



## Spend Management - Tools & Assistance

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Wired & Wireless Networks 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 Wired & Wireless Networks and ways that you can simply manage your spending.

### 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 Wired & Wireless Networks.

### Account information over the phone

Assistance is available to you from our Customer Service Staff on 1300 885 082 during the following hours –

- Monday to Friday                      8am to 8.39pm 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

Wired & Wireless Networks 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 Wired & Wireless Networks provides access to pro-forma invoices, which show how much you have spent in the current billing cycle on a particular Wired & Wireless Networks service. To receive a pro-forma invoice, please contact us on 1300 885 082. There is no charge to receive a pro-forma invoice.

### Track & monitor your Landline Usage

The Wired & Wireless Networks website 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.



Wired & Wireless Networks 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 Wired & Wireless Networks 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.

All Spend Management Tools come free of charge.

## **No Excess Usage Fees**

Wired & Wireless Networks does not charge excess usage fees for any of our Unlimited ADSL Plans.