



Credit Control Tools

Credit control tools are services or functionalities that we offer you to assist you with managing your service expenditure. These tools include:

Control tool	Description
Call barring/restrictions	<p>Call barring is a facility that can prevent unauthorised access to telephone services.</p> <p>You can use call barring to manage the use of your phone.</p> <p>Call barring may be applied to some or all of the following types of calls:</p> <ul style="list-style-type: none">• numbers starting with 190• numbers starting with 191, 193-197, 199 (available only from mobile phones)• international numbers• national (long distance)• mobile numbers and• Override codes for making calls using another phone company (available only from fixed line phones)
Plan flexibility	<p>Plan flexibility may assist you in managing telecommunications spend by allowing you to obtain access to plans that have reduced monthly access fees or alternate charge rates that may better service your needs</p>
Opt in services	<p>An opt in service allows you to nominate which elements of a service you wish to receive. Opt in services relate to both mobile and fixed line services.</p> <p>For example:</p> <ul style="list-style-type: none">• Opt-in to Premium SMS• Opt-in to international calls
Customer 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 via our customer inquires number or directly at our retail sites.</p>

For details of any applicable costs please contact our customer support team on 03 5454 5000.

Security tools

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

Security tool	Description	Further detail/ activation information
Call Control	<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>	<p>For further information or to activate Call Control contact our Customer Support Centre on 03 5454 5000.</p>
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 Support Centre on 03 5454 5000.</p> <p>If you recover your handset contact our Customer Support 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>	<p>Instructions on how to activate your security settings on your handset should be located in applicable manufacturer's guide.</p>

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