

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

## Editable content

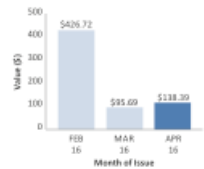
**hello** **Contact Us**  
**1300 156 556**  
Customer Service  
Monday to Friday 9am-6pm  
Faults:  
Monday to Friday 8am-10pm  
Saturday to Sunday 9am-5pm  
(Closed Public Holidays)

## Your account summary

Last bill	\$95.69
Previous balance	\$0.00
What you paid	\$95.69
Outstanding balance	\$0.00

This bill	
New charges (inc GST)	\$138.39
<b>TOTAL DUE</b>	<b>\$138.39</b>

## Your billing history



## Charges summary

Landline Telephony	\$66.77
Internet	\$69.04
GST	\$12.58
<b>Total charges</b>	<b>\$138.39</b>

## Your Payment Options

**DD** **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 XXX XXX 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 Telecommunication Payment Services on your bank statement.

**B PAY** **Bill** Code: 123456  
Ref: 87654321

**DD** **Direct Deposit**  
Westpac Banking Corporation  
BSB: 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 Telecommunication Payment Services.  
Telecommunication Payment Services  
PO Box 81768  
Royal Exchange NSW 1225

**Your bill summary**

Account number	123123
Invoice number	123123-123
Issue date	28 April 2017
<b>Due Date</b>	<b>15 May 2017</b>
<b>Total</b>	<b>\$138.39</b>

## 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

**Previous balance:** Balance on your last bill.

**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 19 number, and can consist of the following: votin lines, ring tones and sports scores 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 timed 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 opt 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 all 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 content 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 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 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>\$34.95</b>
MO WM - Phone	Charge type	Date	No. of calls	Cost
0456 123 123 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		\$0.00
	Mobile Access Fee	27/03/17 to 26/04/17		\$31.82
			<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 18/05/17	\$25.12

**DSL charges**

Service	Charge type	Date	Cost
0212341234@abc.com.au	ADSL2+ Business Access	28/04/17 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>

**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

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
Total						\$1.61

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

## Total service other

Date	Time	Origin	Destination	Description	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
Total						\$4.48

**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

TOTAL NEW CHARGES \$231.04

PAYMENT DUE 15 May 2017