

Understanding the Charges on Your Bill

For New Customers

Upon activation of your service, we will issue your first bill, which will include a pro-rata service charge covering the period from activation until the end of that billing cycle, as well as any applicable hardware or connection fees. These charges will be automatically debited from your bank account or credit card two days after the bill is issued.

Username: [REDACTED] Service ID # [REDACTED]

Recurring Charges			
I-C6ED76	NBN L	09/06/20 - 30/06/20	\$43.96
I-C6ED77	NBN L	01/07/20 - 31/07/20	\$59.95
I-C6ED78	25/5Mbps	09/06/20 - 30/06/20	\$0.00
I-C6ED79	25/5Mbps	01/07/20 - 31/07/20	\$0.00

Your next bill will be due around the 7th of the following month, covering the entire billing period, which typically runs from the first to the last day of the month.

For Existing Customers Adding a New Service

When you add a new service, the charges will be included in your next monthly bill. This will show both a pro-rata charge for the month during which the service was added and an advance payment for the following full month.

Important Reminder: Your billing cycle determines when your monthly allowances for data, minutes, and messages are refreshed.

For example, if your plan includes 10GB of data, the data allowance resets on the first day of each billing cycle, and unused data does not roll over to the next period.

Understanding Additional Charges on Your Bill

Pro-rata Charges

These are applied to your first bill to align your service charges with the billing cycle. From the date you connect to the end of that period, the pro-rata charge applies. Subsequent bills will then reflect just the standard monthly plan charge.

Username: [REDACTED] Service ID #: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Recurring Charges

I-C6ED76	NBN L	09/06/20 - 30/06/20	\$43.96
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Recurring Charges

These occur regularly, at the same time each month or at the beginning of a billing cycle. They include your monthly service fees for plans and any additional features.

SERVICE SUMMARY

Internet

Username: [REDACTED] Service ID #: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Recurring Charges

I-C6ED74	NBN L	01/07/20 - 31/07/20	\$59.95
I-C6ED75	12/1Mbps	01/07/20 - 31/07/20	\$0.00

Total for [REDACTED] **\$59.95**

Once-Off Charges

These are non-recurring and include costs like hardware fees, activation fees, postage, or data block purchases.

Other Charges & Credits

I-C6ED7A	Connection Fee (6 Month Agreement)	09/06/20	\$0.00
I-C6ED7B	\$69 Credit/Discount	09/06/20	\$69.00CR
I-C6ED7C	NetComm - NF10WV	09/06/20	\$69.00
I-C6ED7D	Postage Fee	09/06/20	\$20.00
Total for [REDACTED]			\$123.91

Miscellaneous or Administrative Charges

These include various fees such as late payment fees, dishonor fees, chargeback fees, and other processing fees, as detailed under Section 2.0 of our Terms and Conditions.

Miscellaneous**Other Charges & Credits**

I-BFE800	Credit Card Processing Fee ([REDACTED])	12/03/20	\$2.39
I-BFE801	Late Payment Fee	09/03/20	\$15.00
Total			\$17.39

Excess Usage

Charges for exceeding the limits of your plan, such as making calls beyond your credit limit or extra data usage, will apply. For detailed information on what your plan includes, refer to your plan details and Critical Information Summary.

Usage Charges:

U-AFC4BA	Excess 3.072GB over your 9GB Total Limit	01/02/20 - 29/02/20	\$30.00
U-AFC4BB	Mobile 164 Calls	01/02/20 - 29/02/20	\$0.00
U-AFC4BC	MMS 4 Calls	01/02/20 - 29/02/20	\$0.00

ACMA Mobile Levy

This annual fee is mandated by the Australian Communications and Media Authority (ACMA). As of 2017, the cost is \$0.65 per year, added as a once-off charge while you maintain an active service with us.

Other Charges & Credits

I-C0C467	ACMA Mobile Number Levy - Does not include GST	01/05/20	\$0.61
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- [Managing Bill Reminders](#)
- [Payment Method and its Processing Fees](#)
- [How to Find Your Bill Number](#)

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