

# Customer Portal User Manual



## Your Local Telecom

Unit 23/1488 Ferntree Gully Road  
KNOXFIELD VIC 3180

Customer Support 1300 769 643

## Contents

1. Browser Compatibility .....	3
2. End Customer User Guide .....	4
2.1 Home Screen .....	4
2.1.1 New Message Alert .....	4
2.2 Services .....	5
2.2.1 Viewing Services .....	5
2.2.2 Editing Services .....	6
2.2.3 Viewing Unbilled Usage .....	6
2.3 Unbilled Calls.....	6
2.3.1 Viewing Unbilled Calls.....	7
2.4 Personal Details .....	9
2.4.1 Update My Details .....	9
2.4.2 Changing Your Password.....	10
2.4.3 Saving Changes.....	10
2.5 Payments.....	11
2.5.1 Make a Payment.....	11
2.5.2 Payment History .....	12
2.5.3 Sign Up Direct Debit .....	12
2.5.4 Sign Up Direct Debit .....	13
2.6 Billing .....	17
2.6.1 Statements .....	17
2.6.2 Update Billing Options.....	18
2.7 Contact Us.....	21
2.7.1 How To Contact Us.....	21
2.7.2 Give Feedback.....	21
2.7.3 Request a Phone Call .....	22
2.7.4 Ask a Question.....	23
2.8 Support .....	25
2.8.1 FAQ's .....	25
2.8.2 ADSL Speed Test.....	25
2.9 Support .....	27
2.9.1 Inbound.....	27

---

# 1. Browser Compatibility

The below list of browsers are compatible for use with the Customer Portal

Browser	Developer	Version
Internet Explorer	Microsoft Inc.	Version 8
Firefox	Mozilla Corporation	Version 4 to 8
Chrome	Google	Version 9 to 16
Safari	Apple Inc.	Version 5.1

## 2. End Customer User Guide

This section of the user guide will describe the sections within the end customer portal and how the features can be used.

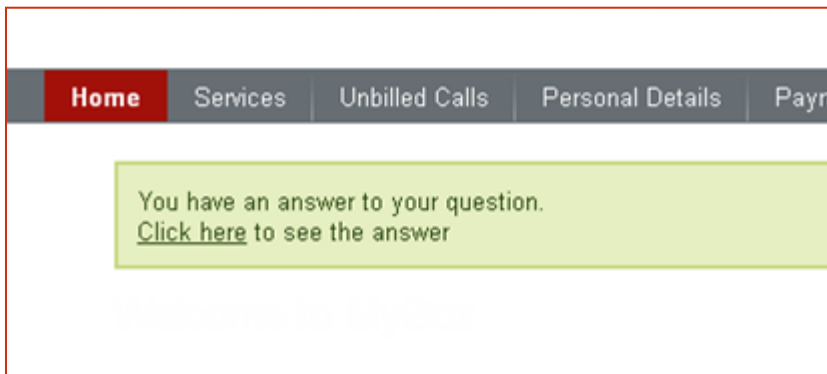
### 2.1 Home Screen



Once you log in, you will first see the Home page screen. This screen will be your welcome page and show any details we would like you to see, including any product notices and announcements.

#### 2.1.1 New Message Alert

If you have asked a question to us via the portal and you have received a response, you will see a notification appear on the home screen advising you have a response to a question.



## 2.2 Services

[Home](#)**Services**[Unbilled Calls](#)[Personal Details](#)[Payments](#)[Billing](#)[Contact Us](#)[Support](#)[Logout](#)

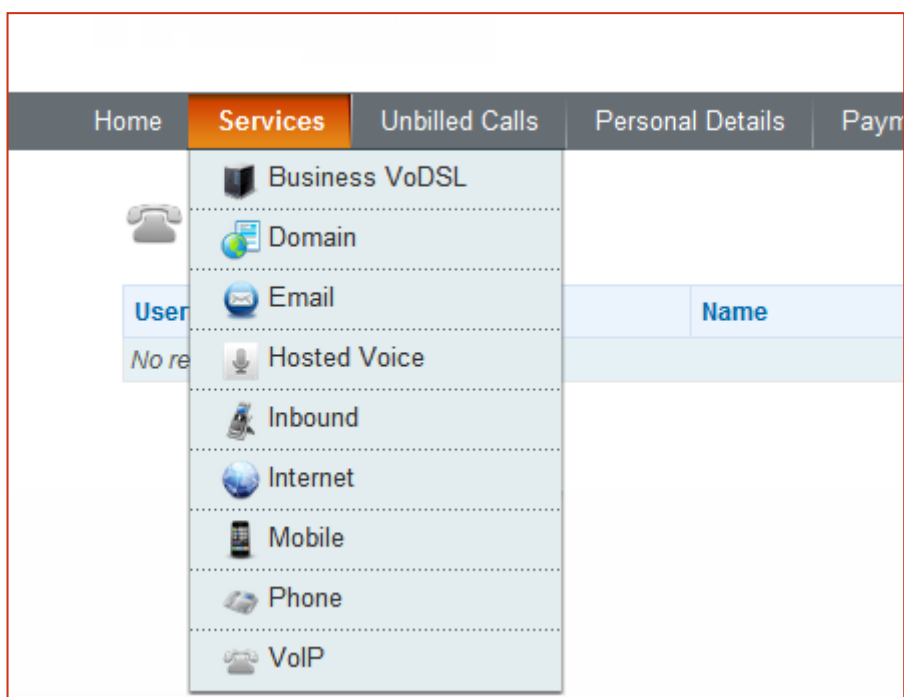
The Service section is where you can view your services with us. It will also allow you to filter if you have multiple services as well as update service details such as the name/department of the service and the service address.

### 2.2.1 Viewing Services

This section explains how you can view your services

#### 2.2.1.1 Select your Products

To view your services, simply hover your mouse over the Service menu option and choose the product you wish to view.



#### 2.2.1.2 View your Services

When you select the product you would like to view services for, you will be taken to a new screen which will display a list of all your services with us.

A screenshot of the 'View your Services' page. The page shows a table of services for a user named 'Rick'. The table has columns for Number, Name, Department, Line Type, and Plan Name. There are 108 results displayed, with the first 10 shown. The 'Mobile' icon is visible in the top left corner of the page.


Number	Name	Department	Line Type	Plan Name
04	Damien		Residential	Creative Enterprise GRP Plan
04	Tash	Directors	Residential	Yourility Optus \$99 Cap + 10B
04	Laura	TIAB NZ	Residential	TIAB \$99 Extreme Cap - 50B - Ret
04	Carolyn		Residential	TIAB Staff Perks \$99 Edr Cap - 50B Ret
04	Carolyn		Residential	Yourility Business BES Mobile Lo
04			Residential	
04	Rick	CSO	Residential	TIAB Enterprise GRP Plan
04	Rick	CSO	Residential	TIAB Staff Perks \$99 Extreme Cap - 50B

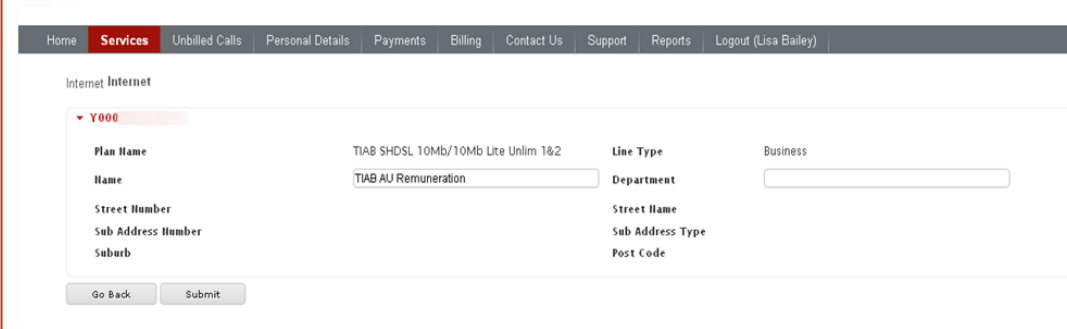
## 2.2.2 Editing Services

This section will show you how to make changes on your service/product details.


### 2.2.2.1 Edit Service Details

You can edit the Name and/or Department of each of your services to ensure detail is accurate. This will also help you to split services by name or department when you receive your bill.

To edit your service details, click on the  symbol next to the service you would like to update. You can then add/edit the Name and/or Department.




### 2.2.2.2 Save Changes

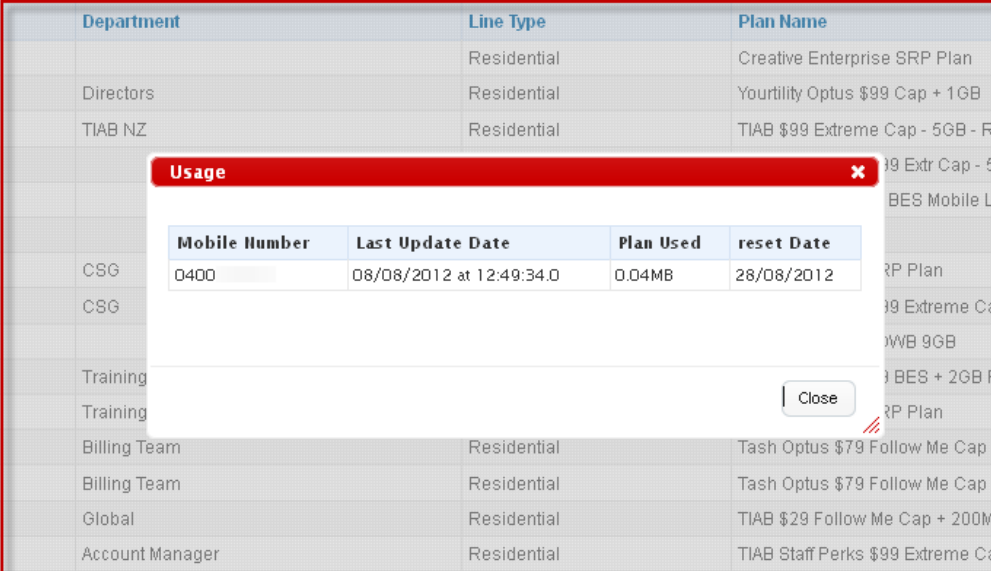
To save the changes you have made, click on 

## 2.2.3 Viewing Unbilled Data Usage on Mobiles

This section explains how you can view unbilled usage for services

### 2.2.3.1 View Usage

Click on the  symbol next to the service you want to view usage for. This will pop up a summary of your mobile data usage since the last billing period.



Department	Line Type	Plan Name
	Residential	Creative Enterprise SRP Plan
Directors	Residential	Yourility Optus \$99 Cap + 1GB
TIAB NZ	Residential	TIAB \$99 Extreme Cap - 5GB - Re
		99 Extr Cap - 50
		BES Mobile Lo
CSG		RP Plan
CSG		99 Extreme Cap
		WB 9GB
Training		BES + 2GB R
Training		RP Plan
Billing Team	Residential	Tash Optus \$79 Follow Me Cap +
Billing Team	Residential	Tash Optus \$79 Follow Me Cap +
Global	Residential	TIAB \$29 Follow Me Cap + 200MB
Account Manager	Residential	TIAB Staff Perks \$99 Extreme Cap

## 2.3 Unbilled Calls

Home	Services	Unbilled Calls	Personal Details	Payments	Billing	Contact Us	Support	Logout
------	----------	----------------	------------------	----------	---------	------------	---------	--------

services that are yet to be billed.


This means that the charges that appear in unbilled calls are charges that your services have accumulated since your last bill from us. Columns can be displayed in ascending or descending order.

Unbilled Calls						
Service Number	Name	Total Calls	Other Charges	Total Charge	View	
02	Damian	21	0	\$36.49		
02	Arkady	7	0	\$0.69		
03	@telcolnabox.com.au	0	1	\$100.00		
04	Damien	2	0	\$0.00		
04	Tash	170	0	\$68.69		
04	Laura	457	0	\$97.26		

## 2.3.1 Viewing Unbilled Calls

This section explains how you can view unbilled calls for services

### 2.3.1.1 View Unbilled Calls by Service

To view unbilled calls for a particular service, click on the  symbol next to the service you want to view.

You will then be taken to a new screen which will list all the itemised calls for the service you have selected. You can further filter your search by Charge Type.

Home

Services

Unbilled Calls

Personal Details

Payments

Billing

Contact Us

Support

Reports

Logout (Lisa Bailey)

Service Number: 029

Charge Type

Search

Unbilled Calls

Charge Type

Displaying 1-4 of 4 result(s).

Charge Type	First Date	Last Date	Call Count	Total Duration	Usage (MB)	Total Charge	View
Fixed to Mobile Calls	01/08/2012	07/08/2012	5	00:19:10	N/A	\$2.62	<a href="#">View</a>
International Calls	29/07/2012	29/07/2012	1	00:27:35	N/A	\$30.88	<a href="#">View</a>
Landline to 131300	30/07/2012	06/08/2012	6	00:47:17	N/A	\$2.11	<a href="#">View</a>
Local Calls	27/07/2012	07/08/2012	9	02:29:06	N/A	\$0.89	<a href="#">View</a>

### 2.3.1.2 View Calls via Graph

Underneath the table of unbilled calls for a service, you can view the call data in a pie or bar chart for easier view of your spend.

Home

Services

Unbilled Calls

Personal Details

Payments

Billing

Contact Us

Support

Reports

Logout (Lisa Bailey)

Service Number: 029

Charge Type

Search

Calls


Unbilled Calls

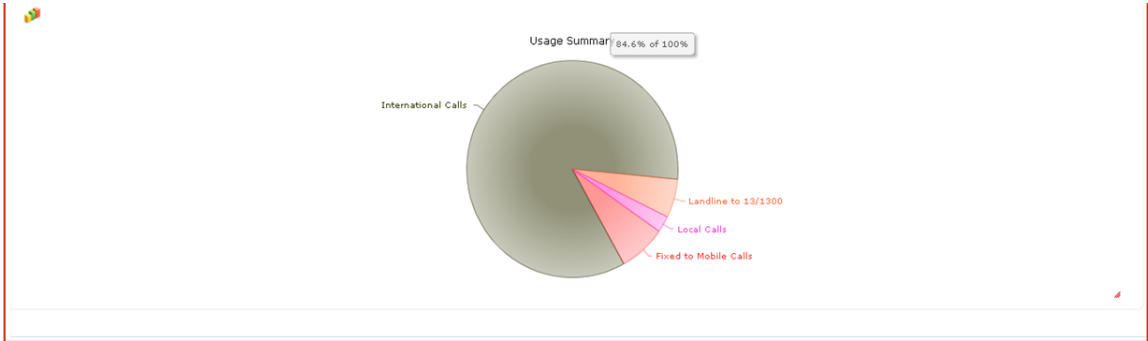
Charge Type

Displaying 1-4 of 4 result(s).

Charge Type	First Date	Last Date	Call Count	Total Duration	Usage (MB)	Total Charge	View
Fixed to Mobile Calls	01/08/2012	07/08/2012	5	00:19:10	N/A	\$2.62	<a href="#">View</a>
International Calls	29/07/2012	29/07/2012	1	00:27:35	N/A	\$30.88	<a href="#">View</a>
Landline to 131300	30/07/2012	06/08/2012	6	00:47:17	N/A	\$2.11	<a href="#">View</a>
Local Calls	27/07/2012	07/08/2012	9	02:29:06	N/A	\$0.89	<a href="#">View</a>

Charts

You can change the chart view by clicking on the  symbol.





## 2.4 Personal Details

[Home](#)[Services](#)[Unbilled Calls](#)[Personal Details](#)[Payments](#)[Billing](#)[Contact Us](#)[Support](#)[Logout](#)

This section of the portal will allow you to view and manage your personal details and contact information with us.

### 2.4.1 Update My Details

You can update details we have on record for you via the portal in this section. Note that the account name and/or ABN of your account cannot be changed via the portal. These changes must be made directly with us as this would warrant a change of ownership of your account.

#### 2.4.1.1 General Contact Information

Select the 'General' bar to view your basic contact information. You can edit any of the fields in this section

▼ General			
Name	Miss Myers Carolyn	Customer ID	318261
Phone (ah)	<input type="text"/>	Phone (bh)	<input type="text" value="0282489000"/>
Phone (mobile)	<input type="text" value="0401001001"/>	Fax Number	<input type="text"/>
Email *	<input type="text" value="carolyn@sp.com"/>	Email Alternate	<input type="text"/>

#### 2.4.1.2 Company Details

Select the 'Company Details' bar to view your company information if you are a business customer. You can edit the Trading Name field. Any other changes to fields in this section will require you to contact our customer service team.

▼ Company Details	
Company	Myers
Trading Name	<input type="text"/>
ABN	
ACH	

#### 2.4.1.3 Billing Address

Select the 'Billing Address' bar to view your current billing address we have for you. If you would like your paper bills to be forwarded to a different address, you can update this section with the new mail address details.


▼ Billing Address	
Address	<input type="text" value="Level 10"/>
Address2	<input type="text" value="9 Hunter Street"/>
Suburb	<input type="text" value="Sydney"/>
Postcode	<input type="text" value="2000"/>
State	<input type="text" value="NSW"/> ▼

## 2.4.2 Changing Your Password

When you log into the portal for the first time, it is recommended you change your password to ensure security.

Select the 'Change Password' Tab and enter your new password.

## 2.4.3 Saving Changes

When you have completed all changes in this section of the portal and you would like to save the changes, click on  at the bottom of the screen.

## 2.5 Payments

[Home](#)[Services](#)[Unbilled Calls](#)[Personal Details](#)[Payments](#)[Billing](#)[Contact Us](#)[Support](#)[Logout](#)

This section of the user guide describes the features available in the Payments section of the customer portal

### 2.5.1 Make a Payment

You can make a once off payment to your account by credit card in this screen. All data is secure and encrypted on our systems. We do not store your credit card details in our systems or files.

#### 2.5.1.1 Name of Credit Card

Enter the name as it appears on your credit card

#### 2.5.1.2 Credit Card Type

Select the type of card you are using to pay. Accepted card types are MasterCard, VISA, Diners Card and American Express.

#### 2.5.1.3 Credit Card Number

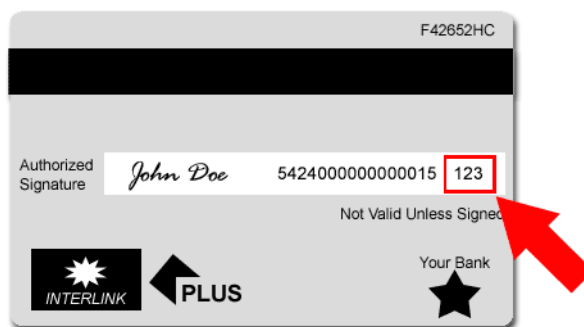
Enter the full credit card number. The number must be entered without any spaces or hyphens

#### 2.5.1.4 Expiry Date

Select the month and year that the credit is due to expire

#### 2.5.1.5 Verification code

Enter the CVV number of your credit card. The CVV number is the last 3 digits that can be found on the back of your credit card on the signature panel.




#### 2.5.1.6 Payment Amount

Type in the amount you would like to pay without any '\$' symbols. For example, if you would like to \$23.41, enter the value as 23.41

#### 2.5.1.7 Email

Enter an email address you would like the receipt of your payment to be emailed to. A confirmation receipt will be emailed once your payment has successfully processed to your account.

When all the details have been entered, click on  to send your credit payment.

## 2.5.2 Payment History

In this section, you can view the history of all payments you have made against your account. The columns can be displayed in ascending or descending order.

Payments History						
Issued	Credit Card Type	Payment Method	Bank Ref No	Comments	Cc Surcharge Fee	Amount
17/07/2012	Master Card	Credit Card	658816083	[plus 0.5% CC surcharge]	\$0.00	\$-1.00
17/07/2012	Master Card	Credit Card	658817476	Payment made through IVR from Phone No: 0282489041 [plus 0.5% CC surcharge]	\$0.01	\$-2.00
15/07/2012	Master Card	Credit Card	658542659	Automated Direct Debit by CC	\$0.00	\$-5151.49
15/06/2012	Master Card	Credit Card	655045036	Automated Direct Debit by CC	\$0.00	\$-7200.19
17/05/2012	Master Card	Credit Card	651902775	[plus 0.5% CC surcharge]	\$28.74	\$-5748.72
03/05/2012	Master Card	Credit Card	650355980	Automated Special Direct Debit by CC	\$0.00	\$-1.00

## 2.5.3 Sign Up Direct Debit

In this section, you can choose to set up direct debit if you have not yet done so. If you already have direct debit payments, and you wish to cancel direct debit, you must contact us.

### 2.5.3.1 Type of Payment

To start the direct debit sign up process, you must choose the type of account you wish to be debited from.

Type of Payment	<div>(Please Select) ▼ (Please Select) Bank Account Direct Debit Credit Card Direct Debit</div>
-----------------	---

### 2.5.3.2 Bank Account Direct Debit

If you choose for your monthly bill to be automatically deducted on the due date from your bank account, you must enter your bank information that you would like debited.

Bank Account Name	Mr Joe Bloggs
Bank Name	Sample Bank Pty Ltd
BSB	123456
Account No	12345678

You must ensure that no spaces or symbols are entered when typing in your BSB and Account number.

### 2.5.3.3 Credit Card Direct Debit

If you choose for your monthly bill to be automatically deducted on the due date from your credit card, you must enter your credit card information that you would like debited.

<b>Credit Card Name</b>	Mr Joe Bloggs
<b>Credit Card Type</b>	Master Card
<b>Credit Card No</b>	111122223333444
<b>Credit Card Expiry</b>	06 / 13

You must ensure that no spaces or symbols are entered when typing in your credit card number.


#### 2.5.3.4 Direct Debit Authority & Declaration

It is required that you read the full terms and conditions of the direct debit authority prior to submitting your details.

If you agree to the declaration provided, you must acknowledge this by selecting the agreement check box

I agree to the above declaration <input checked="" type="checkbox"/>	Subscribe
--	-----------

#### 2.5.3.5 Subscribe

Once you have selected you agree to the direct debit authority and declaration, click on the  button at the bottom of the screen. A PDF of your Direct Debit Authority will be sent to your email address

## 2.5.4 Change Direct Debit

In this section, you can update your direct debit details. If you would like to change your method of direct debit, you may do so by clicking Payments, then Sign Up Direct Debit:

Home	Services	Unbilled Calls	Personal Details	<b>Payments</b>	Billing	Contact Us	Support	Reports	Logout
					Make a Payment Payment History Update Direct Debit Change Direct Debit				

#### 2.5.4.1 Type of Payment

Choose the type of account you wish to be debited from.

<b>Type of Payment</b>	<div>(Please Select)</div> <div> <div>(Please Select)</div> <div>Bank Account Direct Debit</div> <div>Credit Card Direct Debit</div> </div>
------------------------	---

If you choose for your monthly bill to be automatically deducted on the due date from your bank account, you must enter your bank information that you would like debited.

<b>Bank Account Name</b>	<input type="text" value="MrJoe Bloggs"/>
<b>Bank Name</b>	<input type="text" value="Sample Bank Pty Ltd"/>
<b>BSB</b>	<input type="text" value="123456"/>
<b>Account No</b>	<input type="text" value="12345678"/>

You must ensure that no spaces or symbols are entered when typing in your BSB and Account number.

#### 2.5.4.3 Credit Card Direct Debit

If you choose for your monthly bill to be automatically deducted on the due date from your credit card, you must enter your credit card information that you would like debited.

<b>Credit Card Name</b>	<input type="text" value="MrJoe Bloggs"/>
<b>Credit Card Type</b>	<input type="text" value="Master Card"/> ▼
<b>Credit Card No</b>	<input type="text" value="111122223333444"/>
<b>Credit Card Expiry</b>	<input type="text" value="06"/> ▼ / <input type="text" value="13"/> ▼

You must ensure that no spaces or symbols are entered when typing in your credit card number.

#### 2.5.4.4 Direct Debit Authority & Declaration

It is required that you read the full terms and conditions of the direct debit authority prior to submitting your details.

If you agree to the declaration provided, you must acknowledge this by selecting the agreement check box

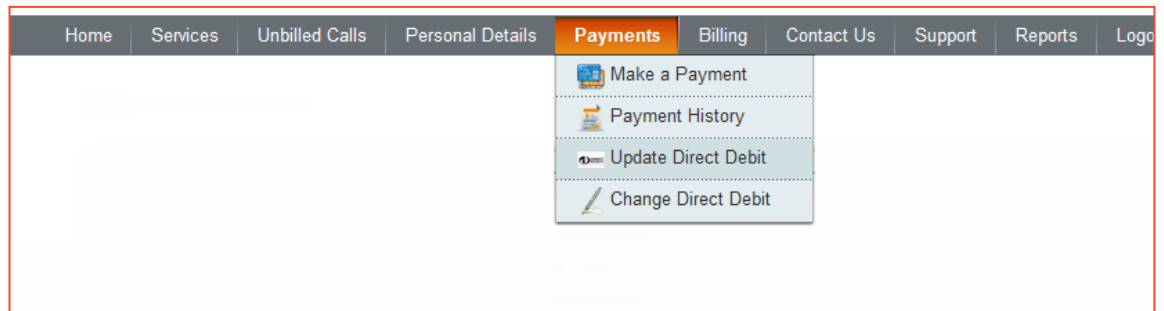
I agree to the above declaration <input checked="" type="checkbox"/>	<input type="button" value="Subscribe"/>
--	--

#### 2.5.4.5 Subscribe

Once you have selected you agree to the direct debit authority and declaration, click on the  button at the bottom of the screen. A PDF of your Direct Debit Authority will be sent to your email address

## 2.1.3 Update Direct Debit

In this section, you can update your direct debit details. If you would like to change your method of direct debit, you may do so by clicking Payments, then Update Direct Debit:



If your direct debit is processed through your bank account, these details may be updated or edited.

A screenshot of the 'Direct Debit Details' form in a web application. The form is titled 'Direct Debit Details' and has a 'Bank Account Direct Debit' section. The section contains four fields: 'Bank Name' with the value 'ANZ', 'Bank Account Name' with the value 'John Anthony', 'Bank Bsb' with the value '014-518', and 'Bank Account No' with the value '4955674'. A 'Submit' button is located at the bottom of the form. The 'Payments' tab is highlighted in the top navigation bar.

If your direct debit is processed through a credit card, these details may be updated or edited.



## Direct Debit Details

### ▼ Credit Card Direct Debit

Credit Card Name	Elizabeth
Credit Card Type	Master Card
Credit Card No	51xxxxxxxxxx6950
Credit Card Expiry	07 / 15

Submit



## 2.6 Billing

This section of the user guide describes the features available in the Billing section of the customer portal

### 2.6.1 Statements

This section will allow you to view your current and previous monthly bills from us. You can filter your view to search for particular statements using the filter top of the statements table.




Statements

Statements  Search

Displaying 1-16 of 16 result(s).

Stat No	Date Issued	Date Due	Prev Balance	Payments	Adjustments	Carried Forward	Curr Charges	Curr Balance	Tax
119	28/07/2012	15/08/2012	\$5151.49	\$-5154.49	\$0.00	\$-3.00	\$11674.90	\$11671.90	\$573.90
118	28/06/2012	15/07/2012	\$7200.19	\$-7200.19	\$0.00	\$0.00	\$5151.49	\$5151.49	\$468.32
117	28/05/2012	15/06/2012	\$5749.72	\$-5749.72	\$0.00	\$0.00	\$7200.19	\$7200.19	\$687.95
116	28/04/2012	15/05/2012	\$4552.10	\$-4552.10	\$1.00	\$0.00	\$5749.72	\$5749.72	\$387.30
115	28/03/2012	15/04/2012	\$7974.86	\$-7974.86	\$0.00	\$0.00	\$4552.10	\$4552.10	\$411.89

#### 2.6.1.1 View Transactions

To view payment transactions made against a particular bill, click on the  symbol next to the bill you want to view. A pop-up window will appear showing any related transaction for the statement you have chosen,




Transaction

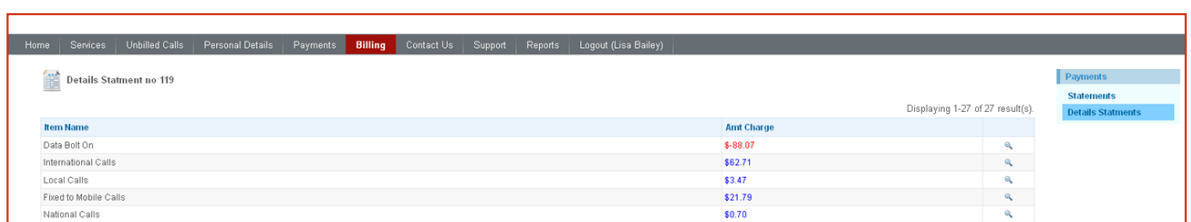
Issued	Credit Card Type	Payment Method	Tran Type	Cc Surcharge Fee	Amount
29/07/2012				\$0.00	\$11674.90
17/07/2012	Master Card	Credit Card	Payment	\$0.00	\$-1.00
17/07/2012	Master Card	Credit Card	Payment	\$0.01	\$-2.00
15/07/2012	Master Card	Credit Card	Payment	\$0.00	\$-5151.49
08/07/2012			End Date	\$0.00	\$-10.00

Close

Prev Balance	Payments	Adjustments	Carried Forward	Curr Charges
\$6112.92	\$-6112.92	\$0.00	\$0.00	\$5289.68
\$5730.41	\$-5730.41	\$0.00	\$0.00	\$6112.92
\$6104.79	\$-6099.40	\$-5.39	\$0.00	\$5730.41

#### 2.6.1.2 View Statement Details


You can view the details of your bill from us by selecting the  symbol next to the bill you want to view detail for. You will be taken to a screen which will itemise the charge types on the bill and show a total \$ dollar value. These columns can be displayed in ascending or descending order.



Details Statement no 119


Displaying 1-27 of 27 result(s).

Item Name	Amount
Data Bolt On	\$-88.07
International Calls	\$62.71
Local Calls	\$3.47
Fixed to Mobile Calls	\$21.79
National Calls	\$0.70

You can drill down further to view itemisation of a particular charge type to view. For example, you can view each individual itemised call for Fixed to Mobile Calls. To drill down further, click again on the  symbol next to the charge/call type you would like to view.

<a href="#">Home</a> <a href="#">Services</a> <a href="#">Unbilled Calls</a> <a href="#">Personal Details</a> <a href="#">Payments</a> <a href="#">Billing</a> <a href="#">Contact Us</a> <a href="#">Support</a> <a href="#">Reports</a> <a href="#">Logout (Lisa Bailey)</a>						
Details Statement no 119 : International Calls						
						Displaying 1-7 of 7 result(s).
Date Start	Time	Duration	Origin	Destination	Price Charge	
06/07/2012	14:06:02	00:03:42	Customer - Sydney	6032148011	\$0.22	
06/07/2012	14:10:29	00:06:23	Customer - Sydney	4420302779	\$0.24	
10/07/2012	14:10:37	00:17:22	Customer - Sydney	9714394961	\$4.93	
11/07/2012	07:13:10	01:00:10	Customer - Sydney	4478484447	\$16.94	
13/07/2012	15:53:37	00:30:28	Customer - Sydney	4477669006	\$6.59	
13/07/2012	16:24:25	00:42:29	Customer - Sydney	4477669006	\$11.97	
18/07/2012	16:08:39	01:01:07	Customer - Sydney	5673981617	\$18.83	

#### 2.6.1.4 Download PDF Statement

To download a previously issued statement in PDF, simply click on the  symbol and the PDF will download via your browser. You will need Adobe Reader to view the PDF. If you do not have this, you can download it at:

<http://get.adobe.com/reader/>

## 2.6.2 Update Billing Options

This section will allow control what you see on your bill as well as allow you to choose if you would like to have an Email Bill, a Paper Bill, or both.

#### 2.6.2.1 Bill Setup

The Bill Setup feature gives you options in which you can view usage patterns or summaries by line on your bill.

You can select as little or as many of the options as you would like and they will appear on your next bill with us.

▼ Bill Setup			
Summary by Date (Graph)	<input type="checkbox"/>	Most Frequently Called Numbers	<input type="checkbox"/>
Longest Phone Calls	<input type="checkbox"/>	Summary by Hour of Day (Graph)	<input type="checkbox"/>
Most Expensive Phone Calls	<input type="checkbox"/>	Summary by Call Duration	<input type="checkbox"/>
International Call Summary	<input type="checkbox"/>	Phone Line Summary	<input type="checkbox"/>
		Summary by Item Type	<input type="checkbox"/>
		Produce a sub-bill for each department	<input type="checkbox"/>

A brief description of each option is as per the below:

Type	Description
Summary by Date (Graph)	Displays the total \$ value by date of each month in graph format
Longest Phone Calls	Lists details of each of the longest duration phones calls

Most Expensive Phone Calls	Lists details of each of the most expensive phone calls for that bills
International Call Summary	Will summarize duration, destination and value for each international call made for that bill
Most Frequently Called Numbers	Lists details of each of the most frequently called phone numbers for that bill
Summary by Hour (Graph)	Displays total \$ value by hours of each day in graph format
Summary by Duration	Summarizes all calls by the length of call
Phone Line Summary	Summarises the \$ value of each phone line
Summary by item Type	Summarises the \$ value of each Charge type on bill
Produce Sub-bill for each department	Separates each department with total \$ value (Note: will only work if service have a value in the 'Department' Field on service – See section <a href="#">Edit Service Details</a> for details on how to update department

### 2.6.2.2 Itemisation

You can choose what call types you would like itemised on your bill in this section. By ticking one of the options, your next bill will show each individual call listed for that charge type.

Itemisation

Internet Access Fee

Local Data Call

Mobile to international

Mobile data calls

Fixed to Mobile Calls

Mobile access fee

ISDN Calls

Total Service International

Total Service National

☐

☐

☐

☐

☐

☐

☐

☐

☐

Mobile national roaming

Mobile to fixed calls

SMS

Local Calls

National Calls

Included Spend

Mobile Roaming Charges (no GST)

Total Service Local

Total Service Other

☐

☐

☐

☐

☐

☐

☐

☐

☐

Voicemail/CallScreen

Mobile to mobile calls

Local Call Rebate for Included Calls

International Calls

Operator Calls

Mobile special calls

Inbound Services

Total Service Mobile

☐

☐

☐

☐

☐

☐

☐

☐

### 2.6.2.3 Output Options

This section will allow you to choose whether you receive your bill via email in PDF format, or if you want to receive you bill via Post in Paper format.

Output Options

Print

☐

Email PDF

☐

You can choose either Email or Print or both.

### 2.6.2.4 Save Changes

To save your changes, click on the  button at the bottom of the screen. Changes will only take effect on your next statement with us.

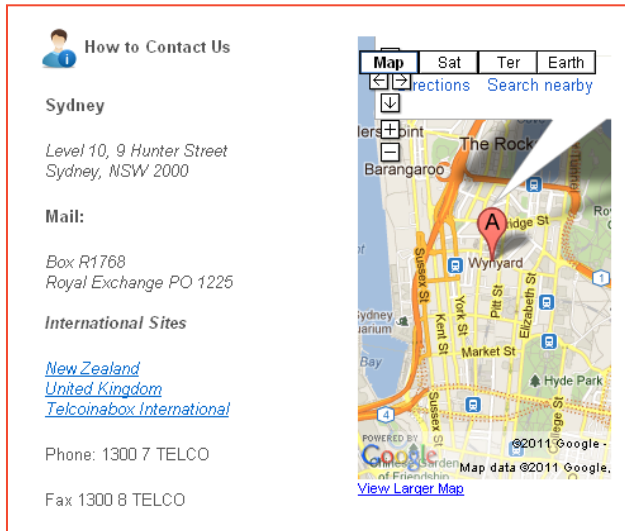


## 2.7 Contact Us

This section of the user guide describes the features available in the Contact Us section of the customer portal

### 2.7.1 How To Contact Us

If you wish to see our details including address and phone numbers, you will be able to view this along with a map of our location.



### 2.7.2 Give Feedback

Your feedback is very important to us, therefore you have the ability to send us feedback via the portal.

Feedback to us can be provided as a compliment, a suggestion and more.

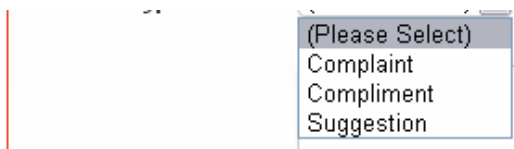
#### 2.7.2.1 Your Details

Enter your details in the online form provided. A contact phone number and email address is required in case we would like to be able to contact you. However if you would like for one of our representatives to contact you, you can opt for us to call you – See the [Request a Phone Call](#) section of this user guide

Name *	Mr Joe Bloggs
Phone Number *	0401001001
Email *	joe@sp.com.au
Subject *	Feedback

#### 2.7.2.2 Feedback Type

You may choose a feedback type that best fits your feedback that you would like to send us.



A screenshot of a dropdown menu. The menu is open, showing four options: "(Please Select)", "Complaint", "Compliment", and "Suggestion". The menu is highlighted with a red border.

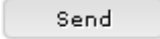
### 2.7.2.3 Enter your Message

Once you have entered the type of feedback, you can then add the message you would like to convey to us.



A screenshot of a feedback form. The form has several fields: "Name" with the value "Mr Joe Bloggs", "Phone Number" with the value "0401001001", "Email" with the value "joe@sp.com.au", "Subject" with the value "Feedback", "Feedback Types" with a dropdown menu showing "Compliment", and "Message" with the text "Thank you for guiding me through the customer portal." The form is highlighted with a red border.

### 2.7.2.4 Send Your Feedback

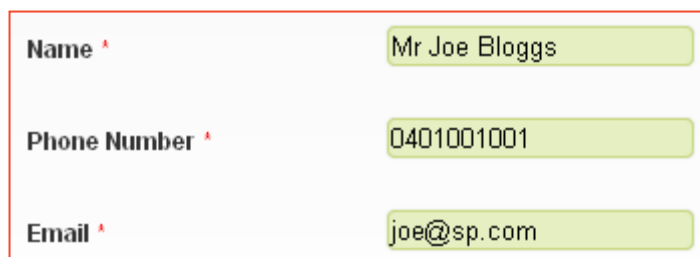
Once you have completed, click on the  button at the bottom of the screen.

## 2.7.3 Request a Phone Call

If you would rather us contact you by phone, you can use this feature to let us know.

### 2.7.3.1 Enter Your Details

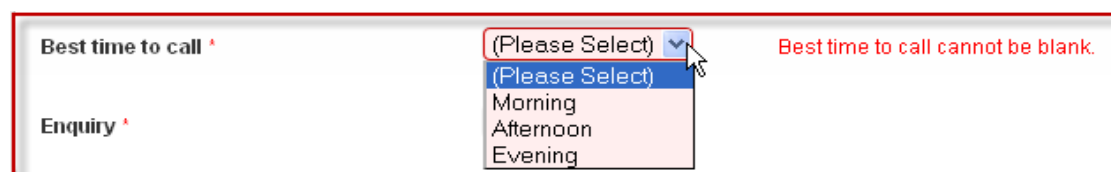
Complete your name, phone number you would like to be contacted on as well as an email address.



A screenshot of a form for entering contact details. It has three fields: "Name" with the value "Mr Joe Bloggs", "Phone Number" with the value "0401001001", and "Email" with the value "joe@sp.com". The form is highlighted with a red border.

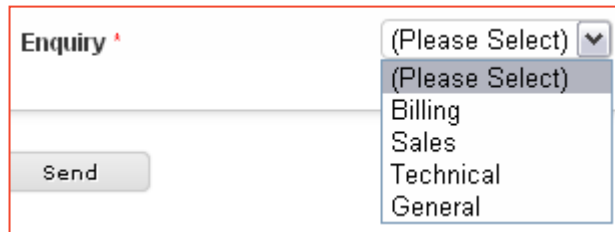
### 2.7.3.2 Select Time

Tell us what time is best to contact you during the day by selecting the time of day when you click in the Time to Call Box.



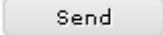
A screenshot of a form for selecting the best time to call. It has two fields: "Best time to call" with a dropdown menu showing "(Please Select)", "(Please Select)", "Morning", "Afternoon", and "Evening", and "Enquiry". A red error message "Best time to call cannot be blank." is displayed next to the dropdown menu. The form is highlighted with a red border.

Use this option to select which department you would like to contact you. For example, if you would like us to call you to assist you with your bill or payments, you can select the 'Billing' team.



The screenshot shows a form labeled 'Enquiry \*'. It features a dropdown menu with the following options: '(Please Select)', '(Please Select)', 'Billing', 'Sales', 'Technical', and 'General'. Below the dropdown is a 'Send' button.

#### 2.7.3.4 Send Request

When you have completed all the options, click on the  button.

### 2.7.4 Ask a Question

If you have a question you would like to ask us, you can submit your question here via the portal and a representative will respond to you.

#### 2.7.4.1 Enter your Details and Question


Complete the online form with your details and also note the question you would like to ask.



The screenshot shows a form with the following fields and content:

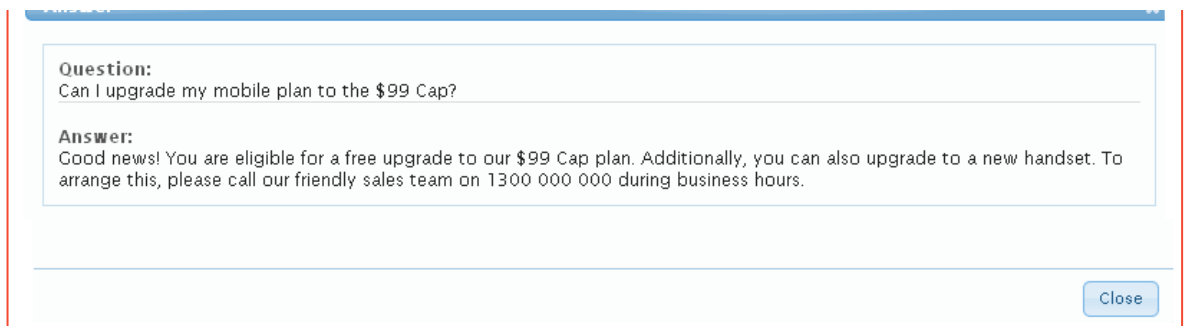
- Name \***: Mr Joe Bloggs
- Phone \***: 0401001001
- Email \***: joe@sp.com
- Question \***: Can I upgrade my mobile plan to the \$99 Cap?

#### 2.7.4.2 Send your Question

When you have completed all the options, click on the  button.

#### 2.7.4.3 View your response

Once a question has been responded to, you will see a notice appear when you first log into the portal. See section [New Message Alert](#) of this user guide.



#### 2.7.4.4 View Previous Questions

You can view questions you have previously submitted by selecting the [My previous question](#) link on the left side of the 'Ask a Question' screen.



## 2.8 Support

[Home](#)[Services](#)[Unbilled Calls](#)[Personal Details](#)[Payments](#)[Billing](#)[Contact Us](#)[Support](#)[Logout](#)

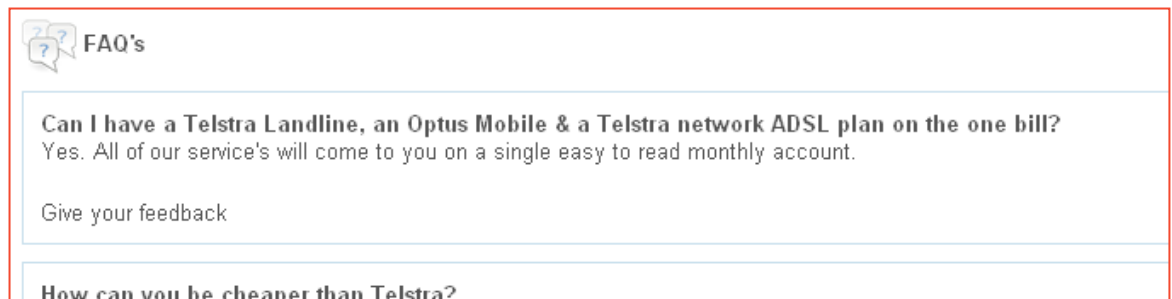
This section of the user guide describes the features available in the Support section of the customer portal

### 2.8.1 FAQ's

You will find a lot of answers to questions that are frequently asked to us by customers. The FAQ's section will contain most of the answers to questions our customers have. If your query cannot be answered here, you can always [Ask a Question](#) to us, or contact us via phone.

#### 2.8.1.1 View Questions

Once you select FAQ's from the menu, you will be provided with a list of commonly asked questions.



#### 2.8.1.2 Rate Questions

If you would like to rate the question on how helpful or unhelpful it was, simply click on the 👍 or the 👎 icons underneath the question.

### 2.8.2 ADSL Speed Test

The ADSL speed test tool is available for you to use to test the speed of your fixed internet connection on our network.

#### 2.8.2.1 Begin Test

Once you select the ADSL Speed Test option from the menu, click on



to start speed testing.

Do not close your browser at this point.

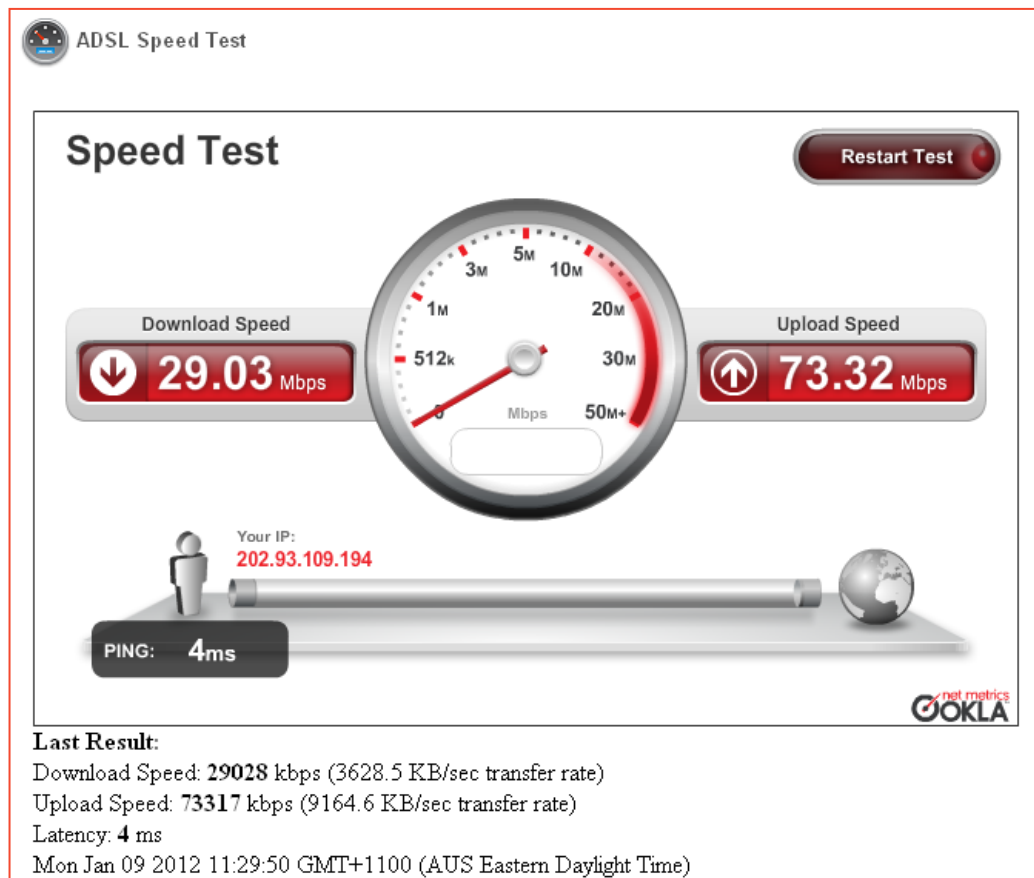
#### 2.8.2.2 Testing Begins

You will notice the speed test start running on your screen for both upload and download speeds of your service.

Depending on how fast your connection is will depend on how long the speed test will take.

Once the test is completed, you will be presented with the test data.

It is recommended to relay this information to a technical support rep if you are testing your internet speed for support purposes.



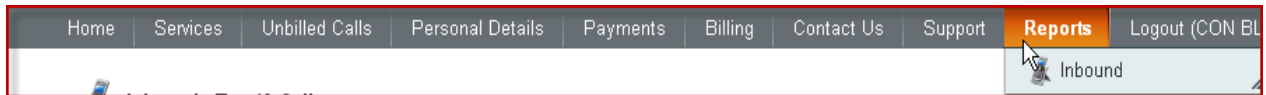
## 2.8.3 Support

Home	Services	Unbilled Calls	Personal Details	Payments	Billing	Contact Us	Support	<b>Reports</b>	Logout
------	----------	----------------	------------------	----------	---------	------------	---------	----------------	--------

This section of the user guide describes the features available in the Reports section of the customer portal

### 2.8.4 Inbound

If you have inbound services with us, there are several usage reports that are available for viewing and exporting.



#### 2.8.4.1 Top Ten Callers

This report provides you with a list of the top ten originating service numbers that are calling your inbound numbers.

Originating Number	Total Calls	Average Call Duration(Secs)	Total Call Duration (Secs)	Total Call Duration
--------------------	-------------	-----------------------------	----------------------------	---------------------

Once you select Top Ten Callers from the menu, you will be provided with a list of your inbound service numbers to report on. You can select them individually or select them all. You will also be asked to provide a date range for the search.

A screenshot of the 'Inbound - Top 10 Callers' report form. The form has a header with the title 'Inbound - Top 10 Callers'. Below the header, there is a search area with a dropdown menu for 'Inbound Number' (currently showing '-- Select Numbers --'), two input fields for 'Date From' and 'Date To', and a 'Search' button.

The results of the report can be exported to Microsoft Excel by clicking on the



#### 2.8.4.2 Daily Call Breakdown

This report provides you with a breakdown of the calls to your inbound service numbers.

Inbound Number	Day	Date	Total Calls	Average Call Duration(Secs)	Total Call Duration (Secs)	Total Call Duration
----------------	-----	------	-------------	-----------------------------	----------------------------	---------------------

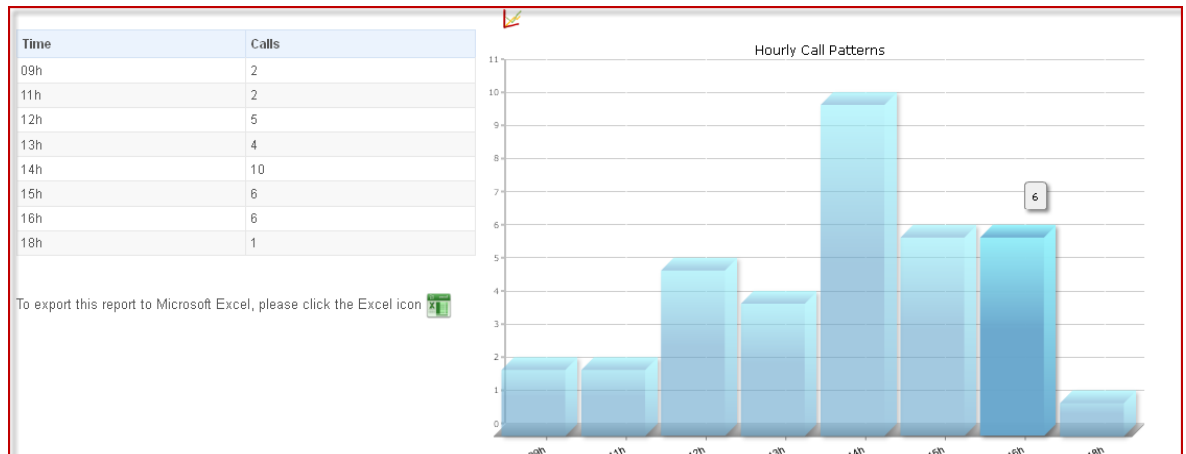
Once you select Daily Call Breakdown from the menu, you will be provided with a list of your inbound service numbers to report on. You can select them individually or select them all. You will also be asked to provide a date range for the search.

The results of the report can be exported to Microsoft Excel by clicking on the



### 2.8.4.3 Hourly Call Patterns

This report provides a breakdown of the number of calls to your inbound service numbers by hour. A graph is also displayed.



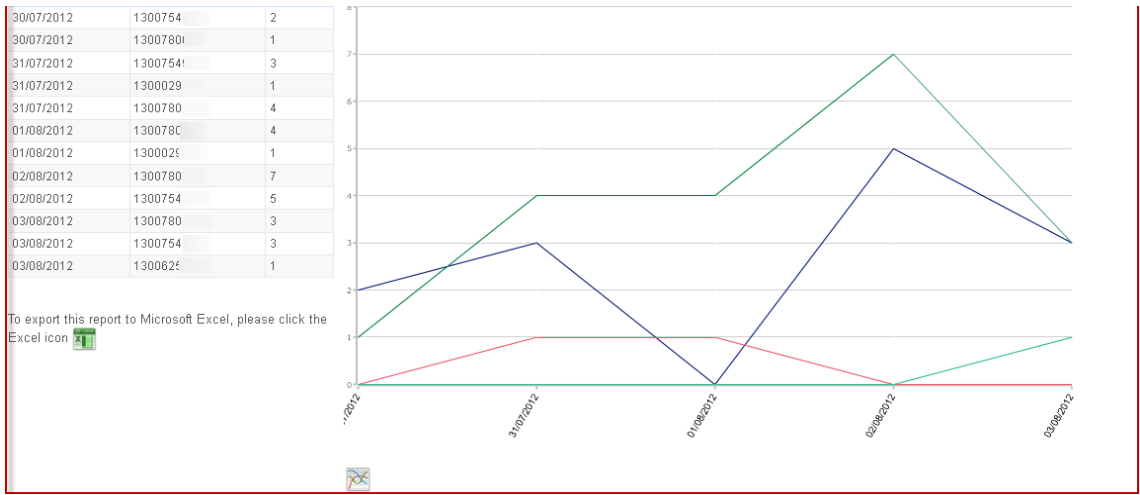
Once you select Daily Call Breakdown from the menu, you will be provided with a list of your inbound service numbers to report on. You can select them individually or select them all. You will also be asked to provide a date range for the search.

The results of the report can be exported to Microsoft Excel by clicking on the




### 2.8.4.4 Calls per Day per Service

This report provides a breakdown of the calls to each inbound service numbers by day. A graph is also displayed.



Once you select Calls by Day by Service from the menu, you will be provided with a list of your inbound service numbers to report on. You are limited to a selection of 10 numbers

 Inbound - Calls per Day per Service

Inbound Number :  (Maximum 10 numbers)

The results of the report can be exported to Microsoft Excel by clicking on the

