



Australian Phone **Company**

Spend management tool

We take great care in providing excellent customer service and this extends to providing advice and various useful tools which can help you see how you use your service/s with us and ways that you can simply manage your spend.

Choosing the right plan

Choosing the right telecommunications product to suit your needs can help you to keep control of your spending from the start. We recommend that you review the applicable charges for plans, keep your expected use of the services in mind and be aware of any eligible savings, for example, by bundling your phone and internet with us.

Get everyone involved

It's important to discuss responsible phone and internet use with your family, housemates and/or partner so that everyone understands how their use can impact your household financially. Especially for younger and teenage phone users, discuss the use of Premium Voice Services and International calls, unexpected bills in a short space of time. We have provided further information on these services and available barring options below.

Account information over the phone

Assistance is available to you regarding any billed or unbilled amounts on your account, and information regarding your usage from our Customer Service Staff by Contacting Us. Your privacy is important to us, so be sure to have your account information handy so we can verify your identity before providing account information. Our Customer Care team can provide information regarding unbilled charges on your account and information regarding your usage. Your privacy is important to us, so be sure to have your account information handy so we can verify your identity.

Call Barring Requests and Call Controls

If you would like to manage your spending on our service/s, you can request that your account is restricted for particular call types or premium services. Please contact our Customer Care team to chat about our call barring services. Call Control is another option available to you which can prevent the calling of specific phone numbers from your landline. You can contact our Customer Care team to activate Call Control. For further information, please have a look at our factsheets on Premium Voice Services which discuss the risks of using these services and how you can keep in control.

Excess Usage Fees

Our VoIP plans operates on pre-paid basis, meaning you won't be shocked by excess calls fees when your bill arrives.

Barring of Services

We may place a restriction on your account to ensure that you do not place yourself in a situation of financial risk, through the use of our services. Please either Contact Us or refer to our Financial Hardship Policy for ways we can best assist you.

Monitoring of your Monthly Usage

Our Billing Team monitors your daily usage and sets your average monthly spend pattern into our system. If your monthly account triggers an extraordinary usage of certain monthly calls, such as unusually high international calls, they will contact you once an alert is triggered in our secure billing system

1900 Calls

1900 premium rate **numbers** are **unavailable** due to fact that that calls charging for these services cannot be done in real time.

Please Contact Us if you need some help?

If you would like help with any of these spend management tools or further information, please Contact Us. We have a dedicated Customer Care team available to talk you through you usage and to recommend credit control tools to assist you in managing your spend.

If you have any questions call us on

03 9999 82 89

www.australianphone.com.au