Why Is My Bill Higher Than Usual?

If your bill is higher than expected, there are several common reasons why this may have happened. Below are the key factors that could lead to an increased bill amount.

Common Reasons for a Higher Bill

1. Pro-rata Charges

If this is your first bill or you've recently added a new service, you may see a charge for the partial service period before your full billing cycle began. This aligns your charges with your regular billing cycle. Subsequent bills will then reflect just the standard monthly plan charge.

Username:		Service ID #		
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

2. One-Off Charges

Some charges are non-recurring and may appear on your bill only once. These include:

- Hardware fees (e.g., purchasing a new modem or handset)

- Activation fees

- Postage or shipping costs

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			**$123.91**

3. Excess Usage Charges

If you've exceeded your plan's allowances, additional fees may apply for:

- Extra data usage

- Calls beyond your included minutes

- SMS/MMS messages beyond your plan limits

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

4. Administrative Fees

Certain fees may be added depending on your billing activity, including:

- Late payment fees

- Dishonor or chargeback fees

- Payment processing fees for some payment methods

Miscellaneous

	Other Charges & Credits		
I-BFE800	Credit Card Processing Fee ( )	12/03/20	$2.39
I-BFE801	Late Payment Fee	09/03/20	$15.00
Total			**$17.39**

5. ACMA Levy

The Australian Communications and Media Authority (ACMA) requires a **$0.65 annual levy** per active mobile service. If this has been applied, it will appear as a once-off charge.

	Other Charges & Credits		
I-C0C467	ACMA Mobile Number Levy - Does not include GST	01/05/20	$0.61

Other Factors That Can Increase Your Bill

Plan or Service Changes

- If you upgraded to a higher-tier plan, your new monthly fee may be higher.

- Adding additional services (e.g., extra data packs or international calling add-ons) may result in increased charges.

Expired Discounts or Offers

- Some plans include introductory discounts that expire after a set period. If your bill increased, check if a discount has ended.

Billing Errors or Adjustments

- Occasionally, an adjustment or correction from a previous bill may be

reflected in the current invoice. If you believe there is an error, please check your bill details or contact support.

How to Manage Your Bill

- Review Your Plan Usage: Regularly monitor your data, call, and SMS usage to avoid excess charges.

- Check Your Bill Details: Compare your current bill with previous bills to identify any changes.

- Set Up Payment Reminders: To avoid late fees, ensure payments are made on time.

- Explore Plan Options: If your usage has increased, consider switching to a plan that better suits your needs.

If you have concerns about your bill, please visit our support page or contact customer service for further assistance.

Online URL:
https://articles.spintel.net.au/article/why-is-my-bill-higher-than-usual.html