



Spend Management Tools

DiffTel, The Different Telco Pty Ltd, provides access to the following tools to enable you to take timely action to manage or limit your spend with us. In addition to providing near time billing information, DiffTel offers spend management tools as features of certain products. These are outlined below.

Online account access

You can track your usage, spend, and much more through the customer portal on our website difftel.com.au. Enter your Account Login details. If you're not sure of your login details or need further assistance or information on using the spend management tools associated with your account, please contact us at 1300 DIFFTEL (343 383)

Data usage notifications

Usage notifications notify customers via email or sms when they are within 50%, 80% and 100% of their included data allowance. They are free of charge.

*Please note that usage notifications are only available to residential customers where a service is not unlimited.

**Usage notifications do not occur in real time but with a delay of up to 24 hours after you actually reached the respective thresholds.

***Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming).

Shaping

We currently shape internet speeds on our DiffTel Calls and Data Bundle. After you reach your monthly data limit, your internet speed will be shaped until the end of your billing month. This means no surprise excess fees. For more information on our DiffTel Calls and Data bundle visit difftel.com.au/#residential

Call Barring

Customers may restrict use of a voice service using call barring. This might be a permanent bar on all services (excluding local calls), or it may be a temporary bar on certain call types (eg. international, national or calls to 1900 numbers).

For more information on any of our services, please contact us at 1300 DIFFTEL (343 383) or via email at support@difftel.com.au