

# Helping you to estimate and control costs

AAPT provides several credit control tools to help you monitor and manage your account with us. These tools can help you in a variety of ways, depending on your specific needs or the area of cost that's of most concern to you.

## 1.) Credit Control Tools

### ONLINE ACCOUNT INFORMATION

You can access your account balance details via My Account on the AAPT website. Here you can check:

- Your invoice statement information (six month historical statement information immediately available);
- Your monthly spend history; and
- Call details.

### 24 HR ACCOUNT DETAIL ACCESS VIA PHONE

Through voice recognition technology, AAPT provides 24hr access to statement and payment information.

### BARRING OF SERVICES (NA)

AAPT can instigate a restriction on a customer's service, depending on the status of the customer's outstanding account at any point.

### BARRING OF SERVICES (NB)

Or, you can request the barring of service access.

This might be a permanent bar on all services (excluding local calls), or it may be a temporary bar on your requested options such as international, STD or 1900 calls.

A temporary bar request is made via Telstra, however you need to contact us at AAPT to organise the barring.

If you want to have the option of using one of the barred services you can also ask for PIN access. (Note: There is a small monthly fee of \$3.50 for this service.)

### TELSTRA 1900 LIMIT

This is an automatic bar placed on premium service calls.

This bars calls to content or live advice services such as: psychic lines; TV show voting lines; weather information and the like.

Your 1900 access can also be barred if at any point you reach \$500 worth of billed items for any particular month. Should you request access after this point you can contact AAPT Credit who will review your request.

## 2.) Standard Security Tools

### BLOCKING A MOBILE NUMBER FROM BEING USED

AAPT can organise the blocking of a phone's IMEI via the network provider in the event of a phone being lost or stolen. There is no charge to you. If the IMEI number is not in the Lost and Stolen Register, AAPT will be unable to block the IMEI.

If you later recover your phone, the block is easy to remove and again there is no charge to you.

For further information on IMEI blocking, go to:  
[http://www.amta.org.au/aoi.asp?ID=Lost\\_and\\_Stolen](http://www.amta.org.au/aoi.asp?ID=Lost_and_Stolen)

### INTERNET SECURITY

AAPT provides access to free anti-viral and firewall software downloads

## 3.) Internal Investigative Tools

### HIGH SPEND REPORTS

AAPT produces high spend reports on customer accounts each day.

A Limit Control Officer investigates higher spend values for fraud and security reasons.

If we see very unusual account activity, we will contact you in order to confirm the charges are being incurred by you, or at least with your authority.

This can help you avoid nasty surprises when the monthly bill arrives.