

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

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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

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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

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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 account information.

## Call Barring Requests and Call Controls

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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 one option available to you which can prevent the calling 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.

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## Excess Usage Fees & Speed Shaping

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Our fixed broadband plans do not charge for excess use post crossing the monthly data limit/threshold, so you aren't 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.

## Contact Us for any assistance required

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If you would like help with any of these spend management tools or further information, please Contact Us