

# BILL EXPLAINER - DOT WELCOME PAGE

IT'S HOW  
WE CONNECT

THE SAMPLE COMPANY PTY LTD  
123 SAMPLE STREET  
SAMPLETOWN WA 6000

01

Account Number 336 0000 000  
Tax Invoice Issued 14 Nov 2013  
Billing Period to 06 Nov 2013  
Bill Number P 315 000 000-1

Telstra Corporation Limited

ABN 33 051 775 556

NEW CHARGES  
\$948.49

TOTAL DUE 02 Dec 2013  
\$948.49

To avoid a late payment fee (up to \$15.00) please pay new charges amount by the due date.

02

## Summary

Including GST

### Your last bill

Amount \$677.89  
Payments received - Thank you credit \$677.89

### Your current bill

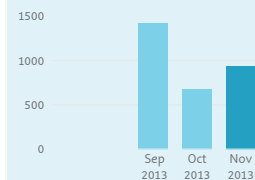
Your balance \$0.00  
New charges (see over for details) \$948.49  
*Includes rounding of \$0.01cr*

Total balance \$948.49

GST included in new charges \$86.23

03

## Bill history



Compared to last bill: +\$270.60  
Average for last 12 bills: +\$722.36

04

## Contact Us

View [Online Help](#) or chat with a consultant via [Live Chat](#)  
Call us on **13 20 00**. For fault reporting call **13 29 99**.

05

## STAY IN CHARGE, ON THE GO

NOW YOU CAN MANAGE YOUR PERSONAL AND BUSINESS ACCOUNTS WITH THE TELSTRA 24x7 APP AVAILABLE FOR IPHONE AND ANDROID™ DEVICES. VISIT [telstra.com/business/app](http://telstra.com/business/app)

Telstra 24x7 is a trademark of Telstra Corporation Limited. The iPhone is a trademark of Apple Inc. registered in the US and other countries. Android is a trademark of Google Inc.



06

## Direct Debit

Hassle free, automatic bill payment. Go to [telstra.com.au/directdebit](http://telstra.com.au/directdebit) or call **13 20 00** to setup direct debit from your bank or credit card account.

## Credit Card

Pay with your credit card at [telstra.com.au/paymybill](http://telstra.com.au/paymybill) or call **1300 369 666**.

A payment processing fee applies to credit card payments (VISA, Mastercard & American Express: 1%, Diners Club: 2%).

## Mail or Telstra Shop

Return this section to **Telstra, GPO Box 9901, Melbourne VIC 3001** with your cheque made payable to Telstra.

Present this payment slip at any Telstra Shop to pay in person by cash, cheque or credit card.

## BPAY®

Use BPAY to pay from your cheque or savings account. Use your bank's internet or phone banking service. **Bill Code: 7773** and **Ref: 336000000000**

## In Person

Present this payment slip at any Post Office to pay by cash, cheque or from your cheque or savings account.

01

## Account Information

Information about your account including account number, bill number, amount due, due date and any overdue amount.

02

## Summary

A quick summary of your current bill and past payments you've made.

03

## Bill History

A new feature allowing you to compare your current bill with your previous bill. Also includes the average value of your last 12 bills to help you track your spend.

04

## Contact Information

Find contact information for bill enquiries.

05

## Banner

Look out for the latest information and offers from Telstra.

06

## How to Pay

Now grouped together for quick reference.

# BILL EXPLAINER - DOT ACCOUNT OVERVIEW

IT'S HOW  
WE CONNECT

Page 2 of 9

Bill Number P 315 000 000 Acc No 336 0000 000

## ACCOUNT OVERVIEW to 06 Nov

07

### New Charges At a Glance

DOT CORE \$221.89

DOT TELEPHONE  
USER \$75.00

08

THE SAMPLE COMPANY PTY LTD

Total due: **\$948.49**Due by: **02 Dec 2013**Account number: **336 0000 000**Bill number: **P 315 000 000-1**

\*62 3360000000 315000000 1

07

### New Charges at a Glance

Provides a snapshot of how much you've spent on each package type.

08

### Payment Slip

Choose your payment method - pay via credit card online using your My Account or over the phone, arrange a direct debit for easy no fuss payments, use BPay®, pay in person or via post.

® Registered to BPAY Pty Ltd  
ABN 69 079 137 518

# BILL EXPLAINER - DOT YOUR SUMMARY BILL

IT'S HOW  
WE CONNECT



Page 3 of 9

Bill Number P 315 000 000 Acc No 336 0000 000

09

## SUMMARY to 06 Nov

Product / Service	Compared to last bill / Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
-------------------	----------------------------------	-------------	-------------	----------------

### By Service

10

#### DOT CORE

##### Group Charges/ Credits

Internet Upload	151 MB			
Internet Download	559 MB			
Internet Direct Usage		\$0.00	\$0.00	

##### OFFICE

DOT Core L - 07 Nov to 06 Dec		\$136.36	\$150.00	
Mobile 0400 000 001	-0.16 ▼	\$13.68	\$15.05	
Telephone 08 9400 0001	\$0.00	\$0.00	\$0.00	
Telephone 08 9400 0002	\$0.00	\$0.00	\$0.00	
Internet and Data N9000000R sample123	\$0.00	\$0.00	\$0.00	

##### BACK TO BASE

Telephone 08 9400 0003	+11.50 ▲	\$42.58	\$46.84	
------------------------	----------	---------	---------	--

Total  
**\$221.89**  
excl gst  
\$201.72

#### DOT TELEPHONE USER

Telephone 08 9400 0004 - DOT Office 75	\$0.00	\$68.18	\$75.00	
--	--------	---------	---------	--

Total  
**\$75.00**  
excl gst  
\$68.18

Mobile 0400 000 002 Business Performance Plan \$60	+120.23 ▲	\$173.20	\$187.21 †	
Mobile 0400 000 003 Business Performance Plan \$60	-11.98 ▼	\$63.27	\$65.99 †	
Mobile 0400 000 004 Business Performance Byo \$50		\$33.06cr	\$36.37cr #	
Mobile 0400 000 004 Business Performance Byo \$80		\$129.92	\$142.92 #	
Mobile 0400 000 005 Business Performance Plan \$60	+85.13 ▲	\$141.17	\$151.13 †	
Mobile 0400 000 006 Business Maximiser Plan \$79		\$51.94cr	\$57.13cr #	
Mobile 0400 000 006 Business Performance Byo \$60		\$105.41	\$115.95 #	
Telephone 08 9400 0005 DOT FAX/EFTPOS Line	+4.21 ▲	\$24.45	\$26.91	
Other 5370000000	\$0.00	\$0.00	\$0.00	
Other 5690000000	\$0.00	\$0.00	\$0.00	
Mobile 0400 000 007	\$0.00	\$40.00	\$40.00 †	

Total for  
other services  
**\$636.61**  
excl gst  
\$592.42

12

## Account Charges, Discounts and Credits

Total for Account Charges, Discounts and Credits	\$15.00	\$14.99 †	
--	---------	-----------	--

Total for  
Account Charges,  
Discounts & Credits  
**\$14.99**  
excl gst \$15.00

TOTAL NEW CHARGES

**\$948.49**  
excl gst \$862.26

# Charge corresponds to old and new plans for same service when plan changed  
† Includes GST Free items

09

### Your Summary Bill

An account level summary of your bill.

10

### Bundle Services

Services that form part of a plan are shown in separate blue boxes.

11

### Spend Comparison Arrows

Spend comparison indicator against your last bill. This arrow shows if you've spent more or less than your previous bill.

12

### Charges and Credits

Charges and credits made to your account are displayed there (e.g. late payment or payment processing fees). A detailed breakdown of these charges is shown in the Your Bill section.

# BILL EXPLAINER - DOT YOUR BILL



Page 4 of 9 Bill Number P 315 000 000 Acc No 336 0000 000

13	YOUR BILL to 06 Nov	Product / Service	Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
14	<b>DOT CORE</b>					
	Group Charges/ Credits					
	Internet Upload	151 MB				
	Internet Download	559 MB				
	Internet Direct Usage			\$0.00	\$0.00	
15	<b>OFFICE</b>					
	DOT Core L - 07 Nov to 06 Dec			\$136.36	\$150.00	
16	<b>Mobile 0400 000 001</b>					
	Dot Bb Backup - 07 Nov to 06 Dec			\$13.63	\$14.99	
	Calls forwarded from this service	1 calls		\$0.05	\$0.06	
	Packet Data sessions	1.07 MB		\$0.00	\$0.00	
	Other Charges and Credits					
	Bbu Telstra Usb 4g Modem - 07 Nov to 06 Dec			\$0.00	\$0.00	
	Digital Business Data Plan - 07 Nov to 06 Dec			\$0.00	\$0.00	
17	<b>Telephone 08 9400 0001</b>					
	Virtual Receptionist - 07 Nov to 06 Dec			\$9.09	\$10.00	
18	<b>Telephone 08 9400 0002</b>					
	Calls Forwarded To Mobiles	100 calls		\$0.00	\$0.00	
19	<b>Internet and Data N9000000R sample123</b>					
	Internet Upload	151 MB				
	Internet Download	559 MB				
	Internet Direct Usage			\$0.00	\$0.00	
20	<b>BACK TO BASE</b>					
	<b>Telephone 08 9400 0003</b>					
	DOT Alarm Line - 07 Nov to 06 Dec			\$18.18	\$20.00	
	Local calls	45 calls		\$12.27	\$13.50	
	Calls to 13 Numbers	101 calls		\$12.13	\$13.34	
	Other Charges and Credits					
	DOT Alarm Line Included Calls - 07 Oct to 06 Nov			\$0.00	\$0.00	
	Total for DOT CORE					\$221.89 excl gst \$201.72

## 13

### Your Bill

A service level breakdown of your bill.

## 14

### DOT CORE

Your Core Plan is your fixed broadband and first fixed line service, which includes a router and digital office phone.

## 15

### OFFICE

Office packages are additional fixed lines services, digital office phones are options for office packages.

## 16

### DOT Bb Backup

Broadband Backup keeps your site connected to the Internet using Mobile Broadband automatically in the event of a fixed broadband outage.

## 17

### Virtual Receptionist

Automatically answers and directs incoming calls with a customised greeting.

## 18

### Calls Forwarded to Mobiles

Charges for calls forward from a DOT service to a mobile. Call

forwarding from an eligible service on the DOT account is free of charge if the destination number is also an eligible number on the same DOT account.

## 19

### Internet and Data

Shows the total amount of fixed broadband data used by your site, broken down in to upload and download.

## 20

### BACK TO BASE

The line that connects your alarm system to your security company for remote monitoring.

# BILL EXPLAINER - DOT YOUR BILL (CONTINUED)

IT'S HOW  
WE CONNECT


Page 6 of 9

Bill Number P 315 000 000 Acc No 336 0000 000

## YOUR BILL to 06 Nov continued

Product / Service	Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
<b>Mobile 0400 000 004</b>				
# You have recently changed your plan. For details on charges and credits visit <a href="https://telstra.com/business/readmybill">telstra.com/business/readmybill</a>				
Business Performance Byo \$50 - 15 Oct to 06 Nov		\$33.72cr	\$37.09cr	
<b>Charges Eligible for Plan Discount</b>				
National	10 calls	\$12.82	\$14.10	
National to Telstra Mobiles	43 calls	\$9.72	\$10.69	
Mobile Originated SMS	67 calls	\$0.00	\$0.00	
MessageBank calls	2 calls	\$2.52	\$2.77	
Mobile Enhanced SMS	1 Msgs	\$0.69	\$0.76	
<b>Charges Ineligible for Plan Discount</b>				
International Direct/SMS	7 calls	\$3.18	\$3.50	
Calls forwarded from this service	19 calls	\$0.00	\$0.00	
Packet Data sessions	11.55 MB	\$0.00	\$0.00	
<b>Other Charges and Credits</b>				<b>Total</b>
Included Call Allowance - 07 Oct		\$28.27cr	\$31.10cr	<b>\$36.37cr</b>
				<small>excl gst</small>
				<small>\$33.06cr</small>
<b>Mobile 0400 000 004</b>				
# Includes a charge from the start of your new plan to the end of this billing period, plus a charge in advance for the next billing period				
Business Performance Byo \$80 - 15 Oct to 06 Nov		\$53.95	\$59.35	
Business Performance Byo \$80 - 07 Nov to 06 Dec		\$72.72	\$79.99	
<b>Charges Eligible for Plan Discount</b>				
National	49 calls	\$189.25	\$208.19	
National to Telstra Mobiles	95 calls	\$1.26	\$1.38	
Mobile Originated SMS	133 calls	\$0.00	\$0.00	
MessageBank calls	6 calls	\$0.00	\$0.00	
Mobile Enhanced SMS	1 Msgs	\$0.00	\$0.00	
<b>Charges Ineligible for Plan Discount</b>				
International Direct/SMS	15 calls	\$6.82	\$7.50	
Calls forwarded from this service	59 calls	\$0.00	\$0.00	
Packet Data sessions	56.91 MB	\$0.00	\$0.00	
<b>Other Charges and Credits</b>				<b>Total</b>
Business Performance Byo \$50 - 07 Nov to 07 Nov		\$1.49	\$1.64	<b>\$142.92</b>
Included Call Allowance - 15 Oct		\$195.57cr	\$215.13cr	<small>excl gst</small>
				<small>\$129.92</small>

## 21 Plan Changes

Charges and credits related to your previous plan will appear separately to charges and credits for your new plan. You may be credited for any charges paid in advance for your old plan.

## 22 Pro Rata Charging


Your new plan may have charges for part of the month until the end of your current billing period. It will also have charges in advance for the next month.

# BILL EXPLAINER - DOT YOUR BILL (CONTINUED)

Page 7 of 9

Bill Number P 315 000 000 Acc No 336 0000 000

## YOUR BILL to 06 Nov *continued*

Product / Service	Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
 <b>Mobile 0400 000 005</b>				
Business Performance Plan \$60 - 07 Nov to 06 Dec		\$54.54	\$59.99	
<b>Charges Eligible for Plan Discount</b>				
National	134 calls	\$546.42	\$601.06	
National to Telstra Mobiles	27 calls	\$1.27	\$1.40	
Mobile Originated SMS	297 calls	\$0.00	\$0.00	
MessageBank calls	2 calls	\$2.53	\$2.78	
Mobile Enhanced SMS	3 Msgs	\$1.36	\$1.50	
<b>Charges Ineligible for Plan Discount</b>				
Calls forwarded from this service	53 calls	\$0.00	\$0.00	
Packet Data sessions	1.72 GB	\$66.29	\$72.92	
<b>Other Charges and Credits</b>				
Third Party Charges		\$5.49	\$5.49 †	
Smartphone Repayment Option - 07 Nov to 06 Dec		\$36.00	\$36.00 †	
Mobile Repayment Option Bonus - 07 Nov to 06 Dec		\$9.09cr	\$10.00cr	
Smartphone Bonus Offer - 07 Nov to 06 Dec		\$18.18cr	\$20.00cr	
Included Call Allowance - 07 Oct		\$545.46cr	\$600.01cr	
				<b>Total</b>
				<b>\$151.13</b>
				<i>excl gst</i>
				\$141.17

23

### Mobile Calls

Calls made from a mobile from within Australia are separated as either calls to Telstra Mobiles or calls to other numbers.

24

### Mobile Data

Mobile data usage will display in volume (KB, MB or GB).

25

### Other Charges

Other charges including one off charges, third party call charges, handset repayments and data packs are shown under Other Charges and Credits.

# BILL EXPLAINER - DOT YOUR BILL (CONTINUED)

IT'S HOW  
WE CONNECT

## Telephone 08 9400 0005

26

DOT FAX/EFTPOS Line - 07 Nov to 06 Dec				
		\$18.18	\$20.00	
Local calls	12 calls	\$3.27	\$3.60	Total <b>\$26.91</b> <i>excl gst</i> \$24.45
STD calls	2 calls	\$0.55	\$0.61	
International Direct calls	5 calls	\$2.45	\$2.70	

## Other 5370000000

### Other Charges and Credits

The Telstra Promise NBN Standard Install Discount - 07 Oct to 06 Nov	\$0.00	\$0.00	Total <b>\$0.00</b> <i>excl gst</i> \$0.00
--	--------	--------	---

## Other 5690000000

27

### Other Charges and Credits

DOT On Acct Calls - 07 Oct to 06 Nov	\$0.00	\$0.00	Total <b>\$0.00</b> <i>excl gst</i> \$0.00
DOT Usage Sharing - 07 Oct to 06 Nov	\$0.00	\$0.00	

## Mobile 0400 000 007

### Other Charges and Credits

28

Core Plan Router Package - 07 Nov to 06 Dec	\$20.00	\$20.00 †	Total <b>\$40.00</b> <i>excl gst</i> \$40.00
Cisco Ip Phone Spa 504g - 07 Nov to 06 Dec	\$10.00	\$10.00 †	
Ip Phone Spa 504g - 07 Nov to 06 Dec	\$10.00	\$10.00 †	
Digital Business Hardware Plan - 07 Nov to 06 Dec	\$0.00	\$0.00	

26

### DOT FAX/EFTPOS Line

The line(s) that connect to your FAX/EFTPOS services.

27

### Other Charges and Credits

All other miscellaneous charges such as Late Payment Fees.

28

### Hardware Charges

Instalments, payments or outright charges for hardware will appear under a new mobile number created specifically for billing these charges.

# BILL EXPLAINER - DOT YOUR BILL (CONTINUED)

Page 9 of 9

Bill Number P 315 000 000 Acc No 336 0000 000

## YOUR BILL to 06 Nov continued

Product / Service	Quantity	\$ Excl GST	\$ Incl GST	Subtotal in \$
-------------------	----------	-------------	-------------	----------------

29

### Account Charges, Discounts and Credits

FEE FOR OVERDUE ACCOUNT PAYMENT DUE ON 29OCT13 - 04 Nov	\$15.00	\$15.00 †	Total for Account Charges, Discounts & Credits <b>\$14.99</b> <small>excl gst \$15.00</small>
New Charges GST rounding		\$0.01cr	

TOTAL NEW CHARGES	<b>\$948.49</b>
	<small>excl gst \$862.26</small>

† Includes GST Free items

30

### PREVIOUS PAYMENT DETAILS

Payments Processed by 06 Nov 2013

Date	Method of payment	Invoice No.	\$ Incl GST
06 Nov	BPAY Payment - Thank you	P442000000	\$677.89cr

TOTAL PREVIOUS PAYMENTS	<b>\$677.89cr</b>
-------------------------	-------------------

31

### IMPORTANT MESSAGES

#### PRICE CHANGES FOR SENSIS 1234 AND CALL CONNECT SERVICES

Our prices have changed for voice calls and SMS messages to 1234 and Call Connect services on 12 456 and 12 455.

From 1 February 2014, the price increased from \$1.90 to \$1.99 per call or SMS message to these services. In addition, any connection charges have increased from 99c to \$1.29 per call, plus applicable call charges. All these prices include GST.

Directory Assistance charges haven't changed - for Directory Assistance, please call 1223. Need more information?

For full pricing details, please visit [voiceservices.com.au](http://voiceservices.com.au) or give us a call on 1800 811 210 any time.

We're here to help.

29

### Account Charges, Discounts and Credits

Overdue fees and/or hardware is displayed at the account level independent of a service.

30

### Previous Payments

Payments made since the last bill including amount and payment type.

31

### Important Messages

Highlights any important messages and information affecting your Telstra service.