemail Options

Voicemail\*

On

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

## Call Forward Options

Call Forward

Off

Call Forward Busy

Number

On

Call Forward No Reply

Number

On

Call Forward Unreachable

Number

On

## International Roaming

International Roaming

Off

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Update Settings

## 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:

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