

Manage your Home Phone

Your phone service allows you to make calls using your **nbn** internet service just like the old copper lines. Manage your usage and keep your phone features working for your needs.

Checking your Usage

1. Login to [My Account](#).

2. Once logged in, the dashboard displays the summary of your services and their usage. Click **Manage Service** to expand the details of the selected service.



The screenshot shows a user interface for managing home phone services. At the top, there is a blue header with the text "Phone ()" and a red-bordered button labeled "MANAGE SERVICE". Below the header, the section "Phone Usage" is displayed, containing a table with two rows of call data.

Phone Usage	
NATIONAL (1 calls)	\$0.00
MOBILE (1 calls)	\$0.00

3. Scroll down to **Service Usage** and filter the date then click **Show detailed phone usage**

Service Usage

NOV 2021 ▼

Phone Usage Charges: \$0.8

The above amount contains usage for services not included in your plan

[Show detailed phone usage](#)

Date	Time	Type	Cost
30 Nov 2021	11:33 am	13 NUMBERS	\$0.40
30 Nov 2021	10:26 am	13 NUMBERS	\$0.40

For a comprehensive report of your usage please click [here](#)

5. Click on the link for a comprehensive report of your usage as shown below

Detailed Usage

Date	Time	Duration/Usage	Type	Destination	Cost
30 Nov 2021	11:33 am	00:04:41	13 NUMBERS	1300	\$0.40
30 Nov 2021	10:26 am	00:03:34	13 NUMBERS	1300	\$0.40

Close

Service Usage NOV 2021 VIEW PLANS

Phone Usage Charges: \$0.8
The above amount contains usage for services not included in your plan
[Show detailed phone usage](#)

Date	Time	Type	Cost
30 Nov 2021	11:33 am	13 NUMBERS	\$0.40
30 Nov 2021	10:26 am	13 NUMBERS	\$0.40

For a comprehensive report of your usage please click [here](#).

Phone Features

Just like the old copper lines, the phone service also has features that you can use. **Voicemail**, **Call forwarding** and **Silent Number** are among the features that you can access using your My Account.

1. After selecting the phone service, scroll down to **Service Management** and click **Change service settings**

Service Management

Change my plan

Change my service nickname

Change my emergency contact details

Change service settings

2. Here you will see the features available for control. By clicking the radio button, you can either Enable or Disable the feature. Please don't forget to enter the phone number for the **Call Forwarding** feature. You can also set the **Voicemail** password here. Click **Update Settings** to save the changes.

Configure Settings

Phone Features

Call Forward Unconditional

On

Call Forward Unavailable

Off

Call Forward Busy

Off

Call Forward Timed

Off

Voicemail

Off

Silent Number

Off

For help using features please view our Feature Guide (PDF) found [here](#)

Update Settings

Alternatively, you can do this using your handset by dialing the codes below to activate the feature.

Call Forward Unconditional

Dial * 21+"phone number" i.e. * 21040XXXXXXXX. To disable Call Forward Unconditional, just dial * 21 again.

Call Forward Busy

Dial * 24+"phone number" i.e. * 24040XXXXXXXX. To disable Call Forward Busy, just dial * 24 again.

Call Forward Unavailable

Dial * 61+"phone number" i.e. * 61040XXXXXXXX. To disable Call Forward Unavailable, just dial * 61 again.

Voicemail

Pick up the handset and dial * 96. The recorded announcement will advise if you have any messages. If you do, to listen, press 1. Otherwise, you may press 2 to change voicemail folders, press 3 for advanced options, press 0 for mailbox options, press * (star) for help, or press # (hash) to exit. You may press 7 to delete a message after listening to it.

Online URL:

<https://articles.spintel.net.au/article/manage-your-home-phone.html>