

### **Spend Management**

Melbourne Phone prides itself on providing excellent customer service and this includes providing advice and various useful tools that can help you see how you use your service(s) with Melbourne Phone and ways that you can simply manage your spending. All Spend Management Tools come free of charge.

### **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 Melbourne Phone.

### **Account information over the phone**

Assistance is available to you from our Customer Service Staff on 1300 887 939 during the following hours –

- Monday to Friday 8am to 8.30pm AEST
- Saturday 8am to 6.30pm AEST
- Public Holidays 8am to 6.30pm AEST

Staff 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.

### **Spend Management Tools**

Melbourne Phone provides access to the following tools to enable you to take timely action to manage or limit your spend with us. Near real time billing information Melbourne Phone provides access to pro-forma invoices, which show how much you have spent in the current billing cycle on a particular Melbourne Phone service. To receive a pro-forma invoice, please contact us on 1300 887 939. There is no charge to receive a pro-forma invoice.

### **Track & monitor your Landline Usage**

The Melbourne Phone website [www.mphone.com.au](http://www.mphone.com.au) is an online resource which can allow you to view all usage including call history for set date ranges, your monthly access fees and any value-added services you may have and the associated monthly fee. Please note that call records are not displayed in real time and may be delayed by more than 24 hours.

Melbourne Phone can instigate call barring functions at your request, or you can manage barring by using your own PABX or IP PBX system. This might be a permanent bar on all services (excluding local calls), or it may be a temporary bar on certain call types (eg. international, national or calls to 1900 numbers). There is no charge for Melbourne Phone to instigate call barring.

### **PSTN/ISDN**

A customer may restrict use of a voice service using call barring. This might be a permanent bar on all services (excluding local calls), or it may be a temporary bar on certain call types (eg. international, national or calls to 1900 numbers). You can restrict certain services (such as some call types and Premium services) associated with higher fees.

Delays in unbilled charges are usually from overseas usage or premium and third-party services. Not all charges will necessarily appear on your bill in the month in which it occurs. Occasionally there may be delays in charges being passed onto us by our wholesalers. We are not permitted to bill you for any charges older than 160 days.

### **No Excess Usage Fees**

Melbourne Phone does not charge excess usage fees for any of our Unlimited ADSL Plans.