

Paying your monthly phone invoice should be the least of your worries. That's why at ACN, we've made understanding your monthly invoice as easy as possible. This simple guide includes details and instructions to assist you when reviewing your ACN phone invoice.

Sample invoice - Page 1

Use the numbers to match sections of the invoice with their description



**1** Explanation

## Tax Invoice

**1** **Billing Enquiries**  
Use this number for all of your ACN billing enquiries.



**2** For help call 1300 881 778 or visit [www.acnaustralia.com.au](http://www.acnaustralia.com.au)



Mr Joe Sample  
10 Sample Street  
SAMPLEVILLE NSW 2999

<b>2</b> Account ID	100000001 001
Invoice Number	0000001
Issue Date	10 Dec 2004
Billing Period	27 Oct 2004 - 07 Dec 2004

**2** **Account ID**  
Quote this number for all billing enquiries relating to this account.

**3** **Due Date**  
Your payment is due on this date.

<b>3</b> 24 Dec 2004	<b>4</b> \$ 97.97
Due Date	Amount Due

**4** **Amount Due**  
Total amount due on this invoice.

## Account Summary

Previous Invoice	00.00
+ Payments Received	00.00
+ Adjustments	10.00 cr
<b>5</b> GST component of Adjustments	0.91 cr
= Balance Brought Forward	10.00 cr
+ New Charges	107.97
<b>5</b> GST component of New Charges	9.82
= <b>Balance</b>	<b>\$ 97.97</b>

**5** **GST**  
The tax components included in the "New Charges" and "Adjustments" amounts.

## How to pay

**7** **Biller Code: 201574**  
**Ref: 1000000010016**

Contact your participating financial institution to make this payment from your cheque, savings or credit card account via phone or Internet.

Call 1300 881 778 to pay by Visa or MasterCard.

Ref \_\_\_\_\_ Date \_\_\_\_\_

**6** Thank you for using automated payment.

The amount due of \$97.97 will be debited from your nominated credit card either on or immediately after 24 Dec 2004.

Please note that any payments received prior to this date (e.g. to settle an overdue account) will reduce the amount of this payment accordingly.

**6** **Automated Payment Option**  
This represents your payment option. If you have selected automated payment, it will be reflected here.

**7** **Payment Options**  
These are the options available to you if you are not using automated payment .

Sample invoice - Page 2

**Account ID** 100000001 001    **Invoice Number** 0000001    **Issue Date** 10 Dec 2004



Use the numbers to match sections of the invoice with their description



**1** Explanation.

**8** **Payments**

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**8** **Payments**  
On subsequent invoices your payments will appear here.

**9** **Adjustments**

Date	Description	Amount
02 Dec 2004	Credit Adjustment	20.00 cr
03 Dec 2004	Debit Adjustment	10.00
<b>Total</b>		<b>\$ 10.00 cr</b>

**9** **Adjustments**  
Any adjustments to your account within the invoice period will appear here.

**New Charges**

Date	Description	Amount
Fixed Line	02 9000 0000	\$ 107.97
<b>Total</b>		<b>\$ 107.97</b>

**\$ GST**

All charges on your invoice include GST unless otherwise noted. Some items may be classified as GST free and will not contribute to the GST amount displayed.

**Invoicing Period**

Some charges on your invoice may relate to a previous billing period. This is not an error but is simply due to the timing of information processing.

**Moving?**

Call us on 1300 881 778 to update your details and if required to arrange the transfer of your services.

**Customer Service Hours**

Weekdays from 7.00am to 11.00pm  
Saturdays from 8.00am to 8.00pm  
Sundays from 9.00am to 6.00pm (Eastern Standard Time)

Account ID 100000001 001 Invoice Number 0000001 Issue Date 10 Dec 2004

**10** This is your fixed line service.



Use the numbers to match sections of the invoice with their description



**1** Explanation.

**10** Fixed Line : 03 9000 0000

**11** Total: \$ 107.97

Service Summary



Type	Amount
Service Charges	76.05
Local Calls	4.38
National Calls	8.90
International Calls	3.52
Fixed to Mobile Calls	14.62
Special Calls	0.50

**11** Service Total  
This represents the total charges for the individual fixed line service.

Service Charges

Date / Period	Description	Quantity	Amount
<b>12</b> 27 Oct 2004 - 07 Dec 2004	Network Access		41.36
27 Oct 2004 - 07 Dec 2004	International Bonus Option		2.75
08 Dec 2004 - 07 Jan 2005	Network Access		29.95
08 Dec 2004 - 07 Jan 2005	International Bonus Option		1.99

**12** Monthly Service Charges Since Connection  
Your regular ACN invoice will contain monthly service charges billed in advance.  
However your first invoice will also reflect service charges billed in arrears, pro-rated from the transfer date of your local service to the end of the invoice period. Please note that for some customers these pro-rated charges may span a period greater than one month.

**13** Local Calls \$ 76.05

Period	Description	Rate	Amount
27 Oct 2004 - 07 Dec 2004	48 local calls	ACN2ACN	Free
27 Oct 2004 - 07 Dec 2004	25 local calls	Local	4.375

National Calls

Date	Time	Number Called	Destination	Hr:Min:Sec	Rate	Amount
29 Oct 2004	19:23	03 5555 5555	National	2:18:04	Capped	3.59
04 Oct 2004	14:27	08 5555 5555	National	32:56	ACN2ACN	0.35
08 Nov 2004	10:39	07 5555 5555	National	5:21	Peak	1.49
15 Nov 2004	12:50	03 5555 5555	National	18:38	Capped	1.99
02 Dec 2004	21:18	02 5555 5555	National	12:44	Off Peak	1.48
				<b>3:27:24</b>	<b>5 calls</b>	<b>\$ 8.90</b>

International Calls

Date	Time	Number Called	Destination	Hr:Min:Sec	Rate	Amount
04 Dec 2004	01:35	44205555555	UK - London	38:19	Bonus	3.52
				<b>38:19</b>	<b>1 call</b>	<b>\$ 3.52</b>

Fixed to Mobile Calls

Date	Time	Number Called	Destination	Hr:Min:Sec	Rate	Amount
28 Oct 2004	19:23	0455 555 555	Mobile	18:24	Capped	2.99
01 Nov 2004	14:27	0455 555 555	Mobile	32:56	Capped	6.74
05 Nov 2004	10:39	0455 555 555	Mobile	5:21	Flat	1.90
11 Nov 2004	21:18	0455 555 555	Mobile	18:19	Capped	2.99
				<b>1:15:00</b>	<b>4 calls</b>	<b>\$ 14.62</b>

Special Calls

Date	Time	Number Called	Destination	Hr:Min:Sec	Rate	Amount
15 Nov 2004	17:42	131 241	Pizza Haven	2:11	Flat	0.25
23 Nov 2004	19:03	134 357	NRMA	14:47	Flat	0.25
				<b>20:23</b>	<b>2 calls</b>	<b>\$ 0.50</b>

**13** Usage Information  
Itemised usage and associated charges.