

Insight Plus

Yes

Your digital bill now with better insights and reports built in

We can help you stay in control of your telecommunications costs with digital bills and call reporting —so you always know exactly where your spend is going.

Key Highlights

- Track unbilled usage
- Identify ways to reduce costs
- Download detailed records for analysis
- Allocate charges to Cost Centre
- Monitor and track Inbound calls

As an Optus Enterprise customer, you get access to our online analytics platform **Insight Plus**.

Providing interactive, timely access to your usage and charges across all your Mobile, Internet and Voice services, it gives you an intuitive way to manage your business telecommunications costs and inbound service traffic.

Use the power and capability of Insight Plus to:

- **Track unbilled usage** to identify risks and patterns
- **Allocate costs** back into your business
- **Add user details** such as names, cost centres, device types and more
- **Monitor and track inbound calls** with ease

We know that sometimes you need answers on the go, so Insight Plus is designed to work seamlessly on smartphones and tablets—giving you access whenever and wherever you need it.

Bring your data to life.

Service Profile lets you add context—like user names, cost centres, department and locations—so your reports become more informative and easier to act on.

Monthly insights made easy

Insight Plus gives you flexible, streamlined ways to stay on top of your billing and inbound voice activity. Subscribe to your Billing and Inbound voice reports and receive monthly email notifications as soon as your bills are generated.

Within hours, you'll be notified that your latest reports are ready. The reports appear in the Download section of the portal in a structured CSV format, making it easy to review, analyse or integrate the data into your own systems.

Unbilled usage reports also help you spot services that may be at risk of excess charges, both in Australia and overseas—giving you visibility before costs escalate.

Gain business insights

With Optus Insight Plus Inbound Calling reports, you can easily spot peak and quiet periods across your call centres, helping you plan staffing more effectively and reduce missed calls that could lead to missed opportunities.

You'll also gain valuable insights into where your inbound callers are located, giving you a clearer understanding of your customer base and helping you make smarter, data-driven decisions.

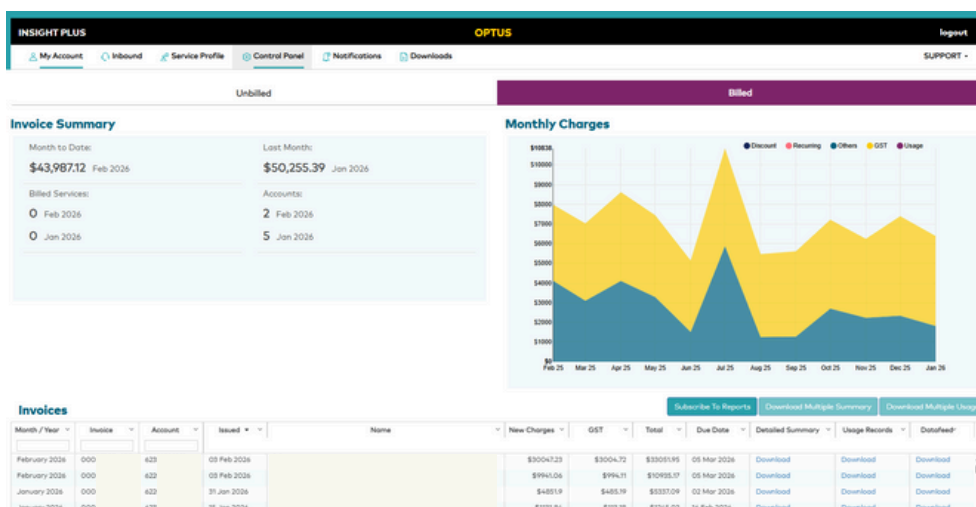
Your Insight Plus Experience

Explore the full suite of reporting, dashboards and insight features.

My Account Reports & Dashboard	Inbound Reports & Dashboard	Service Profile Online editing	Control Panel User list	Notifications Alerts & Updates	Download Resources	Support Contact us & settings
Unbilled 3 Core reports, Usage summary, Risk profiles for Mobiles, Internet and Voice Services	Inbound dashboard 2 Core reports, Next-day activity snapshot, Call completion & drop-off patterns, Filterable service list	Cost Centre Details Edit Individual services and make bulk changes	Manage User Access (Request, Edit & Delete for Admin user)	Stay Informed Get timely updates from Optus on important changes.	Access User Guides Quickly download guides to help you navigate features.	Phone
Billed 3 Core reports, Invoice Summary, Last 12 months cost graph, 7 years data retention	Reports Subscribe, view and download Inbound Call reports	Download and Upload Make offline updates to the excel file	Usage Alerts Mobiles		Retrieve Files Any files that users attempt to download will appear here	Email
Reports Subscribe, View and Download billed and unbilled reports						Change Password

Billing Data & Insights

The Billing Dashboard has been designed to provide summary visibility of charges from your last bill, month to date, last month and the last 12 months. You can also see the processing status of the daily unbilled usage records.



Reports

See what each report covers and how it supports your day-to-day management.

Reports	About
Billing Insights - Detailed Summary Report	A clear, itemised breakdown of every billed charge—recurring, usage-based and one-off, to help you track spend and reconcile invoices.
Billing Insights - Usage Record Report	Gives you full visibility of all usage activity—calls, SMS and data to help you track consumption and meet audit or reporting needs.
Billing Insights - Data Feed Report	A structured CSV file that consolidates all billing data, making it easy to extract, automate and integrate into financial or reporting systems.
Unbilled Usage - Service List Report	Provides a snapshot of unbilled activity for Mobile, Internet and Voice services, showing forecasted and actual usage so you can monitor behaviour and manage costs proactively.
Unbilled Usage - Daily Usage Report	Displays day-by-day usage patterns to help you monitor consumption and stay ahead of future demand.
Unbilled Usage - Call Detail Report	Gives you a detailed view of call activity, with insights into durations, patterns and peak times.
Inbound Calling - Service List Report	Summarises inbound call activity for each service, giving you a clear view of traffic to your 13/1300/1800 numbers.
Inbound Calling - Daily Call Distribution Report	Provides call-level insights—volumes, timing and routing—for a specific inbound service to help you understand daily call patterns.

Great business
starts with
Yes OPTUS



Billing Reports

Detailed Summary Report

This report gives you a clear, itemised breakdown of every billed charge, showing all costs applied to your account—whether recurring, usage-based or one-off—so you can easily track spend and reconcile invoices.

Each charge is displayed line by line for full transparency, covering both service-level fees tied to individual services and account-level charges that apply across your whole account.

It also highlights different charge types, including usage (calls, data or roaming), recurring plan or add-on fees, and one-off items such as activations or hardware, giving you complete visibility of your billing in one place.

UID	Company Name	Invoice Number	Bill Issue Date	Account Number	Service Number	Range	Charge Group	Charge Type	Charge Code	Charge Description	Date From	Date To
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Other	TPCXXXXX	Excess SMS out 2606 msg	31-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Recurring	TPCXXXXX	1211 SIM Card Subscription	1-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	EVCXXXXX		Service	Recurring	RCGXXXXX	M2M Evolve IP VPN Monthly Access Charge (50Mbps)	1-Feb-26	26
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	XXXX		Account	Payments	EF	XXXX	12-Jan-26	12
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Other	TPCXXXXX	Excess SMS out 2606 msg	31-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Recurring	TPCXXXXX	1211 SIM Card Subscription	1-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	EVCXXXXX		Service	Recurring	RCGXXXXX	M2M Evolve IP VPN Monthly Access Charge (50Mbps)	1-Feb-26	26
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	XXXX		Account	Payments	EF	XXXX	12-Jan-26	12
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Other	TPCXXXXX	Excess SMS out 2606 msg	31-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Recurring	TPCXXXXX	1211 SIM Card Subscription	1-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	EVCXXXXX		Service	Recurring	RCGXXXXX	M2M Evolve IP VPN Monthly Access Charge (50Mbps)	1-Feb-26	26
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	XXXX		Account	Payments	EF	XXXX	12-Jan-26	12
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Other	TPCXXXXX	Excess SMS out 2606 msg	31-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Recurring	TPCXXXXX	1211 SIM Card Subscription	1-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	EVCXXXXX		Service	Recurring	RCGXXXXX	M2M Evolve IP VPN Monthly Access Charge (50Mbps)	1-Feb-26	26
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	XXXX		Account	Payments	EF	XXXX	12-Jan-26	12
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Other	TPCXXXXX	Excess SMS out 2606 msg	31-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Recurring	TPCXXXXX	1211 SIM Card Subscription	1-Dec-25	31
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	EVCXXXXX		Service	Recurring	RCGXXXXX	M2M Evolve IP VPN Monthly Access Charge (50Mbps)	1-Feb-26	26
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	XXXX		Account	Payments	EF	XXXX	12-Jan-26	12
1XXXX	ABC Pty Ltd	000100000000	3-Feb-26	62XXXXXXX	1XXXXXXX		Service	Other	TPCXXXXX	Excess SMS out 2606 msg	31-Dec-25	31

Usage Record Report

This report provides a detailed, itemised log of every call, SMS and data session, giving you clear insight into usage patterns while supporting charge validation and maintaining accurate, audit-ready telecom records.

Each usage event is captured as a separate entry with timestamps and charge details, supported by comprehensive data fields such as service number, duration, destination, country, data used, plan type and GST information.

UID	Company Name	Invoice Number	Account Number	Service Number	Usage Date	Usage Time	Charge Code	Dialled Number	Origin	Destination	Charge	Duration - seconds	Unit of Measure
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	0:21:59	UCGE_XXXXX	02XXXXXXX	Sutherland	Wollongong	0.07	0:02:21	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	3:36:25	UCGE_XXXXX	02XXXXXXX	Sydney	Wollongong	0.01	0:00:14	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	3:36:56	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.05	0:01:56	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	7:05:05	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.02	0:00:24	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	7:05:35	UCGE_XXXXX	02XXXXXXX	Southport	Wollongong	0.04	0:01:14	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	7:36:38	UCGE_XXXXX	02XXXXXXX	Melbourne	Wollongong	0.01	0:00:15	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	7:36:58	UCGE_XXXXX	02XXXXXXX	Melbourne	Wollongong	0.05	0:01:54	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	7:38:19	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.17	0:06:36	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	7:42:25	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.04	0:01:25	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:00:32	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.05	0:01:47	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:10:03	UCGE_XXXXX	02XXXXXXX	Melbourne	Wollongong	0.05	0:01:40	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:12:15	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.04	0:01:26	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:29:09	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.05	0:01:34	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:29:34	UCGE_XXXXX	02XXXXXXX	Ringwood	Wollongong	0.04	0:01:25	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:30:42	UCGE_XXXXX	02XXXXXXX	Blacktown	Wollongong	0.04	0:01:12	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:33:41	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.02	0:00:39	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:44:09	UCGE_XXXXX	02XXXXXXX	Southport	Wollongong	0.02	0:00:30	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:44:35	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.03	0:01:01	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:45:01	UCGE_XXXXX	02XXXXXXX	Southport	Wollongong	0.02	0:00:30	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:45:46	UCGE_XXXXX	02XXXXXXX	Southport	Wollongong	0.02	0:00:30	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:48:59	UCGE_XXXXX	02XXXXXXX	Ringwood	Wollongong	0.1	0:03:43	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	8:53:53	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.03	0:00:49	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	9:02:32	UCGE_XXXXX	02XXXXXXX	Parramatta	Wollongong	0.13	0:05:31	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	9:06:44	UCGE_XXXXX	02XXXXXXX	Parramatta	Wollongong	0.07	0:02:21	sec
6XXXXX	ABC Pty Ltd	001000000	62XXXXXXX	13XXXXX	1-Jan-26	9:11:07	UCGE_XXXXX	02XXXXXXX	Mobile	Wollongong	0.03	0:00:58	sec

Data Feed Report

This is a structured CSV file that brings all your invoice-related billing data together in one place, making it easy to extract and integrate into your financial systems.

Built for large enterprises and service providers that rely on automated processing, each invoice generates its own Data Feed Report—removing the need for manual work.

The format is compatible with ERP systems, accounting platforms and BI tools, and uses standardised billing fields so your data stays consistent across invoices and simple to analyse over time.

H Optus	6XXXXXXX	0000000000	3/02/2026	5/03/2026	XXXX IOT M2M								
V 32535.11	-31381.01	0	0	95671.81	30047.23	3004.72	STD 0		AUD	3/02/2026	62XXXXXXX	0000000000	
S SS	RCGXXXXX	EVCXXXXX	2000	AUD	1	2000	AUD 200	0	1	2000	1/02/2026	26/02/2026	M2M Evolve IP VPN
S SS	TPCXXXXX	1XXXXXXX	27526.03	AUD	1	27526	AUD 2752.6	0	1	27526.03	1/12/2025	31/12/2025	1211 SIM Card Sub
S SO	TPCXXXXX	1XXXXXXX	521.2	AUD	1	521.2	AUD 52.12	0	0	0	31/12/2025	31/12/2025	Excess SMS out 260
S PY	EF	-31381	AUD					0			12/01/2026	12/01/2026	
L	4XXXXXXX	N	0	0	0	0	Kbs Mobile Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Occ Included Usage	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs WPP-VPN Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs WPP-VPN Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs Roaming Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
P 11XXXXXX	Optus Machine to Machine	Summary of Charges											
P EVCXXXXX	M2M Evolve IP VPN Establishment & RC	XX.XXXX.com.au									50Mbps		
H Optus	6XXXXXXX	0000000000	3/02/2026	5/03/2026	XXXX IOT M2M								
V 32535.11	-31381.01	0	0	95671.81	30047.23	3004.72	STD 0		AUD	3/02/2026	62XXXXXXX	0000000000	
S SS	RCGXXXXX	EVCXXXXX	2000	AUD	1	2000	AUD 200	0	1	2000	1/02/2026	26/02/2026	M2M Evolve IP VPN
S SS	TPCXXXXX	1XXXXXXX	27526.03	AUD	1	27526	AUD 2752.6	0	1	27526.03	1/12/2025	31/12/2025	1211 SIM Card Sub
S SO	TPCXXXXX	1XXXXXXX	521.2	AUD	1	521.2	AUD 52.12	0	0	0	31/12/2025	31/12/2025	Excess SMS out 260
S PY	EF	-31381	AUD					0			12/01/2026	12/01/2026	
L	4XXXXXXX	N	0	0	0	0	Kbs Mobile Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Occ Included Usage	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs WPP-VPN Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs WPP-VPN Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs Roaming Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
P 11XXXXXX	Optus Machine to Machine	Summary of Charges											
P EVCXXXXX	M2M Evolve IP VPN Establishment & RC	XX.XXXX.com.au									50Mbps		
H Optus	6XXXXXXX	0000000000	3/02/2026	5/03/2026	XXXX IOT M2M								
V 32535.11	-31381.01	0	0	95671.81	30047.23	3004.72	STD 0		AUD	3/02/2026	62XXXXXXX	0000000000	
S SS	RCGXXXXX	EVCXXXXX	2000	AUD	1	2000	AUD 200	0	1	2000	1/02/2026	26/02/2026	M2M Evolve IP VPN
S SS	TPCXXXXX	1XXXXXXX	27526.03	AUD	1	27526	AUD 2752.6	0	1	27526.03	1/12/2025	31/12/2025	1211 SIM Card Sub
S SO	TPCXXXXX	1XXXXXXX	521.2	AUD	1	521.2	AUD 52.12	0	0	0	31/12/2025	31/12/2025	Excess SMS out 260
S PY	EF	-31381	AUD					0			12/01/2026	12/01/2026	
L	4XXXXXXX	N	0	0	0	0	Kbs Mobile Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Occ Included Usage	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs WPP-VPN Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs WPP-VPN Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
L	4XXXXXXX	N	0	0	0	0	Kbs Roaming Data	1-Jan-26	3-Feb-26	6XXXXXXX	0000000000		
P 11XXXXXX	Optus Machine to Machine	Summary of Charges											
P EVCXXXXX	M2M Evolve IP VPN Establishment & RC	XX.XXXX.com.au									50Mbps		

Great value starts with **Yes**

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Unbilled Usage Reports

Service List Report

This report gives you visibility of all unbilled usage across mobile, internet and voice services.

For mobile, it highlights usage patterns before billing is finalised and includes key metrics such as forecast percentage, forecasted GB, actual usage and recent alert changes.

For internet services, it gives detailed data-usage insights for each service, while for fixed voice it provides a breakdown of call activity, including call durations, volumes, answer rates and international usage—giving customers a complete view of how each service is performing and helping you stay ahead of potential overspend.

Service	User Name	Room	Forecast %	Forecast GB	Actual GB	Alert	Change to last month	Alert
0400000000X	Adam	0		5.4	1.7	Off	2653.8	
0400000000X	Joe	0		20.4	6.5	Off	136.3	
0400000000X	Paul	0		5.1	1.6	Off	223.2	
0400000000X	Josh	0		114.7	3.7	Off	3001.8	
0400000000X	Jared	0		0.7	0.2	Off	739.1	
0400000000X	Dylan	0		30.7	9.9	Off	49.8	
0400000000X	Archie	0		20.3	6.5	Off	31.9	
0400000000X	Rob	0		24.2	7.8	Off	17.2	
0400000000X	Sindu	0		0	0	Off	-99.7	
0400000000X	Jono	0		37.7	12.1	Off	13.7	
0400000000X	Ganani	0		2	0.6	Off	-65.4	
0400000000X	Adam	0		0	0	Off		
0400000000X	Joe	0		1.1	0.3	Off		
0400000000X	Paul	0		5.9	1.9	Off	867	
0400000000X	Josh	0		5.9	1.9	Off	1058.2	
0400000000X	Jared	0		21.6	6.9	Off	43.8	
0400000000X	Dylan	0		9.5	3	Off	-23.5	
0400000000X	Archie	0		25	8	Off	523.9	
0400000000X	Rob	0		19.2	6.2	Off	91.3	
0400000000X	Sindu	0		3.1	1	Off	114.7	

Daily Usage Report

This report gives you day-by-day usage insights for each individual Mobile, Internet and Voice service, helping you monitor consumption and stay ahead of future demand.

Date	Data Usage MB	Records	Calls	Messages	Charges
24/01/2026	0	7	0	4	0
23/01/2026	0	2	2	0	0
22/01/2026	0	39	0	0	0
22/01/2026	0	39	0	0	0
21/01/2026	1182.685	115	1	5	0
20/01/2026	290.654	88	3	0	0
19/01/2026	0	15	0	15	0
19/01/2026	0	15	0	15	0
18/01/2026	613.241	84	0	0	0
17/01/2026	426.187	83	0	0	0
16/01/2026	0	36	0	36	0
16/01/2026	0	36	0	36	0
15/01/2026	878.174	90	0	0	0
14/01/2026	0	45	0	40	0
14/01/2026	0	45	0	40	0
13/01/2026	478.041	85	0	0	0
12/01/2026	0	4	0	0	0
12/01/2026	0	4	0	0	0
11/01/2026	82.44	48	0	21	0
6/01/2026	385.89	36	0	0	0
5/01/2026	0	21	0	0	0
5/01/2026	0	21	0	0	0
4/01/2026	1525.918	123	0	2	0
3/01/2026	672.912	98	0	4	0

Call Detail Report

This report gives you a line-by-line breakdown of every unbilled call or data event for each Mobile, Internet or Voice service, providing detailed insights into activity, patterns and usage behaviour.

Service Number	Account Number	Date	Time	Product Name	Usage Type	Direction	Call Type	Origin	Call Destination	Number Dialed	Rate	Duration
0400000000X	620000000000X	1/02/2026	0:11:40	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	1:02:49	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	1:10:31	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	1:28:01	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	3:35:33	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	5:40:57	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	6:16:56	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	6:36:41	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	6:36:42	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	6:59:46	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	7:36:01	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	8:16:25	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	8:41:05	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	9:11:24	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	9:11:26	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	9:59:49	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	10:26:38	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	10:36:08	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	11:14:38	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	11:51:04	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	12:15:27	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	12:48:17	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	13:28:07	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	13:58:11	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	14:28:15	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	14:58:17	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	15:58:23	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	
0400000000X	620000000000X	1/02/2026	16:43:33	Shared Data Plan Excess \$10 pGB	Mobile Data	0	UCLODACHG	BRISBANE CITY	'GPRS	Period N/A	0:00:00	

Great value starts with *yes*

Inbound Call Reports

Service List Report

A filterable list of all your 13, 1300 and 1800 inbound voice services, giving you clear visibility of Call Count, Average Duration and Answer Rate across Yesterday, the last 2 weeks and the last 4 weeks—making it easy to spot trends, monitor performance and identify services that may need attention.

Service	Watch List	Total Calls	Average Duration	Answer Rate	Total Calls	Average Duration	Answer Rate	Total Calls	Average Duration
18XXXXXXX 0	10	312	100	3	524	100	10	312	
18XXXXXXX 0	112	199	100	62	195	100	112	199	
18XXXXXXX 0	86	266	98.8	23	265	100	86	266	
18XXXXXXX 0	2	334	100	1	242	100	2	334	
18XXXXXXX 0	18	356	100	7	746	100	18	356	
18XXXXXXX 0	4	148	100	2	45	100	4	148	
18XXXXXXX 1	705	339	100	344	365	100	705	339	
18XXXXXXX 1	705	339	100	344	365	100	705	339	
18XXXXXXX 0	449	251	99.3	207	261	99.5	449	251	
18XXXXXXX 0	13	246	100	7	181	100	13	246	
18XXXXXXX 0	7	125	100	5	142	100	7	125	
18XXXXXXX 0	1215	65	97.5	579	61	97.8	1215	65	
18XXXXXXX 0	30	157	100	14	205	100	30	157	
18XXXXXXX 0	30	157	100	14	205	100	30	157	
18XXXXXXX 1	2010	604	99.5	970	599	99.7	2010	604	
18XXXXXXX 1	2010	604	99.5	970	599	99.7	2010	604	
18XXXXXXX 0	25	304	100	11	304	100	25	304	
18XXXXXXX 0	295	198	99.3	151	196	98.7	295	198	

Daily Call Distribution Report

This report gives you a clear, detailed view of inbound call traffic to your 13, 1300 and 1800 numbers, showing when calls are made, where they originate from and how each call is handled or overflowed.

It provides rich call insights—including date, time, duration and originating location along with visibility of answered, abandoned and overflowed calls.

This helps you identify calling patterns, optimise routing and enhance the overall experience for those contacting your organisation.

Origin Number	Media Profile Code	Terminating Number	RVA	Date	Time	Duration	Answered/Not Answered	Correlation ID	Clear Code	Answered Calls	Incomplete Calls	Abandoned Calls	Congested Calls	Barred	Busy Calls	Other	Exchange
0400000000	****	0200000000	****	10/09/2016	11:14:57	0:15:32	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0200000000	****	0200000000	****	10/09/2016	11:15:56	0:16:04	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0400000000	****	0200000000	****	10/09/2016	10:55:43	0:11:41	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	ADELAIDE
0400000000	****	0200000000	****	10/09/2016	10:41:58	0:09:48	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	HOBART
0400000000	****	0200000000	****	10/09/2016	10:41:38	0:17:14	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	COOMA
0400000000	****	0200000000	****	10/09/2016	10:39:48	0:07:14	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	COOMA
0400000000	****	0200000000	****	10/09/2016	10:38:38	0:18:29	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0400000000	****	0200000000	****	10/09/2016	10:36:48	0:14:12	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	MELBOURNE
0400000000	****	0200000000	****	10/09/2016	10:33:46	0:05:59	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	MELBOURNE
0400000000	****	0200000000	****	10/09/2016	10:24:33	0:18:08	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0400000000	****	0200000000	****	10/09/2016	10:23:11	0:14:01	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0400000000	****	0200000000	****	10/09/2016	10:11:58	0:07:05	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	ADELAIDE
0400000000	****	0200000000	****	10/09/2016	10:00:16	0:08:05	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0400000000	****	0200000000	****	10/09/2016	9:59:58	0:04:19	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0400000000	****	0200000000	****	10/09/2016	9:59:07	0:09:42	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	ADELAIDE
0200000000	****	0200000000	****	10/09/2016	9:56:39	0:06:45	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	ADELAIDE
0200000000	****	0200000000	****	10/09/2016	9:53:13	0:05:56	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0200000000	****	0200000000	****	10/09/2016	9:52:48	0:09:31	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0200000000	****	0200000000	****	10/09/2016	9:51:07	0:04:53	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0200000000	****	0200000000	****	10/09/2016	9:50:56	0:05:57	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	MELBOURNE
0200000000	****	0200000000	****	10/09/2016	9:49:33	0:08:09	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	MOSMAN
0200000000	****	0200000000	****	10/09/2016	9:48:36	0:02:07	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	BEGA
0200000000	****	0200000000	****	10/09/2016	9:42:48	0:03:26	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	BEGA
0200000000	****	0200000000	****	10/09/2016	9:41:43	0:20:06	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	GOLD COAST
0200000000	****	0200000000	****	10/09/2016	9:36:24	0:22:29	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	ADELAIDE
0200000000	****	0200000000	****	10/09/2016	9:36:03	0:02:12	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	ADELAIDE
0200000000	****	0200000000	****	10/09/2016	9:26:24	0:21:40	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	PERTH
0200000000	****	0200000000	****	10/09/2016	9:25:45	0:05:14	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	PERTH
0200000000	****	0200000000	****	10/09/2016	9:14:42	0:02:11	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA
0200000000	****	0200000000	****	10/09/2016	9:12:23	0:12:22	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	BRISSANE
0200000000	****	0200000000	****	10/09/2016	9:12:04	0:02:54	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	HOBART
0200000000	****	0200000000	****	10/09/2016	9:10:52	0:03:51	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	SYDNEY
0200000000	****	0200000000	****	10/09/2016	9:04:10	0:08:29	Answered	7000000000000000	0000X	1	0	0	0	0	0	0	CANBERRA

Service Profile

Find, filter and manage Usernames, Cost Centres and other details with ease using Service Profile.

INSIGHT PLUS

OPTUS

My Account

Inbound

Service Profile

Control Panel

Notifications

Downloads

Service Profile

Edit

Cost Centre Name	Service	Cost Centre Code	User Name	Date Allowance DB
(CST)				
Legal (CST)				
	CO	458	John	
	AP	458	Emily	
	TC	458	Lisa	
	CP	458	Bip	
	CO	458	Dorcas	
	CO	458	Adam	
	CO	458	Rob	
	BP	458	John	

Total Name: 168 (Showing Name: 13)

Download

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Choose File

serviceProfile (CST).csv

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