

First bill



Understanding Your First Bill & Pro-Rata Charges

When your service is first activated, your initial bill will include a **pro-rata** charge to align your billing with our standard billing cycle. This means you'll only be charged for the portion of the service used between your activation date and the end of that billing cycle.

First Bill

- Your first invoice will be generated within 24 hours of service activation. It will include:
 - A pro-rata service charge (partial monthly fee from activation to the end of the billing cycle)
 - Any hardware or connection fees, if applicable
- The total amount will be debited from your nominated bank account or credit card **2 business days later**.

Note: If you made an upfront payment during sign-up, this may fully or partially cover your first bill. Any remaining credit will automatically be applied to your next invoice.

If You Already Have an Account with Us

If you're an existing customer and you've added a new service to your account (e.g., a mobile or NBN plan), the pro-rata charges for that service will be

handled as follows:

- **If your current bill has already been issued:**

The pro-rata charge (from activation to the end of that cycle) will be added to your next bill, along with the full monthly charge for the new service.

- **If your bill hasn't been generated yet:**

The pro-rata charge will be included in the upcoming invoice, and the following bill will include the standard monthly charge.

To avoid any surprises, it's a good idea to note the activation date of the new service. Your next bill may appear higher than usual due to the combination of pro-rata and full monthly charges.

Online URL: <https://articles.spintel.net.au/article/first-bill.html>