

SPEND MANAGEMENT

This document outlines the tools and information available to you to manage your spend with innoTel.

View your usage online

All innoTel customers have access to the Customer Portal free of charge, which allows you to see your service usage (e.g. calls, sms, data) for current (unbilled) and previous periods.

Please note: We receive Call Details Records (CDRs) from a number of suppliers, for some of which there may be a delay of up to 48-hours for usage to appear in the Customer Portal.

For customers without Internet Access, you can contact innoTel on 1300 736 048 to obtain information about your current (unbilled) and previous usage.

Spend Alerts

For services which have fixed allowances and over-usage charges, Spend Alerts can be configured which will notify you when your usage of that particular service reaches the thresholds of 50%, 85% and 100%.

Please note: We receive Call Details Records (CDRs) from a number of suppliers, for some of which there may be a delay of up to 48-hours for Spend Alerts to be sent to you.

Please note: For Mobile services, notifications do not include calls/SMS to overseas or usage outside Australia (e.g. roaming usage)

Please note: Spend Alerts are mandatory for Mobile Services and cannot be disabled.

Credit Limit

innoTel may apply or you may request a Credit Limit to be imposed on your account. The Credit Limit is the amount you are able to spend with innoTel in a given billing period.

If you reach or exceed your Credit Limit, we will ask you to make a payment on your account to bring your account balance under the Credit Limit. Failure to bring your account under the Credit Limit may result in your services being limited (e.g. outgoing calls restricted).

You can reduce your Credit Limit at any time. If you wish to increase your Credit Limit, you may be required to undertake a credit check. Please call innoTel on 1300 736 048 to discuss your Credit Limit.

Outgoing Call Restriction

You may make a request to innoTel to restrict the types of outgoing calls your Telephone service can make. Some outgoing call types you can request to be restricted are calls to National Calls, Information Calls, International Calls and Mobile Calls. To arrange an outgoing call restriction on your telephone service, please call innoTel on 1300 736 048.

Call Control

A feature available on most PSTN Fixed Line Telephone services, Call Control allows you to configure a PIN that is used when making calls, restricting who can make outgoing calls with your service.



Please note: This is not a free service and is charged at \$4.00 per month, per service it is activated on.

Estimate your usage

Examples of how much data different activities will use are provided below to help you estimate your data usage.

Activity	Data used
Sending or receiving 40 emails without attachments	2 MB
Visiting 5 different web pages	2 MB
Browsing Facebook for 10 minutes	3 MB
Streaming 10 minutes of audio content	10 MB
Streaming 10 minutes of video on YouTube (standard definition)	70 MB
Making a 10 minute call on Skype (standard not video)	10 MB
Uploading 10 photos	40 MB

Please Note: this information is intended to be a rough guide only. Data usage of different apps may vary.

Further Assistance

If you require assistance to on any of the spend management tools above, please call innoTel on 1300 736 048.