

How to read your bill

We've recently changed the format of your monthly bill to make clear the charges included with the term of your contract. In a nutshell, we have simplified the bill charges and table to help you find what's important.


Your bill summary

1



Your service details

2



Level 5, 121 Walker Street
North Sydney NSW 2060
ABN 35 097 986 546

TAX INVOICE

Mr John Smith
121 Walker Street
North Sydney NSW 2060

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Customer number
0000000

Invoice number
E0000000000

Bill issue date
14 Jul 2014

Bill due date
28 Jul 2014

Your bill summary

<p>Payment information</p> <p>Your invoice will be debited from your nominated bank account or credit card on 28 Jul 2014.</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Monthly charges</td> <td style="text-align: right;">\$99.98</td> </tr> <tr> <td>Excess usage, Other fees, charges and credits</td> <td style="text-align: right;">\$10.68</td> </tr> <tr> <td>Broadband ADSL excess usage</td> <td style="text-align: right;">\$4.00</td> </tr> <tr> <td>Phone excess usage</td> <td style="text-align: right;">\$3.34</td> </tr> <tr> <td>Mobile excess usage</td> <td style="text-align: right;">\$3.34</td> </tr> <tr> <td>TOTAL new charges</td> <td style="text-align: right;">\$110.66</td> </tr> <tr> <td>GST included in new charges</td> <td style="text-align: right;">\$10.06</td> </tr> <tr> <td>Paid to date</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Amount due</td> <td style="text-align: right;">\$110.66</td> </tr> </table>	Monthly charges	\$99.98	Excess usage, Other fees, charges and credits	\$10.68	Broadband ADSL excess usage	\$4.00	Phone excess usage	\$3.34	Mobile excess usage	\$3.34	TOTAL new charges	\$110.66	GST included in new charges	\$10.06	Paid to date	\$0.00	Amount due	\$110.66
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Amount due	\$110.66																		

Your bill history

1 Mar 2014	<div style="width: 80%; height: 10px; background-color: #008000;"></div>	\$86.43
1 Apr 2014	<div style="width: 85%; height: 10px; background-color: #008000;"></div>	\$85.35
1 May 2014	<div style="width: 82%; height: 10px; background-color: #008000;"></div>	\$82.54
1 Jun 2014	<div style="width: 88%; height: 10px; background-color: #008000;"></div>	\$98.50

Current bill charges

<div style="width: 30%; height: 40px; background-color: #008000; border-radius: 50%;"></div>	<div style="width: 20%; height: 40px; background-color: #008000; border-radius: 50%;"></div>	<div style="width: 10%; height: 40px; background-color: #008000; border-radius: 50%;"></div>	
Broadband	Phone	ExeChat	Mobile
\$50.00	\$20.00	\$9.99	\$19.99
Other			\$10.68

Manage your account online

We've made some improvements to the Members Services Area and it's even easier than before to manager your account, order new services, and obtain your call and data usage information.

Check it out here: www.exetel.com.au/my_exetel

If you do not believe you will be able to make payment on your due date; please contact Exetel as soon as possible on the number below. For details of our financial hardship policy, please go [here](#)

Need help? Give us a call or send us an email.

Call us **1300 456 789** (Option 2)
8:30am to 5:30pm, Monday - Friday

Email us billing@exetel.com.au

No BS. No fuss. Get things done.
www.exetel.com.au

1. Your account details summary. Also details your invoice issue date and invoice due date.
2. Lists a subtotal of your service for the month with your usage.
3. The current bill section summarises your service usage for the month.

Continue to the service details on your invoice

Next

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 Your service details

Broadband ADSL - 02 1234 5678

Recurring monthly charge	
Monthly charge Pro rata* (28/07/2014 - 31/07/2014)	6.45
Monthly charge (01/08/2014 - 31/08/2014)	50.00
Excess usage, Other fees, charges and credits	
Excess usage charge (28/06/2014 - 13/07/2014)	4.00
SUB TOTAL	\$60.45

Phone - 02 1234 5678

Recurring monthly charge	
Monthly charge Pro rata* (28/07/2014 - 31/07/2014)	2.51
Monthly charge (01/08/2014 - 31/08/2014)	20.00
ExeChat charge Pro rata* (28/07/2014 - 31/07/2014)	1.29
ExeChat charge (01/08/2014 - 31/08/2014)	9.99
Excess usage, Other fees, charges and credits	
Excess usage charge (28/06/2014 - 13/07/2014)	3.34
SUB TOTAL	\$37.13

Mobile - 0123 456 789

Recurring monthly charge	
Monthly charge (01/08/2014 - 31/08/2014)	19.99
Excess usage, Other fees, charges and credits	
Excess usage charge (01/06/2014 - 30/06/2014)	3.34
SUB TOTAL	\$23.33

* Please note that this is a once-off pro rata charge, in accordance with our new billing procedure.
For more information on this please refer to the following page. <http://exetel.com.au/terms>

SAMPLE ONLY

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4. Recurring monthly charges (fixed) that you pay each month.

Once-off pro-rata charges:
You will notice charges from the 28 July to the 31 July to ensure your billing will align with the new standard calendar monthly cycle beginning from the 1 August.

5. Usage of calls will be pro-rated between the 28 June to the 13 July.

