

# Ordering a new SpinTel service

Joining SpinTel is a straightforward process, and you have several options to choose from:

1. **Ordering Online:** Visit our [website](#) and follow the simple steps to sign up for our services.
2. **Chatting with Us:** Click on the chat icon in the lower right corner of this screen to speak with one of our representatives in real-time. They can guide you through the process and answer any questions you may have.
3. **Talking to Our Sales Team:** If you prefer a more personal touch, you can call our Sales Team at [13 22 10](tel:132210). They will help you with the signup process and provide any additional information you might need.

## What are the required documents to join SpinTel?

To become a SpinTel customer, you'll need the following:

- **An Australian Address:** This is required to set up your service.
- **A Valid ID:** Acceptable forms of identification include a Driver's license, Medicare card, Passport, or VISA.

### Additional Documentation:

If you've recently moved or relocated, we may ask for a proof of occupancy document to verify your new address. This can be:

- A utility bill with your name and address
- A letter from a real estate agent
- A lease agreement

These documents help us ensure that your service is set up correctly and that there are no delays in getting you connected.

## Steps on how to place an order online

1. Visit [spintel.net.au](http://spintel.net.au) and click on the service and options that best suit your needs.



2. Enter your email address and click **Proceed to New Checkout**.

### CONFIRM YOUR ORDER

Item was added to your cart!

Promotions and discounts are applied at the next step during checkout.

ID	Product	Type	Price	Qty	Total
8147	[Mobile] Mobile 25GB Data	Monthly	22.00	1	\$22.00
Monthly Total					\$22.00
activation	Free SIM Activation	Upfront	0.00	1	\$0.00

Empty Cart

Please enter your email \*

Proceed to Checkout

3. On the **Secure Checkout Page**, select

- **YES** - if you want to add your order to your existing account (this will ask you to enter your My Account logins)

- **NO** - if you want to sign up for a new account (this will ask you to fill out the form)

# SECURE CHECKOUT

## 1. New Account

Do you have an existing account with Spintel?

No

Yes

**Title**  **First Name**

**Middle Name - Optional**  **Last Name**

**Date of Birth**

Day

Month

Year

## Order Summary

[Mobile] 5G Unlimited Voice/SMS, 50GB	1 <input type="text"/>	\$45.00
Free SIM Activation		\$0.00
[Shipping] Postage Charges		\$0.00
<b>MONTHLY TOTAL</b>		<b>\$45.00</b>
<b>UPFRONT TOTAL</b> <small><a href="#">what's this?</a></small>		<b>\$0.00</b>

## 4. Service and Delivery Details

Please provide all the required information. A **physical address is required** to proceed, as **PO Box addresses are not accepted** by our system for verification and delivery purposes.

## 1. Existing Account

## 2. Service and Delivery Details

### Service Address

(Change)

- Use a different billing address
- Deliver my hardware to a different address

### Do you have an active phone at this address?

No  Yes

### Do you want to transfer an active nbn connection at this address to SpinTel?

No  Yes

### When would you like your internet service to be connected?

- As soon as possible
- On a specific date

Next

## 3. Payment

### 5. Payment

The bank details you provide will be used for any applicable **upfront charges**. This will also serve as your **default payment method** for future bills, with

automatic payments set up to help ensure uninterrupted service.

If needed, you can update your saved payment information anytime through **My Account**.

# SECURE CHECKOUT

1. Existing Account
2. Service and Delivery Details
3. Payment

**Monthly payment method**

- Use my existing payment method (Direct Debit)
- Direct debit from a bank account
- Credit or debit card

Submit

4. Order Review

## 6. Order Review

Please review your order carefully. Once everything looks correct, **tick the checkbox to accept the terms and conditions**, then click **Submit** to finalise your order.

- I have reviewed [Terms and Conditions](#), [Privacy Statement](#), [NBN Battery Backup Terms](#) and [Customer Service Guarantee](#) and agree to make this purchase

**SUBMIT ORDER**

Online URL:

<https://articles.spintel.net.au/article/ordering-a-new-spintel-service.html>