

# YOUR TELSTRA POST-PAID MOBILE BILL EXPLAINER

To help you more easily understand the charges on your first bill after a plan change, we've developed this bill explainer. The purple explanatory boxes are your guide to common bill features. They also explain how plan, device and accessory charges may appear as a result of the change you've made, and how part-month charges will be represented.



Your account and billing info including the amount due, due date and any overdue amount.

Account Number 123 456 7890  
Tax Invoice Issued 27 Jul 2015  
Billing Period to 19 Jul 2015  
Bill Number P 987 654 321-0  
Telstra Corporation Limited ABN 33 051 775 556

NEW CHARGES  
\$216.69

TOTAL DUE 11 Aug 2015  
\$216.69

To avoid a late payment fee (up to \$15.00) please pay new charges amount by the due date.

YOUR BUSINESS NAME PTY LTD  
PO BOX 1234  
BRISBANE QLD 4001

A summary of your current bill and past payments.

The bill history graph displays your spend over the last three months and the average of your last 12 bills.

## Summary

Including GST

### Your last bill

Amount \$418.84  
Payments received - Thank you credit \$418.84

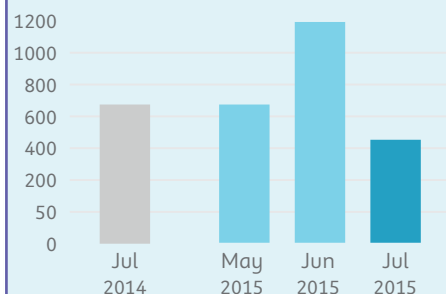
### Your current bill

Your balance \$0.00  
New charges (see over for details) \$216.69

Total balance \$216.69

GST included in new charges \$12.33

## Bill history



Compared to last bill: -\$202.15  
Average for last 12 bills: \$240.55

## Contact Us

Get help online at [telstrabusiness.com/help](http://telstrabusiness.com/help), or chat with a consultant via live chat at [telstra.com/business/billsupport](http://telstra.com/business/billsupport)  
Call us on **13 20 00**. For fault reporting call **13 29 99**. To view your bill online and set up email notifications visit [telstrabusiness.com/myaccount](http://telstrabusiness.com/myaccount)

You'll find contact options here if you need any help.

You can choose from a range of payment options shown here. You'll find your payment slip on the second page of your bill.

### Direct Debit

Hassle free, automatic bill payment. Go to [telstra.com.au/directdebit](http://telstra.com.au/directdebit) or call **13 20 00** to setup direct debit from your bank or credit card account.


### Credit Card

Pay with your credit card at [telstra.com.au/paymybill](http://telstra.com.au/paymybill) or call **1300 369 666**.  
**A payment processing fee applies to credit card payments (VISA, Mastercard & American Express: 1%, Diners Club: 2%).**


### Mail or Telstra Shop

Return this section to **Telstra, GPO Box 9901, Melbourne VIC 3001** with your cheque made payable to Telstra.  
Present this payment slip at any Telstra Shop to pay in person by cash, cheque or credit card.

### BPAY®



 Use BPAY to pay from your cheque or savings account. Use your bank's internet or phone banking service.

### In Person

 Present this payment slip at any Post Office to pay by cash, cheque or from your cheque or savings account.

## ACCOUNT OVERVIEW to 16 Jul

## New Charges At a Glance

 Bundle/Group Plan	\$36.28	<div></div>
 Mobile	\$116.78	<div></div>
 Telephone	\$38.69	<div></div>
 Internet and Data	\$24.94	<div></div>

Graph shows total charges for product types included in this bill.

## Highest Spends

Telephones		Mobiles	
 0x xxxx xxxx	\$38.69	 0xxx xxx xxx	\$116.78

An overview of the services with the highest charges on this bill.

This payment slip can be used to make payments in person at a Telstra shop or by mail.

YOUR BUSINESS NAME PTY LTD

Total due: **\$216.69**Due by: **10 Aug 2015**Account number: **123 456 7890**Bill number: **P 987 654 321-0**

\*62 0306065500 470034370 1

SUMMARY to 13 Aug

Product / Service	Previous Month	\$ Excl GST	\$ Incl GST	Subtotal in \$
By Service				
This credit is applied if you've paid a part-month in advance on an old plan.				
Mobile 04xx xxx xx1    Business Performance BYO \$50		\$29.32cr	\$32.25cr#	
Mobile 04xx xxx xx2    Go Business Mobile Plan \$65		\$109.86	\$116.78#	
Mobile 04xx xxx xx3    Go Business Mobile Team Plan	New Service	\$27.40cr	\$34.19cr†	Total for other services <b>\$216.69</b> excl gst \$204.36
Telephone 02 xxxx xxx1    BusinessLine Select Saver 4	-\$19.68 ▼	\$71.26	\$78.40 †	
Telephone 02 xxxx xxx2    HomeLine Budget	-\$2.74 ▼	\$21.77	\$23.95 †	
FOXTEL	\$0.00	\$58.19	\$64.00	

Green and blue arrows in the Previous Month column show if you've spent more (blue) or less (green) than your previous bill.

This charge is for your new plan. It includes a part-month charge from when your new plan commenced to the billing date, plus the next month in advance. This also includes fees for any usage not included in the plan allowance.

Account Charges, Discounts and Credits

Total for Account Charges, Discounts and Credits	\$0.00	\$0.01cr	Total for Account Charges, Discounts & Credits <b>\$0.01 cr</b> excl gst \$0.00
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These are charges, discounts or credits applied to the whole account, and include adjustments for rounding or late payment fees.

If rounding results in a credit, it will appear in this section.

If the last bill was not paid by the due date, a late payment fee may appear in this section.

YOUR BILL to 13 Aug

Your plan is charged one month in advance, and you'll receive your first bill within the first month of connection.

Your billing date is likely to be different to your connection date, as it will be in line with Telstra's regular billing cycles.

Product / Service	Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
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Mobile 04XX XXX XX1

Go Business Mobile Plan \$65 – includes \$800 of eligible usage, standard national text, MMS, MessageBank and calls to 18xx numbers; and 1.5GB of data to share with eligible services on the same account; all to use in Australia.

# Includes a charge from the start of your new plan to the end of this billing period, plus a charge in advance for the next billing period.

This is a quick summary of your plan inclusions.

On your first bill, or if you change your plan, you'll see charges for a part month, plus a full billing month in advance.

Plan inclusions, such as Call forwarding, MessageBank and data usage, are shown as \$0.00 charges.

Go Business Mobile Plan \$65 - 25 Jul to 13 Aug	\$38.12	\$41.93
Go Business Mobile Plan \$65 - 14 Aug to 13 Sep	\$59.09	\$65.00

Charges Ineligible for Plan Discount

National	34 calls	\$0.00	\$0.00
National to Telstra Mobiles	36 calls	\$0.00	\$0.00
Mobile Originated SMS	1 calls	\$0.00	\$0.00
Calls forwarded from this service	16 calls	\$0.00	\$0.00
MessageBank calls	10 calls	\$0.00	\$0.00
Packet Data sessions	1.15 GB	\$0.00	\$0.00

Other Charges and Credits

Sonyxperia Z3 Compact - 14 Aug to 13 Sep	\$25.00	\$25.00 †
Sonyxperia Z3 Compact - 25 Jul to 13 Aug	\$15.62	\$15.62 †
Additional Data Share Offer1gb - 14 Aug to 13 Sep	\$4.54	\$4.99
Additional Data Share Offer1gb - 25 Jul to 13 Aug	\$2.93	\$3.22

Any handset repayments will be displayed in this section.

Additional data which can be shared between eligible plans.

Total  
\$116.78  
excl gst  
\$109.86

Handset Bonus - 25 Jul to 13 Aug	\$14.20cr	\$15.62cr
Handset Bonus - 14 Aug to 13 Sep	\$22.73cr	\$25.00cr

Any discounts to offset the cost of a handset will be displayed as credits.

This is the total cost for the service for this billing period.

International Roaming-GST Free - 14 Aug	\$0.00	\$0.00
Accessory Repayment Option - 25 July to 13 Aug	\$3.00	\$3.00†
Accessory Repayment Option - 14 Aug to 13 Sep	\$5.00	\$5.00†

Monthly Accessory Repayments for any accessories purchased via a monthly repayment plan.

# OTHER ITEMS YOU MAY SEE ON YOUR BILL

## Shared data SIM

Most Go Business mobile plans include a free 100MB Data Share SIM, which is represented on your bill as an additional mobile number. The Data Share SIM can be used in a compatible tablet or mobile broadband device, and it shares its data allowance with other eligible services on your account.

### Summary view

Product / Service		Previous Month	\$ Excl GST	\$ Incl GST	Subtotal in \$
By Service					
Mobile 04xx xxx xx1	TMB Business Share 15GB	\$0.00	\$110.00	\$120.00†	
Mobile 04xx xxx xx2	Go Business Bonus Data Sim \$0	New Service	\$0.00	\$0.00	
Mobile 04xx xxx xx3	Go Business Bonus Data Sim \$0	New Service	\$0.00	\$0.00	

### Detailed view

Product / Service		Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
Mobile 04xx xxx xx2					
Go Business Bonus Data Sim \$0 - 29 Jun to 19 Jul			\$0.00	\$0.00	
Go Business Bonus Data Sim \$0 - 20 Jun to 19 Aug			\$0.00	\$0.00	

## Welcome Credit

If you've taken up an eligible plan with Telstra, you may have been offered a welcome credit. It will be applied to your account as a one-off credit no later than your third bill.

Product / Service		Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
Mobile 04xx xxx xx1					
Bonus Offer - 24 Jul			\$100.00cr	\$110.00cr	

## Premium Mobile Content and Third Party Charges

Premium Mobile Content and Third party charges are digital content accessed from your mobile phone, either via Premium SMS or through Telstra Carrier Billing. The content is provided by third parties and includes items such as ringtones, games, navigation services and music streaming. If you need more information on the charges, you'll need to contact the third party provider. Contact details are provided on your bill.

Date	Time	Description	Qty	Provider ^	\$ Incl GST	Subtotal in \$
06 Jul	04:05 pm	Sample Store	1	SAMPLE CORPORATION	\$0.55	Total
06 Jul	04:05 pm	Sample Store	1	SAMPLE CORPORATION	\$0.00	\$0.55
						excl gst \$0.50
^ Any third party trade marks appearing in this invoice are the trade marks of the relevant third parties. If you have any questions regarding these charges, please contact the Provider listed in the Legend at the end of this section.						
Provider ^		ABN/ACN	Contact			
SAMPLE CORPORATION		01 234 XXX XXX	03 9XXX XXXX			

## Late Payment Fee

A late payment fee may apply if your previous bill was not paid by the due date.

Product / Service	Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
<b>Accounts Charges, Discounts and Credits</b>				
FEE FOR OVERDUE ACCOUNT PAYMENT DUE ON 13JUL15 - 18 Jul		\$15.00	\$15.00 †	Total for Account Charges, Discounts & Credits <b>\$14.99</b> <i>excl gst \$15.00</i>
New Charges GST rounding			\$0.01cr	

## Cancellation Fee

A cancellation fee is charged if you cancel your plan before the end of the contract.

A mobile device repayment cancellation fee may also apply if cancelled early.

Product / Service	Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
<b>Mobile 04xx xxx xx1</b>				
Service Cancellation Fee - 08 Jul		\$102.87	\$113.16	Total <b>\$269.36</b> <i>excl gst \$251.62</i>
Mobile Repayment Cancelln Amt - 08 Jul		\$31.92	\$31.92 †	

## International Roaming

### Charges Ineligible for Plan Discount

Mobile Originated SMS	121 calls	\$0.00	\$0.00
Calls made whilst overseas GST Free	3 calls	\$0.00	\$0.00
Data Usage made whilst overseas GST Free	23.12 MB	\$0.00	\$0.00
Calls made whilst O/seas/SMS GST Free	43 calls	\$0.00	\$0.00
Calls received whilst overseas GST Free	2 calls	\$0.00	\$0.00
Calls forwarded from this service	65 calls	\$0.00	\$0.00
MessageBank calls	13 calls	\$0.00	\$0.00
Service calls surcharge	1 calls	\$0.00	\$0.00
Packet Data sessions	894.69 MB	\$0.00	\$0.00
Other Charges and Credits			
Apple Iphone 6 64gb - 10 Sep to 09 Oct		\$47.00	\$47.00 †
Handset Bonus - 10 Sep to 09 Oct		\$12.73cr	\$14.00cr
Zone 1Intl Pass 7 Days Gstfree - 31 Aug		\$35.00	\$35.00
International Roaming-GST Free - 10 Sep		\$0.00	\$0.00

### International Travel Pass and usage charges while overseas

The example above shows usage while overseas within the allowance of a 7-day International Travel Pass.