

# 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 two 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.

Ongoing Billing


Bills are **sent via email**, and payment is **automatically debited 7 days after the invoice date**.

Sample:

- **June 7** – You received your bill.
- **June 14** – This is the due date for payment.
- **Billing Period** – The bill covers service from **June 1 to June 30**.

Although the bill is received on the 7th, payment isn't due until the 14th. The charges reflect the whole month's service, billed in advance—from the start to the end of the month.

## Not Sure When Your Billing Cycle Starts?

You can easily check your billing cycle using either of the following methods:

### Option 1: Via My Account

1. Log in to your **My Account** portal
2. Navigate to the **Billing** section and scroll down to Bill History
3. Check the **Due** on your most recent invoice.

Bill History				
Show	10	entries	Search...	
Bill Number	Issued	Due	Total	
[REDACTED]	5 Jun 2025	13 Jun 2025	\$82.86	<a href="#">View Bill</a>
[REDACTED]	5 May 2025	14 May 2025	\$82.86	<a href="#">View Bill</a>

### How to interpret your due date:

- If your bill is due on or around the **14th** (this may shift slightly if it falls on a weekend or public holiday), your billing cycle runs from the **1st to the end of the month**. This means you're on the **1st bill run**.
- If your bill is due on the **28th** (this may shift slightly if it falls on a weekend or public holiday), your billing cycle runs from the **15th of the current month to the 14th of the following month**, which indicates you're on the **2nd bill run**.

### Option 2: By Reviewing Your Bill

Open your invoice and look at the service period listed:

- If the billing period shows the **1st to the end of the month**, you're on the **1st bill run**, with a due date around the **14th**.
- If it shows the **15th to the 14th of the next month**, you're on the **2nd bill run**, and your payment is due around the **28th**.

SERVICE SUMMARY

Internet

AVC ID: AVCC [REDACTED] Service ID # [REDACTED]

Recurring Charges

I-1A6C468	NBN Unlimited	01/06/25 - 30/06/25	[REDACTED]
I-1A6C469	100/20Mbps	01/06/25 - 30/06/25	[REDACTED]

Total for [REDACTED]

Miscellaneous

Other Charges & Credits

I-1A6C46A	Credit Card Processing Fee (#00 [REDACTED])	14/05/25	[REDACTED]
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Total [REDACTED]

Understanding your billing cycle can help you anticipate charges, especially when adding new services or reviewing your invoice.

Need help?

If you're unsure or need further assistance, feel free to [contact us](#) — we're here to help.

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