

We take great care in providing premium customer service which extends to providing advice and various useful tools which can help you manage your use of service/s with us and simple ways to control 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, in 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 the household financially. Especially for young and teenage phone users, discuss the use of Premium Voice Services and Premium SMS / MMS Services that can rack up large, unexpected bills in a short time frame. We have provided further information on these services and available barring options below.

Account information over the phone

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

Call Barring Requests and Call Controls

If you would like to manage your spending on our service/s, you can request restrictions on your account for particular call types or premium services. Please contact our Customer Care team to discuss our call barring options. Call Control is another option available and be used to restrict the dialling of specific phone numbers from your landline. Please 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 & Speed Shaping

Our fixed broadband plans do not charge for excess use post crossing the monthly data limit/threshold, so you won't be shocked by excess data fees when your bill arrives. Instead, the connection speed will be slowed for the remainder of the month if your plan limit is reached.

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 Monthly Usage

Our Billing Team monitors 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. We will alert you by SMS and/or email when you have used 50%/85%/100% of your monthly usage allowance.

We stress that as a Reseller, we have to wait between 24 to 48 hours to understand your 'real time' spend as it is dependent on the wholesale feeds we receive from our whole seller.

1900/Premium calls - Industry Limit

Premium Service calls are currently capped at approx \$550, this is an industry pre-determined limit and automated via the network. In the cases that access required for this service is higher than this amount, clients may call Customer Service and request for higher limit, specifically for 1900 services. Premium rate telephone information services are regulated by the Telephone Information Services Standards Council (TISSC). Please visit their web site at www.tissc.com.au to learn more.

For any further assistance please Contact US

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 your usage and to recommend credit control tools to assist you in managing your spend.