

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:

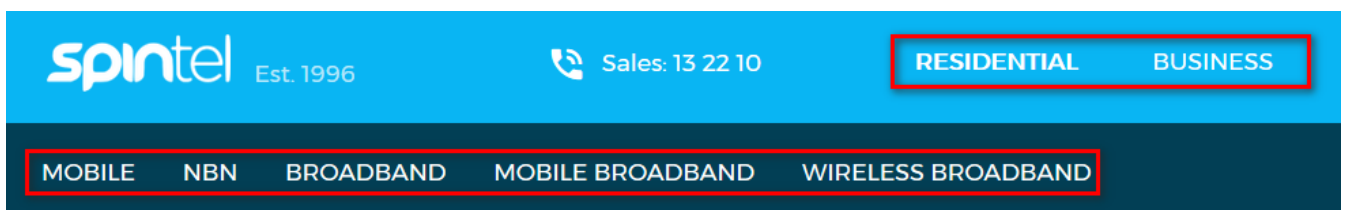
If you've recently moved or relocated, we may ask for a proof of occupancy document to verify your new address. This can be:

- 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 and click on the service and options that best suit your needs.



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

To add the order on an existing account

Title First Name

To create a new account

Middle Name - *Optional* Last Name

Date of Birth

Day Month Year

Order Summary

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

To change the quantity of your order on the same plan

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

4. Review your order and tick the checkbox once everything is all good, then

hit **Submit**

- 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>