



COMMANDER CREDIT CONTROL TOOLS AND APPLICATIONS

At Commander we are committed to delivering excellent customer service. Customers with “bill-shock” do not make happy customers so we have set out some tools you can use or that we can help you to implement to prevent any nasty surprises on your Commander bills.

Firstly, before choosing your phone or broadband plan, **review the applicable charges and become aware of savings** you can achieve. For example, consider bundling your phone and internet with Commander or signing up to a plan where local or national calls are included in the monthly access fee.

Another idea is to educate your household regarding responsible phone use and the existence of Premium Voice and SMS services that can rack up huge phone bills in a short space of time. Consider barring these services altogether.

Here are some services Commander provides to help manage your spend:

ACCOUNT INFORMATION OVER THE PHONE

Assistance is available to you by our Customer Service Staff during the following hours;

Monday to Friday 8am to 7pm

BARRING OF SERVICES

Commander may place a restriction on your account to ensure that you do not place yourself in a situation of financial risk.

CLIENT BARRING REQUEST

The client may request for their account to be restricted for particular call types if there appears to be risk in that area.

Clients may also request for the account to be restricted for particular call types i.e. 1900, similarly this barring may be removed at the request of the client

Call control is another option available to clients allowing barring to be removed or added simply by entering a PIN into the phone. Customer Service can arrange this for the client.

DEDICATED SERVICE FOR VULNERABLE CUSTOMERS AND THOSE NEW TO TELECOMMUNICATIONS SERVICES

Commander has a dedicated customer care representative that can talk through the customer’s call usage and recommend credit control tools that they can use to manage their spend.

MOBILE SECURITY TOOLS

Clients may call, email or chat online in that case that they require changes to the mobile service. IMEI blocking is a fraud protection toll which is activated when required at no cost to the client.

NO EXCESS USAGE FEES - SPEED SHAPING

Most Commander Internet plans do not charge for usage in excess of the monthly data allowance meaning customers will not be shocked by excess data fees. Instead, the connection speed will decrease for the remainder of the month when the allowance is exceeded. Data top-ups can be purchased for most plans if a customer wishes and on many plans, customers can increase their allowances with no plan change fees (though increased monthly access fee may apply).

PRE-PAID SERVICES

Commander offers a number of pre-paid services to enable customers to limit their expenditure.

1900 INDUSTRY LIMIT

Premium Service calls are currently capped at approx \$550, this is an industry pre-determined limit and automated via the network. In the cases that access is required to this service higher than this amount clients may call customer service and request a higher limit for 1900 services specifically. This request will be reviewed by Finance.

Premium rate telephone information services are regulated by the Telephone Information Services Standards Council (TISSC). Please visit their web site at www.tissc.com.au to learn more.