# Unable to send or receive SMS

1. Make sure the SIM is the registered SpinTel SIM on your account.

2. Make sure your phone is getting a signal.

3. Make sure Outgoing/Incoming SMS is not turned off or if you are trying to send SMS to a premium number, please enable it in My Account > Configure > SMS Option

4. Reboot phone handset.

5. Try SIM in another compatible phone handset to rule out any handset/phone device issues.

6. No luck? Please contact our technical support team via chat or on 1300 303 375