

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.

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 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 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.
2. **Login to My Account:** Click on Customers and then select My Account.

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

The screenshot shows the Spintel My Account dashboard. At the top, there is a navigation bar with the Spintel logo, 'MY ACCOUNT', and menu items: 'DASHBOARD' (highlighted in green), 'SERVICES', 'BILLING', and 'MY ACCOUNT'. Below the navigation bar, a large 'WELCOME ROBERTSON' message is displayed. A search bar is present with the placeholder text 'Search by service type, plan, or username.' Below the search bar, a notification states 'Your usage resets in 13 days.' The main content area features a 'Mobile' service card with a progress bar and a 'MANAGE SERVICE' button highlighted with a red border. To the right of the service card is a 'ADD A MOBILE' section with an illustration of a hand holding a SIM card and the text '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>