

Community Telco Australia

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Spend Management Tools

Spend Management tools are services or functionalities that we offer you to assist you with managing your service expenditure and service usage. These tools include:

Control tool	Description
Shaped ADSL plans	ADSL plans that have no excess usage charges. Instead once you reach your included allowance your service speed will be slowed for the remainder of the billing period.
Call barring or call restrictions	<p>Call barring, also referred to as call restrictions, are facilities that can prevent unauthorised access to certain types of telephone services. You can use call barring to manage the use of both your mobile and fixed line service.</p> <p>Call barring may be applied to some or all of the following types of calls and services:</p> <ul style="list-style-type: none"> • Premium numbers • International numbers • National (long distance) • Mobile numbers • Data, SMS and MMS services (applicable to mobile services only)
Opt-in services	<p>Opt-in services relate to mobile services. An opt-in service will not allow you to access a particular service or call type until you have specifically requested to do so.</p> <p>Opt-in services include:</p> <ul style="list-style-type: none"> • Opt-in to Premium content (including calls and SMS) • Opt-in to international roaming <p>Unless you have elected to Opt in to these service types you will not be able to use your mobile device to access premium content or for international roaming.</p>
Access to unbilled amounts	<p>You can access information relating to unbilled amounts on your account.</p> <p>Access to such information can be made by calling our Customer Centre.</p> <p>Please note that from time to time we do experience delays in receiving usage data from our suppliers. In some instances information relating to unbilled amounts may not take into account data used, calls made or SMS/MMS messages sent within the last 72 hours. Information supplied will not take into account any included value amounts or discounts that need to be applied at the end of the month.</p> <p>Information may exclude usage incurred outside Australia, premium services and other third party charges.</p>
Service Monitoring and Alerting	<p>Community Telco's MyServiceCentre lets you monitor your service usage. You can monitor:</p> <ul style="list-style-type: none"> • ADSL data usage • Mobile broadband data (accessed via your handset or via a dongle)

	<ul style="list-style-type: none"> • Mobile voice calls and SMS • International roaming on your mobile whilst travelling. <p>You'll automatically receive email or SMS alerts when you reach 50%, 85% or 100% of the included value on your plan. You can nominate different destinations for all of your service alerts via our MyServiceCentre application.</p> <p>For more information about this, or to obtain access go to www.communitytelco.com.au or please contact our friendly Customer Centre.</p>
International Mobile Roaming	<p>We provide you access to Opt-Out of International Mobile Roaming at any time using either our MyServiceCentre application or directly via the 'contact us' link on our website. Alternatively you can contact our friendly Customer Centre.</p> <p>You will receive an SMS notification within 10 minutes of activating your mobile service outside Australia, advising you that you are roaming and as such you may incur international mobile roaming charges.</p>

Security tools

Security tools are services we offer that will aid in the prevention of unauthorised access and use of your service. These tools include:

Security tool	Description	Further detail/ activation information
Call Control on your fixed line service	<p>Call Control allows you to restrict the type of calls being made from your phone.</p> <p>You can still make calls to restricted numbers by using a Personal Identification Number (PIN).</p>	For further information or to activate Call Control contact our Customer Centre.
IMEI blocking of stolen mobile phones	<p>In the event that your handset is lost or stolen you can request your IMEI to be blocked. Your IMEI is an electronic serial number or international mobile equipment identity that is unique to each mobile handset. Once a handset's IMEI is blocked the phone will no longer be able to make calls.</p>	<p>To report your handset as lost or stolen contact our Customer Centre.</p> <p>If you recover your handset contact our Customer Centre to reactivate your IMEI.</p>
Mobile phone pin number	<p>Some GSM handsets are activated with a four digit default pin number to provide you with a degree of handset security. To maximize this security feature you are encouraged to change your pin after initial activation.</p> <p>Other handsets can have the pin number feature activated via the security settings option on your handset.</p>	Instructions on how to activate your security settings on your handset should be located in applicable manufacturer's guide.

For details of any applicable costs or further information on how to access or use the services described above please contact our Customer Centre on 1300 743 303.

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