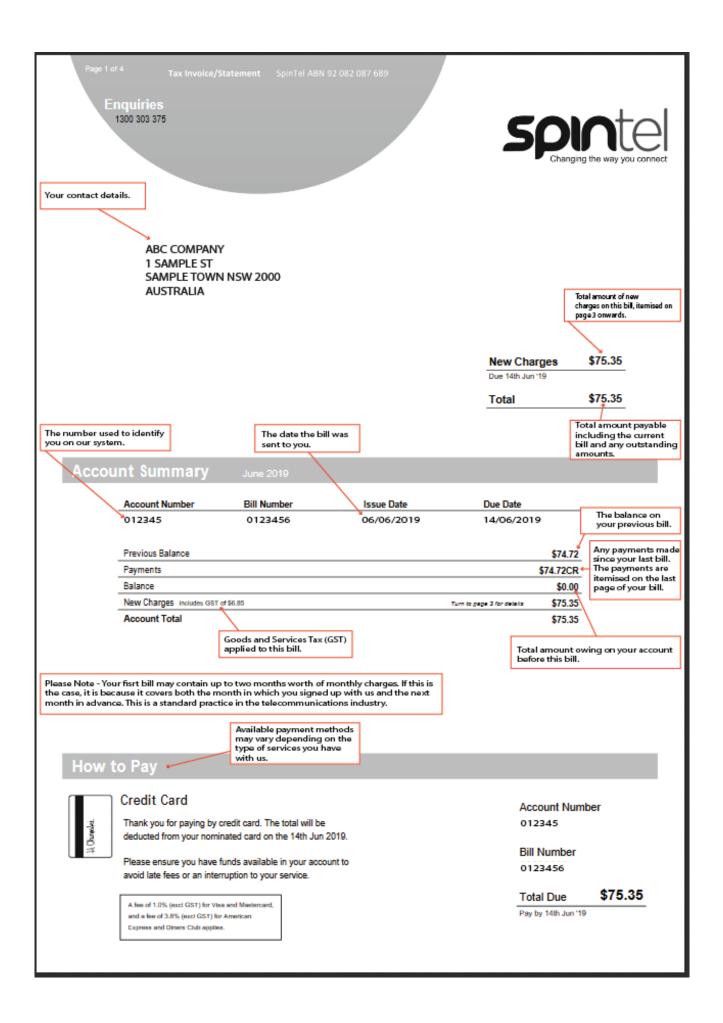
Understanding the Charges on Your Bill

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.

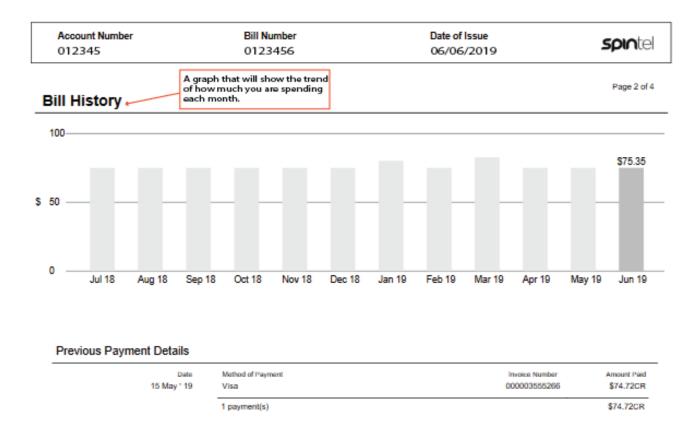
Invoice Overview

Page 1: Summary of Charges



- **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



• **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	Bill Number	Date of Issue	spin tel
012345	0123456	06/06/2019	-
			Page 3 of 3
ERVICE SUMMARY Internet			The monthly recurring charge for your servi
Username: 0290000012	Service ID #0000000001	1 SAMPLE ST, SAMPLE TOWN	NSW 2000, AUSTRALIA
Recurring Charges		01/06/19 - 30/06/19	\$39.95
Total for 0290000012			\$39.95
Phone			The monthly recurr charge for your serv
Phone Number: 0290000012	Service ID #0000000001	1 SAMPLE ST, SAMPLE TOWN	NSW 2000, AUSTRALIA
Recurring Charges	ills	01/06/19 - 30/06/19	\$0.00
Total for 0290000012			\$0.00
Phone Number: 0290000013	Service ID #0000000001		The monthly recurri
	Sel vice ib woodoossoo!		
Recurring Charges	B Capped Data (XL), \$300 International	Credit 01/08/19 - 30/08/19	\$33.95
Other Charges & Credits	ob Capped Data (AL), \$300 International	Any connect	ion fees or
ASSISSO ACMA Mobile Number Lev	0.4	other miscell 01/08/19 charges relat	
	'y	service.	- 40.03
Usage Charges:	22 242	01/05/19 - 31/05/19	80.00
U-BA4F49 SMS U-BA4F4A MMS	32 SMS 4 Calls	04105140 24105140	\$0.00 barger \$0.00
A-BA4F4B Voicemail	23 Calls	01/05/19 - 31/05/19 Usage o	naiges
-saarac Mobile	18 Calls	01/05/19 - 31/05/19 to ease	
J-SA4F40 PHILIPPINES	1 Calls	01/05/19 - 31/05/19 🔨 reconci	liation. \$1.34
ABA4E4E National	10 Calls	01/05/19 - 31/05/19	\$0.00
u-aa4F4F Mobile Bonus Cap Credit		01/05/19 - 31/05/19	\$1.34CR
Total for 0290000012			\$34.58
Miscellaneous		card pro-	neous charges including cro cessing fees, late payment print fees will be shown her
Other Charges & Credits			
RASSISSE Credit Card Processing Fe	ee .	15/05/19	\$0.82
Total			\$0.82
HONE ACTIVITY - ITEMISE	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 6 May 06:27PM	0401000000 Deposit 0401000000 Deposit	00:00:00 00:00:00	\$0.00 \$0.00
10 May 07:53AM	0401000000 Deposit	00:00:00	\$0.00
_	0401000000 Deposit	00:00:00	\$0.00
10 May 02:22PM			
10 May 02:22PM 10 May 02:41PM	0401000000 Deposit	00:00:00	\$0.00
_		00:00:00 00:00:00 00:00:00	\$0.00 \$0.00 \$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