

Security Tools

Spend Management Security

Roctel provide a number of spend management tools to help you manage your services with us.

You can check your usage via our Customer Portal, available at-

<http://www.roctel.com.au/customer-care/> → then click → **Customer Portal**

Please contact our Customer Care team on 1800 762 835 if you require assistance using the spend management tools in the Customer Portal.

- **Usage notifications:** can be up to 2 business days behind the actual time you actually reach the respective thresholds. Usage notifications also do not include any international usage (mobile roaming).

You can contact us to request that certain features of your service, such as international use or premium numbers, are limited if they are enabled.

Business Phone Line Security

- **Call Control:** this service allows the user to restrict outgoing calls by requesting a PIN number before dialling. A monthly charge applies for this service. To enquire about pricing & to activate this service please call our Customer Care team on 1800 762 835.
- **Restricting network access:** a user can call and request that we restrict specific types of outgoing calls (eg. Calls to mobiles) or that we restrict all outgoing calls from a particular line or lines.
- **Service disconnection:** a user can call and request that we temporarily disconnect or fully disconnect a line on their account which will put a complete stop to all inbound and outbound calls.

Mobile Security

- **Handset settings:** mobile handsets offer a variety of security measures to protect the owner should they lose their handset or wish to limit the usage. Please refer to your handset user guide for information on these settings
- **Service restrictions:** users can request restrictions on calls, SMS, MMS and data services by contacting our Customer Care team on 1800 762 835.

Internet Security

- **Modem security:** all modems provided by Roctel are preconfigured with a WIFI security key that protects users from unwanted people logging onto their network.
- **Service barring:** access to all Roctel internet services can be restricted.

Please contact us on 1800 762 835 for assistance in setting up any of these features.