

Understanding the Charges on Your Bill



Receiving and understanding a bill can sometimes be overwhelming, especially when multiple charges, dates, and terms are involved. This guide will help you navigate through your bill with ease, using an example statement from SpinTel to illustrate key points.

Invoice Overview

Page 1: Summary of Charges

Enquiries
1300 303 375

spintel
Changing the way you connect

Your contact details.

ABC COMPANY
1 SAMPLE ST
SAMPLE TOWN NSW 2000
AUSTRALIA

Total amount of new charges on this bill, itemised on page 3 onwards.

New Charges **\$75.35**

Due 14th Jun '19

Total **\$75.35**

Total amount payable including the current bill and any outstanding amounts.

The number used to identify you on our system.

The date the bill was sent to you.

Account Summary

June 2019

Account Number	Bill Number	Issue Date	Due Date
012345	0123456	06/06/2019	14/06/2019

The balance on your previous bill.

Previous Balance **\$74.72**

Payments **\$74.72CR**

Balance **\$0.00**

New Charges Includes GST of \$6.85 Turn to page 2 for details **\$75.35**

Account Total **\$75.35**

Any payments made since your last bill. The payments are itemised on the last page of your bill.

Goods and Services Tax (GST) applied to this bill.

Total amount owing on your account before this bill.

Please Note - Your first bill may contain up to two months worth of monthly charges. If this is the case, it is because it covers both the month in which you signed up with us and the next month in advance. This is a standard practice in the telecommunications industry.

Available payment methods may vary depending on the type of services you have with us.

How to Pay



Credit Card

Thank you for paying by credit card. The total will be deducted from your nominated card on the 14th Jun 2019.

Please ensure you have funds available in your account to avoid late fees or an interruption to your service.

A fee of 1.0% (incl GST) for Visa and Mastercard, and a fee of 3.8% (incl GST) for American Express and Diners Club applies.

Account Number
012345

Bill Number
0123456

Total Due **\$75.35**

Pay by 14th Jun '19

- **Customer Details** – Your name, contact information, and account details.
- **Total Amount of New Charges** – The charges incurred during the billing period.
- **Total Amount Payable** – The sum of your current bill and any outstanding balance.
- **Key Information** – Account number, bill number, issue date, and due date.

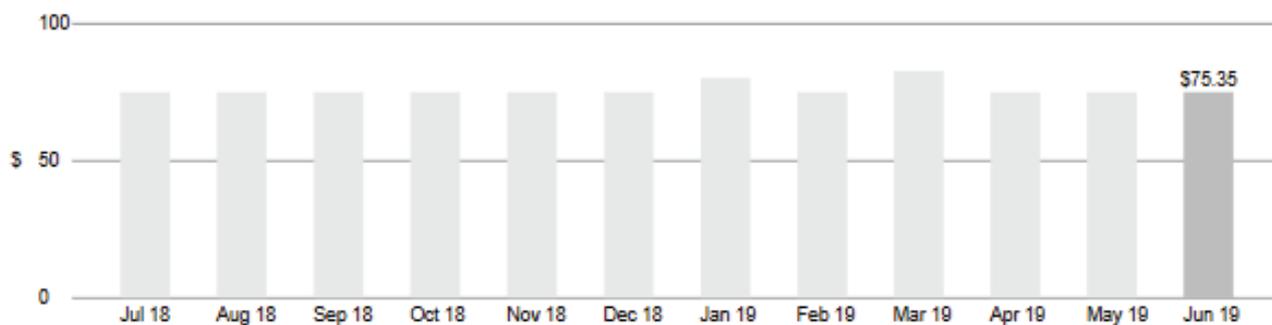
Page 2: Payment & Billing History

Account Number 012345	Bill Number 0123456	Date of Issue 06/06/2019	spintel
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Bill History

A graph that will show the trend of how much you are spending each month.

Page 2 of 4



Previous Payment Details

Date	Method of Payment	Invoice Number	Amount Paid
15 May '19	Visa	000003555266	\$74.72CR
1 payment(s)			\$74.72CR

- **Key Information** – Account number, bill number, issue date, and due date.

- **Bill History** – A graphical representation of your monthly billing trends.
- **Previous Payment Details** – Records of past payments made to your account.

Page 3: Detailed Breakdown

Account Number
012345

Bill Number
0123456

Date of Issue
06/06/2019



SERVICE SUMMARY

Internet

The monthly recurring charge for your service.

Username: 0290000012	Service ID #0000000001	1 SAMPLE ST, SAMPLE TOWN NSW 2000, AUSTRALIA	
Recurring Charges			
1-A2255A NBN S		01/06/19 - 30/06/19	\$39.95
Total for 0290000012			\$39.95

Phone

The monthly recurring charge for your service.

Phone Number: 0290000012	Service ID #0000000001	1 SAMPLE ST, SAMPLE TOWN NSW 2000, AUSTRALIA	
Recurring Charges			
1-A2255B Phone: Pay As You Go Calls		01/06/19 - 30/06/19	\$0.00
Total for 0290000012			\$0.00

Phone Number: 0290000013 Service ID #0000000001

The monthly recurring charge for your service.

Recurring Charges			
1-A2255C Unlimited Voice/SMS, 10GB Capped Data (XL), \$300 International Credit		01/06/19 - 30/06/19	\$33.95
Other Charges & Credits			
1-A2255D ACMA Mobile Number Levy		01/06/19	\$0.63
Usage Charges:			
U-2A4F4D SMS	32 SMS	01/05/19 - 31/05/19	\$0.00
U-2A4F4A MMS	4 Calls	01/05/19 - 31/05/19	\$0.00
U-2A4F4B Voicemail	23 Calls	01/05/19 - 31/05/19	\$0.00
U-2A4F4C Mobile	18 Calls	01/05/19 - 31/05/19	\$0.00
U-2A4F4D PHILIPPINES	1 Calls	01/05/19 - 31/05/19	\$1.34
U-2A4F4E National	10 Calls	01/05/19 - 31/05/19	\$0.00
U-2A4F4F Mobile Bonus Cap Credit		01/05/19 - 31/05/19	\$1.34CR
Total for 0290000012			\$34.58

Any connection fees or other miscellaneous charges related to the service.

Usage charges summarised to ease your reconciliation.

Miscellaneous

Miscellaneous charges including credit card processing fees, late payment fees and bill print fees will be shown here.

Other Charges & Credits			
1-A2255E Credit Card Processing Fee		15/05/19	\$0.82
Total			\$0.82

PHONE ACTIVITY - ITEMISED

Calls are itemised and categorised by call type.

Call & SMS/MMS Activity - 0290000012

SMS

Voicemail

6 May	10:06AM	0401000000	Deposit	00:00:00	\$0.00
6 May	12:01PM	0401000000	Deposit	00:00:00	\$0.00
6 May	06:27PM	0401000000	Deposit	00:00:00	\$0.00
10 May	07:53AM	0401000000	Deposit	00:00:00	\$0.00
10 May	02:22PM	0401000000	Deposit	00:00:00	\$0.00
10 May	02:41PM	0401000000	Deposit	00:00:00	\$0.00
10 May	03:06PM	0401000000	Deposit	00:00:00	\$0.00
10 May	03:13PM	0401000000	Deposit	00:00:00	\$0.00

- **Key Information** – Account number, bill number, issue date, and due date.
- **Service Summary** – A list of active services on your account.
- **Recurring Charges** – Monthly fees for your plan and any add-ons.
- **Miscellaneous Charges** – Additional fees such as late payment or administration fees.
- **Itemised Phone Activities** – Breakdown of calls, SMS, and MMS usage.

Billing Breakdown

Service Charges

- **Plan Charges** – Your monthly service fee for your selected plan.
- **Pro-rata Charges** – Applied if you start a new service mid-cycle.
- **One-Off Charges** – Fees for activation, hardware purchases, or postage.
- **Excess Usage Charges** – Fees for exceeding your plan's allowances.

Payments and Adjustments

- **Previous Balance** – Any amount carried over from the last bill.
- **Payments Received** – Payments made since your last bill.

- **Adjustments or Credits** – Any refunds, discounts, or promotional credits applied.

Online URL:

<https://articles.spintel.net.au/article/understanding-the-charges-on-your-bill.html>