

Insight Plus Enhanced

Yes



Insight Plus

Your **digital bill** now with **better insights** and **reports** built in.

This is Enterprise.
This is Optus.

Yes OPTUS

Insight plus

Transform your experience with

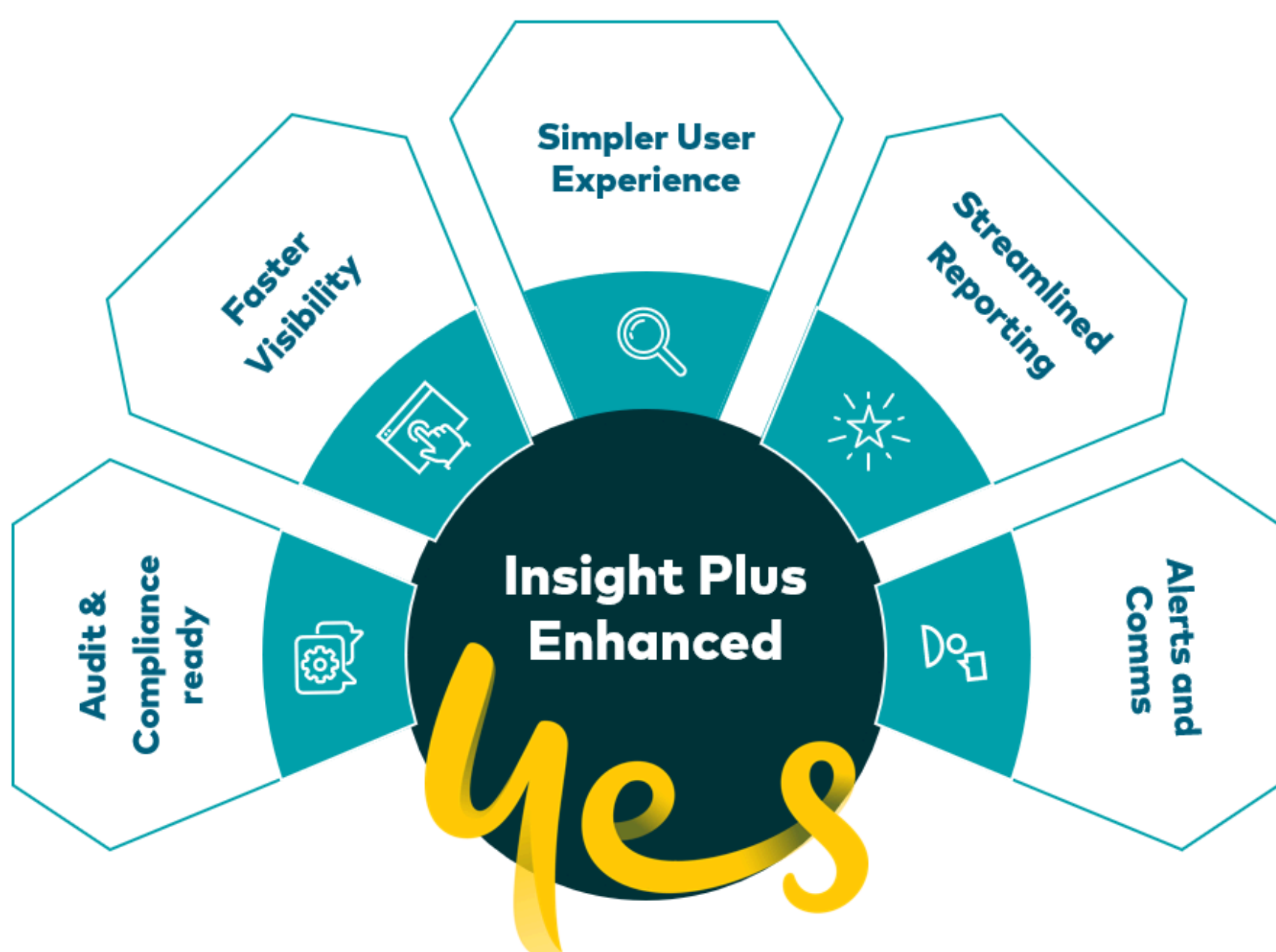
faster intelligence.

Insight Plus gives your business clearer visibility, role-based security, and seamless access to business insights.

With a modernised platform behind the scenes, you gain faster access to Billing, Unbilled Usage Insights and Inbound Calling Insights —so you can make decisions confidently, manage usage proactively, and stay ahead of operational demands.

Why Insight Plus Matters

- Access to up to seven years of billing history for compliance, auditing, and analysis
- Near real-time visibility for unbilled usage. Billing insights available within hours of bill run.
- Consolidated dashboard to view all your mobile, internet and voice usage in one place.
- Comprehensive reports for billed, unbilled and inbound voice services
- Customisable alerts and clearer communication to keep you informed and in control



Benefits delivered on Insight Plus

Mobile

Track usage and data

Voice

Understand call patterns instantly

Data

Monitor data and usage

Insights

Smart reports and infographics

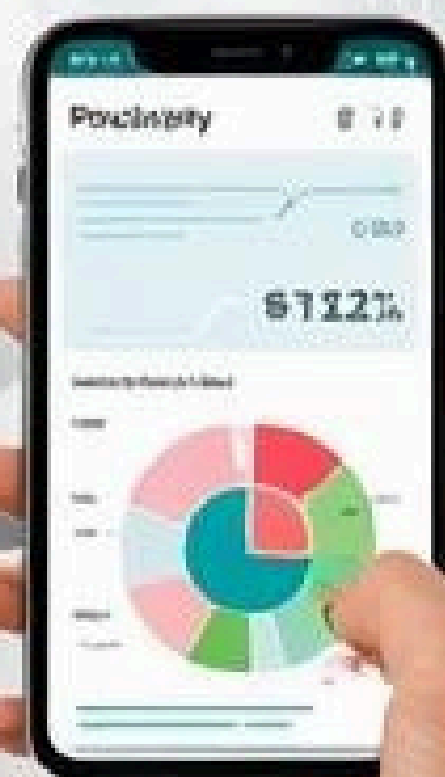
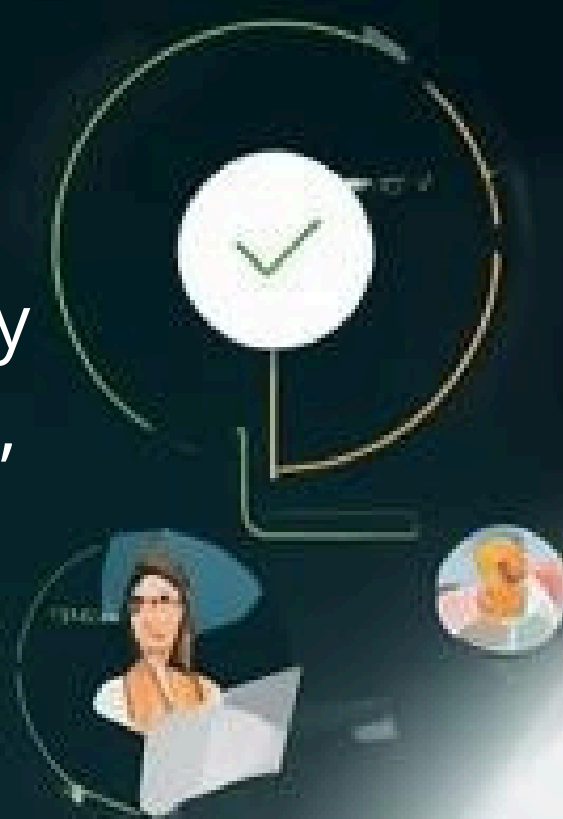
yes OPTUS

Billing Data And Insights

Your **data**. Your **insights**. Ready
within hours — **every billing cycle**.

3 Key Reports

1. **Detailed Summary Report** - Track every cost applied to your account – recurring, usage-based, or one-off.
2. **Usage Record Report** - Monitor service activity like calls, messages, and data usage.
3. **Data Feed Report** - Integrate billing data directly into your ERP or finance systems.



Billing snapshot



View your recent services
and billing activity at a
glance

Interactive Graphs



Track and compare
monthly costs across the
last 12 months

Invoices



In-depth analysis providing
comprehensive data for
informed decisions

Billing Reports



View or download your
detailed billed usage
reports anytime

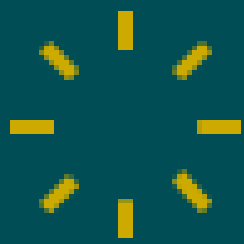
Unbilled Usage Insights

Comprehensive insights at your fingertips.

Monitor Mobile, Internet and Voice service usage & forecast trends - all in one view

Unbilled Usage gives you a near real-time view of mobile, internet and voice activity between billing cycles—updated daily so you can stay in control, avoid surprises and confidently plan ahead.

Daily Refreshed Usage



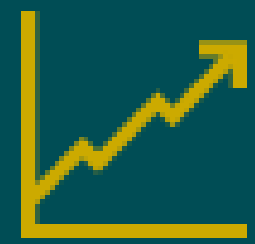
Stay across your usage with insights refreshed daily, giving you early visibility of mobile, internet and fixed-line activity before it appears on your bill.

Comprehensive Reporting Suite



Dive into detailed reporting across service inventories, daily trends, call details and data utilisation - giving you the clarity you need to forecast and manage spend.

Clear Visibility & Proactive Control



With near real-time monitoring, you can spot trends sooner, prevent unexpected charges and stay in control of your services and spend.

Whats Included

- Mobile usage (data, calls, SMS volumes)
- Fixed line call activity
- Internet usage (hourly upload/download)
- Service-level daily trends and forecasting

Whats Not Included

- No URLs or web browsing history
- No content-level metadata
- No IPVPN usage visibility



Inbound Calling Insights

Turning customer call data into actionable Insights.

Interactive Dashboard provides a summary of your Inbound Services.

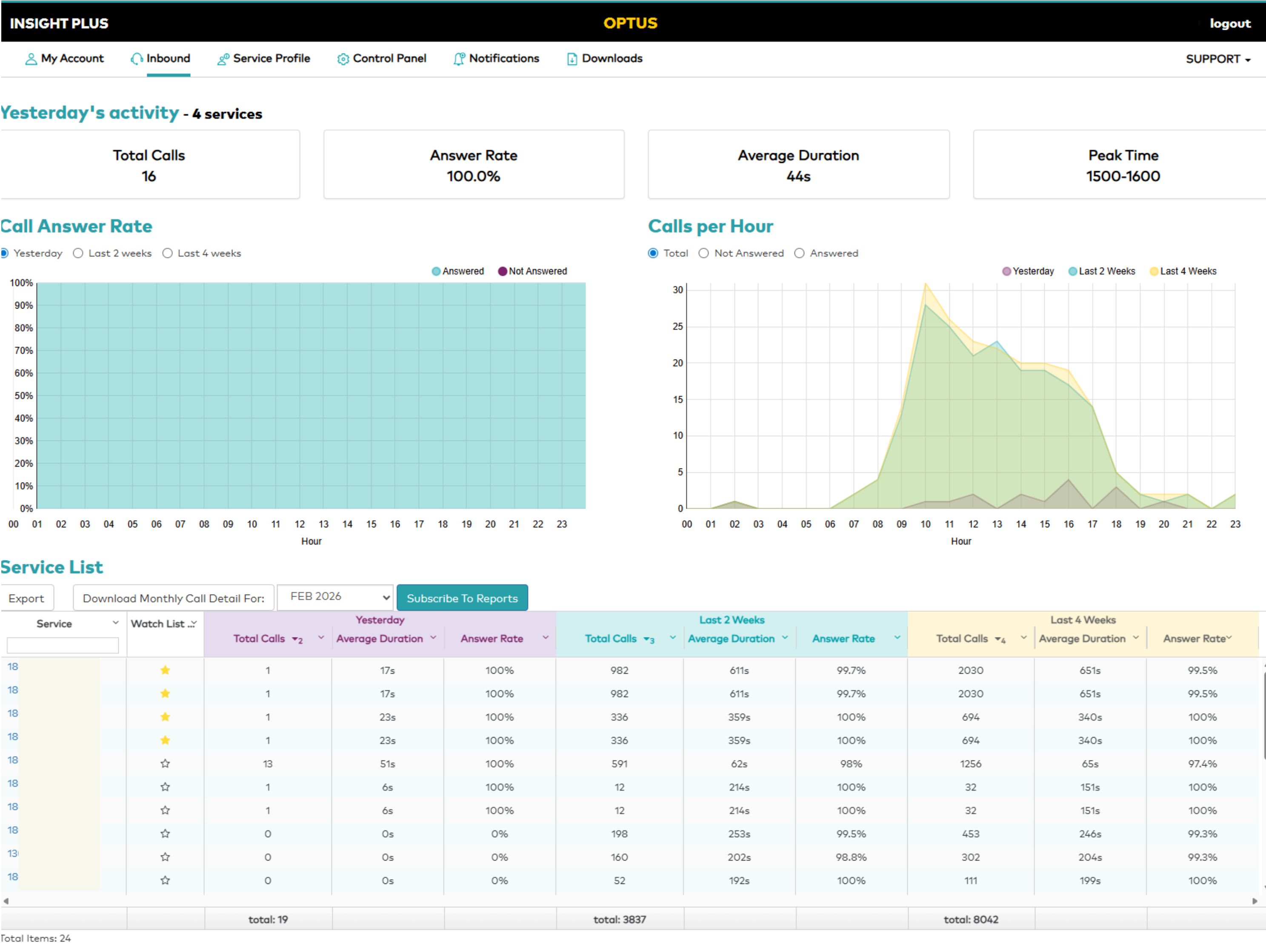
- **Next-Day Activity Snapshot** Get a clear view of your inbound performance with five key metrics updated daily — including service count, total calls, answer rate, average duration and peak hour.
- **Call Completion & Drop-Off Patterns** Identify peak times for completed or abandoned calls using interactive hourly charts that compare call volumes across different periods.
- **Filterable Service List** Drill into all your inbound voice services with call volumes, average duration and answer-rate insights across three timeframes: Yesterday, Last 2 Weeks and Last 4 Weeks.

Service List Report

A detailed breakdown of inbound call activity for each service, giving you clear visibility of traffic to your 13, 1300 and 1800 numbers.

Daily Call Distribution Report

See call-level detail for your inbound services with insights on volumes, timing and routing patterns.





Drive Insight. Inspire Action.

To learn more about us, contact your Optus account manager or call Optus Business on 134 315



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