

Reading your Invoice

Calculation Of Your Bill

Package Details

Service Charge(Monthly): \$xx (as per your CAP plan)
Worth Of Usage(Monthly): \$xxx (as per your CAP plan)

Included Calls:

- A. Calls to mobiles within Australia
- B. Calls to Fixed lines within Australia
- C. SMS within Australia
- D. Voicemail deposit and Renewal

Not included in worth of usage:

- A. Calls and Incoming/Outgoing SMS to Premium/Special Numbers (1900 or any 6-digit numbers etc.)
- B. International Calls & SMS
- C. MMS(Picture messages)
- D. Directory Assistance/ Operator Services (12332, 124YES etc.)

Your 1st bill is calculated on pro-rata basis

Prorated Billing: Prorating happens when the billing period is different from normal billing cycle, so the price and the worth of usage for the service is adjusted accordingly. For example, if you signed up on the 10th of the month, you would pay for service from 10th to the end of billing cycle. Being the 1st month on the network, following charges apply:

Pro-rated Service Charges (xx Days): \$xx
For xx Days
Pro-rated Worth of Usage (xx Days): \$xx
For xx Days

Page 2: Charges and Payment Information Page

This is the page where you will find the summary of all the charges on your account applied in the current invoice along with the benefit detail of your account. Details of all the charges are available on page 3 and 4.

1. Mobile Access (Monthly): Mobile Access refers to your month rental as per your Cap Plan.

2. Calls: This includes the usage for the current billed statement period calls, SMS etc.

3. Premium Usage: This generally includes the calls which are not part of your monthly allowance and are charged over and above your monthly line rental.

4. Call Credit: This credit is for the amount of calls included in your worth of usage for the statement.

5. Other Charges and Credits: Other charges and credit includes any charges or discounts given on your account in the statement. Details of other charges and credits are given on the last page.

Other charges and credit generally include:

A. Mobile Advance Charge (Rolling): It refers to one month advance fee charged on 1st month and is adjusted at the end.

B. SIM replacement/Cost: SIM replacement cost

C. Dishonour Fee: If your payment gets dishonoured, you are charged a fee.

D. Cap plan change: It refers to any upgrade/downgrade of plan.

E. Promotional Discounts: Promotional discounts refer to any discounts offered to you as a part of some promotion.
