

Tax Invoice

Mr John Doe  
Level 1, 123 Hay Street  
SUBURB NSW 2000

Editable content

Contact Us  
1300 4 COMMS (1300 42 66 67)  
Customer Service  
Monday to Friday 9am-6pm  
Faults:  
Monday to Friday 8am-10pm  
Saturday to Sunday 9am-5pm  
(Closed Public Holidays)

Your account summary

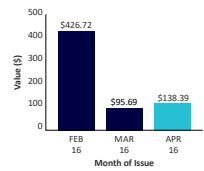
Table with 2 columns: Description, Amount. Rows include Last bill (\$95.69), Previous balance (\$0.00), Adjustments (\$0.00), What you paid (\$95.69), Outstanding balance (\$0.00).

Table with 2 columns: Description, Amount. Rows include This bill, New charges (inc GST) (\$138.39).

TOTAL DUE \$138.39

Due Date 15 May 2017  
Total \$138.39

Your billing history



Charges summary

Table with 2 columns: Description, Amount. Rows include Landline Telephony (\$66.77), Internet (\$59.04), GST (\$12.58), Total charges (\$138.39).

Your Payment Optios

Direct Debit  
Hassle free, automatic bill payment. To set up direct debit from your bank acct or debit/credit card go to: [Insert SP Website]

By Phone  
Call on 1300 548 366 to pay over the phone by credit card.

Late payment fees will be charged if funds are not received by the due date. Additional fees are charged for credit cards. Direct debits will appear as Telecommunicatio Payment Services on your bank statement.



Billor Code: 123456  
Ref: 87654321

Direct Deposit  
Westpae Banking Corporatio  
B5B: 032-002  
Account Number: 483217  
Please ensure you use your account number as the reference number so we can track your payment.

Cheque  
Detach this payment slip from the invoice and return with your cheque made payable to Telecommunicatio P ayment Services.  
Telecommunicatio P ayment Services  
PO Box R1768,  
Royal Exchange NSW 1225

Invoice number 123123-123

Due Date 15 Aug 2016

Total \$3208.13



Your Bill Explained

If this is your first bill –

If you joined us mid-month you will always have a pro rata charge for the portion of your first month and a full month charged in advance so you are paid up for the month ahead

Account enquiries: Keep our contact details handy in case you need to get in touch. Rather than call us, make life easier with account enquiries by logging into our Online Services.

Your bill summary: This is where you'll find your account number with us, the total of your bill and your payment due date. Please remember your payment will be automatically debited from the account we hold on file on the 15th of the month. Should this be an issue please let us know in advance by calling 1300 123 456

Last bill: Total of your last bill.

Previous balance: Balance on your last bill.

Adjustments: text to be inserted

What you paid: Amount we've received from you since your last bill was issued

Outstanding balance: Any overdue amounts on your account will be displayed here.

This bill: Total new charges this month

Total due: New charges that will be automatically debited from the account we hold on file on the 15th of the month. Should this be an issue please let us know in advance by calling 1300 123 456

Charges summary: Overall charges broken down by product. Charges within the bill are GST exclusive

Your billing history: Summary of your bill totals over the past three months, so you can compare and track your spend

Your payment options: Here are your options if you wish to change the way you're currently paying.

Due date: Please ensure payment is made on or before this date, if you are on direct debit you don't need to worry, we take care of that for you.

Total amount due: is the sum due to be paid to bring your account up to date

**Information on premium services**

- Premium Services (or PSMS) generally begin with a 13 number, and can consist of the following: voting lines, ringtone, and alerts services etc.
- Charges for these services are higher than standard SMS rates and can be billed in the following way:
  - Flat rate: Flat fixed fee for each SMS sent to and/or received from a premium number, or a flat fee per phone call made to the premium service.
  - Subscription: Opt into an ongoing subscription with associated charges.
  - Joining Fees: Charged an additional joining fee as part of an ongoing subscription.
  - Timed Rate: Premium call is times and charged at a per minute rate.
  - Data Volume Charge: Charged according to how many kilobytes of data are downloaded.

**Call our customer service team to request free barring or opting out of PSMS**

To bar Telstra and Optus mobile PSMS please call our customer service team. We can also assist you in opting out of current PSMS subscriptions. Orders take up to 1 business day to process, and once the opt-out is complete there will be no further charges for that particular subscription.

**Complaints about PSMS services**

If you should need to raise a complaint about your Premium Service you should contact the external provider who supplied you with the premium service in the first instance. Our customer service team will assist you in resolving such matters.

**Service summary**

| Internet                            | Charge type            | Date                 | No. of calls | Cost           |
|-------------------------------------|------------------------|----------------------|--------------|----------------|
| 1300188388@abc.com.au<br>ADSL2 50Gb | DSL Charges            | 27/03/17 to 26/04/17 |              | \$59.04        |
|                                     | <b>Total for Phone</b> |                      |              | <b>\$59.04</b> |

| Phone                    | Charge type            | Date                 | No. of calls | Cost           |
|--------------------------|------------------------|----------------------|--------------|----------------|
| 0212341234<br>Basic plan | Local calls            | 27/03/17 to 26/04/17 | 8 calls      | \$1.09         |
|                          | Service and Equipment  | 27/03/17 to 26/04/17 |              | \$23.03        |
|                          | <b>Total for Phone</b> |                      |              | <b>\$24.95</b> |

| MO WM - Phone             | Charge type                   | Date                 | No. of calls | Cost           |
|---------------------------|-------------------------------|----------------------|--------------|----------------|
| 0456 123 123<br>Mini Plan | Voice Mail                    | 27/03/17 to 26/04/17 | 23 calls     | \$0.00         |
|                           | Mobile to fixed               | 27/03/17 to 26/04/17 | 13 calls     | \$0.00         |
|                           | Mobile to Mobile              | 27/03/17 to 26/04/17 | 78 calls     | \$0.00         |
|                           | Mobile Data                   | 27/03/17 to 26/04/17 |              | \$0.00         |
|                           | SMS/MMS                       | 27/03/17 to 26/04/17 |              | \$6.00         |
|                           | Mobile Access Fee             | 27/03/17 to 26/04/17 |              | \$11.82        |
|                           | <b>Total for MOWM - Phone</b> |                      |              | <b>\$31.82</b> |

**Service and equipment**

| Service    | Charge type                     | Date                 | Cost    |
|------------|---------------------------------|----------------------|---------|
| 0212341234 | Business Access Rent in advance | 19/04/17 to 26/05/17 | \$25.12 |

**DSL charges**

| Service               | Charge type            | Date                 | Cost    |
|-----------------------|------------------------|----------------------|---------|
| 0212341234@abc.com.au | ADSL2+ Business Access | 26/04/17 to 27/05/17 | \$72.68 |

**Fixed to mobile calls**

| Date     | Time     | Origin     | Destination | Description    | Duration | Cost          |
|----------|----------|------------|-------------|----------------|----------|---------------|
| 27/03/17 | 13:48:07 | 0212341234 | 0424567567  | Call To Mobile | 00:00:06 | \$0.27        |
| 27/03/17 | 13:48:07 | 0212341234 | 0423456456  | Call To Mobile | 00:01:23 | \$0.69        |
| 27/03/17 | 13:48:07 | 0212341234 | 0424567567  | Call To Mobile | 00:00:28 | \$0.38        |
|          |          |            |             | <b>Total</b>   |          | <b>\$1.34</b> |

**National calls**

| Date     | Time     | Origin     | Destination | Description   | Duration | Cost          |
|----------|----------|------------|-------------|---------------|----------|---------------|
| 04/07/16 | 15:19:16 | 1300188388 | 0249543302  | 1300 National | 00:03:27 | \$0.35        |
| 22/07/16 | 12:14:03 | 1300188388 | 0746541040  | 1300 National | 00:12:39 | \$1.27        |
|          |          |            |             | <b>Total</b>  |          | <b>\$1.62</b> |

**Important information** you should know about your services

**Service summary - internet:** The summary of your internet service and the charges associated with it. Your charges in this item are before your bundle discount is applied

**If this is your first bill-** If you joined us mid-month you will have a pro rata charge for the portion of your first month and a full month charged in advance so you are paid up for the month ahead

**Service summary - phone:** The summary of charges associated with your landline 'Line rental' is your monthly access fee for the landline service and included calls.

**If this is your first bill:** If you joined us mid-month you will have a pro rata charge for the portion of your first month and a full month charged in advance so you are paid up for the month ahead

**Service summary - discounts:** This is the discount you receive for having both your landline and internet with us

**If this is your first bill:** If you joined us mid-month you will have a pro rata discount for the portion of your first month and the month ahead

**Service summary - mobile:** The summary of charges associated with your mobile is your monthly access fee for the service and included calls.

**If this is your first bill:** If you joined us mid-month you will have a pro rata charge for the portion of your first month and a full month charged in advance so you are paid up for the month ahead

**Service and equipment:** Is a line rental charge

**If this is your first bill:** If you joined us mid-month you will have a pro rata discount for the portion of your first month and the month ahead

**DSL charges:** These are pre-discount charges

**Fixed to mobile calls:** This itemises the mobile calls made from your landline during this billing period

**National calls:** This itemises the mobile calls made from your landline during this billing period

Total service other

| Date     | Time     | Origin     | Destin tio | Descriptio           | Duration | Cost          |
|----------|----------|------------|------------|----------------------|----------|---------------|
| 14/07/16 | 22:25:32 | 1300188388 | 0434771100 | 1300 Mobile to Fixed | 00:01:54 | \$0.32        |
| 18/07/16 | 09:31:05 | 1300188388 | 0400698021 | 1300 Mobile to Fixed | 00:00:12 | \$0.05        |
| 18/07/16 | 09:32:29 | 1300188388 | 0400698021 | 1300 Mobile to Fixed | 00:03:42 | \$0.63        |
| 21/07/16 | 12:00:01 | 1300188388 | 0499974900 | 1300 Mobile to Fixed | 00:20:29 | \$3.48        |
|          |          |            |            | <b>Total</b>         |          | <b>\$4.48</b> |

**Total service other:** These are charges for add value services such as call waiting, call return etc, if you wish to have these services removed please call 1300 123 456

**PAYMENT DUE** 15 May 2017