Reviewing your monthly Mobile Phone Charges

Introduction
Optus no longer sends paper bills for mobile phones each month. Instead, authorised Curtin staff can now review charges associated with Curtin Optus mobile phones along with charges associated with PABX telephone extensions. So,

- if you are a Curtin Optus mobile phone user, you can now review your Optus mobile phone monthly charges and usage via Curtin’s Telmax portal, as well as produce a form for reimbursement of charges for non-business use.
- if you are a cost centre manager you can now use Curtin’s Telmax portal to review the monthly bills associated with both PABX extensions and Optus mobile phones associated with your cost centre.

Accessing Curtin’s Telmax Portal
1. Start Internet Explorer [other internet browsers are not supported by Telmax]
2. Type in the URL
   https://Telmax.curtin.edu.au
   and press the enter key.
3. When the Telmax screen appears, click in the box to the right of "Novell Login:" and type your staff identification number.
4. Click in the box to the right of "Password:" and type your password.
5. Click the "Log In...." button

Notes:
- You must use Internet Explorer to access Telmax because Firefox and other Web browsers are incompatible with the reporting tools used by the Telmax Web server.
- You should install the free Microsoft XP Web components add-on (OWC10.EXE) from http://www.microsoft.com/downloads/details.aspx?FamilyID=982b0359-0a86-4fb2-a7ee-5f3a499515dd&displaylang=en. This software enables Telmax to show charges in graphical form.
Reviewing mobile phone charges

1. Start Internet Explorer and log into Telmax as described above. The Telmax Home page appears:

![Telmax Home page image]

2. Select the month and the type of report you wish to view. Mobile phone users should choose the “Personal Reports” option. Click the OK button.

3. Click on the mobile phone number you wish to view reports for (if you are a mobile phone user, you probably have only one phone). The main phone number screen shows both a summary of charges and a trend chart:

![Main phone number screen image]

4. To review the charges in detail, you can click on any total or name that is bolded and coloured blue. If you click on the phone number, a detailed breakdown of charges appears:

![Detailed breakdown image]
5. If you scroll down the page, you will see details of calls made by that mobile phone in chronological order:

If you wish you may choose to sort the calls in dialled number order; you can sort the calls by number by clicking on the column header "Dialled Number" (similarly, you can choose other orders by clicking the heading of the column to be sorted). You can also filter on all the columns, ie, search for all calls that have SMS in the description.

6. If your faculty or area requires you to identify non-business charges and reimburse associated charges, scroll through the call list clicking the tick box adjacent to each non-business call in the column titled "Dialled Number". Then click the button “I confirm that all non-business charges have been identified in this bill”. This will indicate to your cost centre manager that you have checked your bill. The following screen shot shows a single call ticked as a non-business call:

7. If you need to reimburse for any non-business charges (please also consider domestic SMS charges, which appear separately on the Telmax screen), click the button “open a printable form for reimbursement on non-business charges”. A part-completed Curtin Cashier Payment form will be opened in Microsoft Word, ready for you to print, complete, and submit to the Cashier.

8. Once you have finished reviewing your phone report, click the “Logout” button in the top left-hand corner of the browser window.

Leaving the Telmax website

1. Click the “Logout” button in the top left-hand corner of the browser window.

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1 To save you time in future, Telmax will remember the numbers that you identify as non-business (ie personal) numbers and business, and pre-populate the tick boxes adjacent to those numbers in subsequent months' bills; you can override these defaults later if you wish.
Accessing mobile phone reports (information for cost centre managers)

Cost Centre Managers are responsible for exercising oversight of expenditure including costs incurred by staff using PABX extensions and Optus mobile phones. Therefore, each Curtin PABX extension and each Optus mobile phone is associated both with a staff member who uses the phone and with the staff member responsible for the cost centre from which the phone bill is paid (the cost centre manager).

Telmax enables those persons to exercise their responsibility by electronically reviewing the costs incurred by all phones under their supervision.

The cost centre manager’s interface is very similar to the user’s interface - except that:

- they may supervise multiple areas.
- they may supervise multiple telephone numbers in each of those areas.
- they can review the usage and the business/non-business charge breakdown for each mobile phone.

For assistance in using Telmax to supervise expenditure, please call CITS Telecommunications.