

# 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:

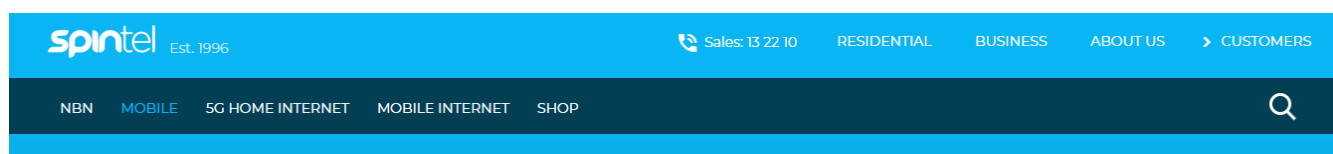
If you've recently moved or relocated, we may ask for a proof of occupancy document to verify your new address. This can be:

- 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](https://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?

To add the order on an existing account

Title  First Name


Middle Name - *Optional*  Last Name

Date of Birth

Day  Month  Year

### Order Summary

To change the quantity of your order on the same plan

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

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

No	Yes
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### When would you like your internet service to be connected?

- ☒ As soon as possible
- ☐ On a specific date

Next

## 3. Payment

For NBN order, you can bundle and transfer your existing phone number by providing the transfer details. Make sure to keep the number active until the porting is completed.

Do you have an active phone at this address?

No

Yes

Do you want to transfer your phone number to SpinTel?

No

Yes

**Important:**

Please do not cancel your phone number with your current provider as it will affect your transfer to SpinTel. We recommend you check any contractual obligations with your current provider before transferring to SpinTel, and once your phone number has been transferred we recommend that you contact your previous provider to ensure you do not incur future charges.

**Phone Number Transfer Details**

Phone Number

Current Provider

Please leave blank if unsure

Current Account Number

Please leave blank if unsure

☐ I agree with the [Customer Porting Authority](#) and give SpinTel permission to port my number

## 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

## 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>