# How to Reactivate a Disconnected Service

If you previously requested cancellation of your service and now wish to have it reactivated, depending on how long ago the service was disconnected and the account status, we may be able to assist.
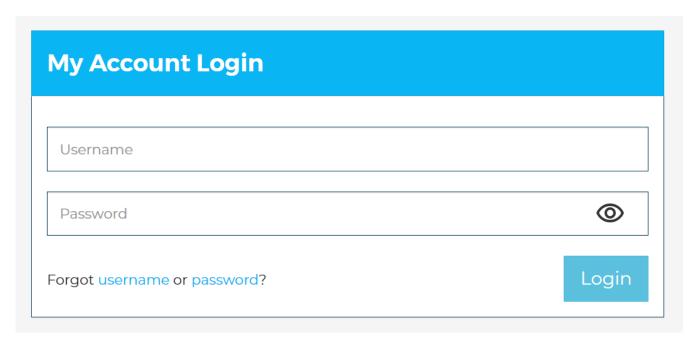
**Important:**

- Your account must have **no outstanding balance.**
- For NBN services, a new order is required if the disconnection occurred more than 1 month ago.
- For mobile services, reactivation is only possible if the service was cancelled within the past 5 months.
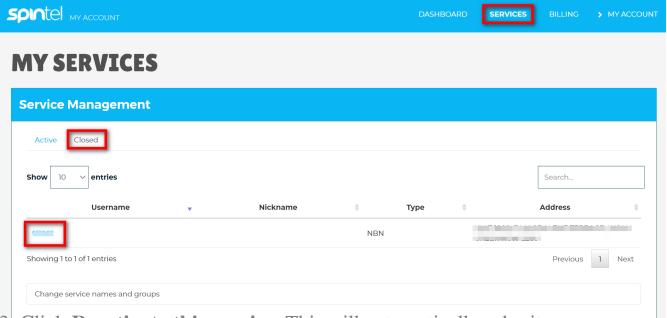
## Reactivating an NBN Service

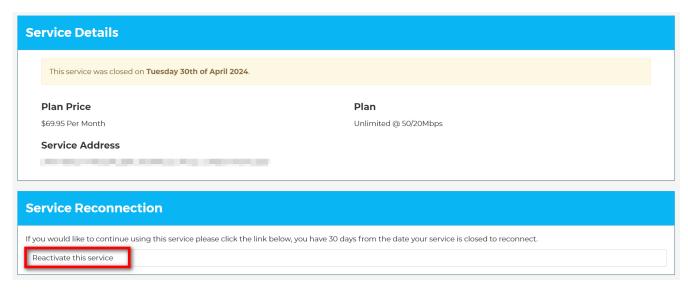If your NBN service was disconnected within the last month, follow these steps:

1. Log in to My Account.

**My Account Login**

Username

Password 👁

Forgot username or password?

Login

2. Click the Services menu and go to the Closed section. Locate and select the cancelled NBN service you wish to reactivate.

spintel MY ACCOUNT                DASHBOARD  **SERVICES**  BILLING  › MY ACCOUNT

# MY SERVICES

**Service Management**

Active  Closed

Show 10 ⌄ entries                                    Search...

| Username | ▼ | Nickname | ⇕ | Type | ⇕ | Address | ⇕ |
|----------|---|----------|---|------|---|---------|---|
|          |   |          |   | NBN  |   |         |   |

Showing 1 to 1 of 1 entries                    Previous  1  Next

Change service names and groups

3. Click **Reactivate this service**. This will automatically submit a reconnection order.

**Service Details**

This service was closed on **Tuesday 30th of April 2024**.

**Plan Price**
$69.95 Per Month

**Plan**
Unlimited @ 50/20Mbps

**Service Address**
[redacted]

**Service Reconnection**

If you would like to continue using this service please click the link below, you have 30 days from the date your service is closed to reconnect.

Reactivate this service

Once submitted, the service is likely to be reconnected on the same day, as your premises are already connected to the NBN. You will receive email updates regarding the progress of your reactivation.

**Note**: If your NBN service was bundled with a phone line, and the number has not been ported to another carrier, we should be able to restore the same phone number.

## Reactivating a Mobile Service

To reactivate a cancelled mobile service:

- The cancellation must have occurred within the last 5 months.
- Your account must have no outstanding balance.
- To request a reactivation, please get in touch with us directly so we can assist you.

Once reconnected:

- Your previous plan will resume.
- Charges will be prorated, including your data allowance.
- If you'd like to switch to a different plan, you can submit a plan change

request via My Account. This will take effect in your next billing cycle.

Lost SIM Card?

If your SIM card has been lost or misplaced, you'll need a replacement after reactivation. You can request a SIM replacement via My Account, and a postage fee will apply.