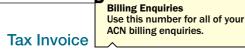


# **Understanding Your ACN Monthly Invoice - Account Summary**

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



Tax Invoice

Ach billing enquiries.

Australian Communications Network
ABN 81

ABN 81

Australian Communications Network
ABN 81

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

Tax Invoice

Explanation

## հելիՈՍիլիկիիի|||||Ալուու

Mr Joe Sample 10 Sample Street SAMPLEVILLE NSW 2999  Account ID

Quote this number for all billing enquiries relating to this account.

Due Date
Your payment is due on this date.



**Amount Due** 

Total amount due on this invoice.

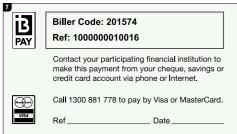
## **Account Summary**

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

#### GST

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

## How to pay



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.

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

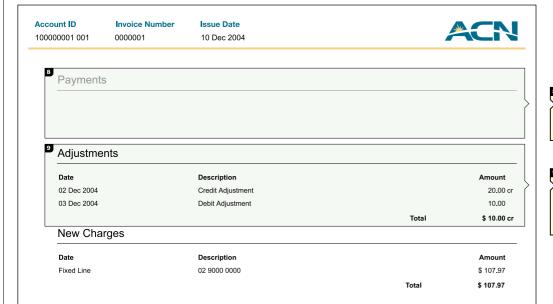
99999-M(20041207-000002

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

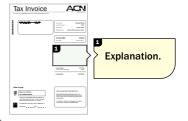


# **Understanding Your ACN Monthly Invoice - Call Summary**

### Sample invoice - Page 2



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



## Payments

On subsequent invoices your payments will appear here.

## Adjustments

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



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)

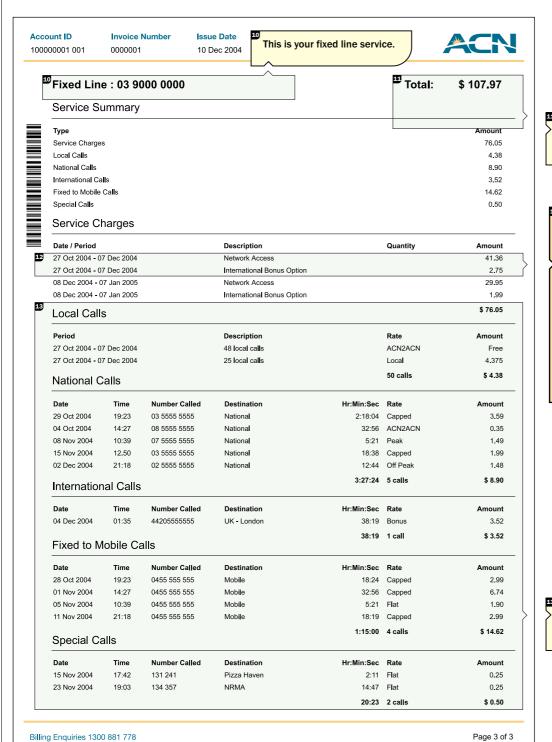
Billing Enquiries 1300 881 778

Page 2 of 3



## **Understanding Your ACN Monthly Invoice - Service Details**

### Sample invoice - Page 3



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



#### Service Total

This represents the total charges for the individual fixed line service.

#### 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.

Usage Information Itemised usage and associated charges.