

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



## 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

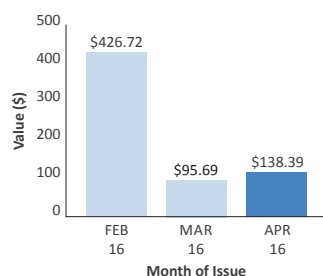
Last bill	\$95.69
Previous balance	\$0.00
What you paid	\$95.69
<b>Outstanding balance</b>	<b>\$0.00</b>

### This bill

New charges (inc GST) **\$138.39**

**TOTAL DUE \$138.39**

## Your billing history



## Charges summary

Landline Telephony	\$66.77
Internet	\$59.04
GST	\$12.58
<b>Total charges</b>	<b>\$138.39</b>

## Your bill summary

Account number **123123**

Invoice number **123123-123**

Issue date **28 April 2017**

**Due Date 15 May 2017**

**Total \$138.39**

## Your Payment Options



### 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 XXXX** 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.



**Biller Code:**

**123456**

**Ref:**

**87654321**



### 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 R1768,

Royal Exchange NSW 1225

Invoice number

**123123-123**

**Due Date**

**15 Aug 2016**

**Total**

**\$3208.13**



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### Information on premium services

Premium Services (or PSMS) generally begin with a 19 number, and can consist of the following; voting lines, ringtones 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 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 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>

## 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>\$1.61</b>

## 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
<b>Total</b>						<b>\$4.48</b>

TOTAL NEW CHARGES	\$231.04
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PAYMENT DUE	15 May 2017
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