



Introduction

We've made this document to help you better understand your bill and what it all means.

The bill we are using has a satellite Internet connection and a home phone bundle. Chances are that your bill will look a little bit different, but don't worry; the general structure is always the same.

Payment Options

When it comes to paying your bill, you can use either direct debit from a nominated bank account or credit card. See the Update Payment Details tutorial on how to change or setup a new payment method.

Understand Your Bill

Your bill is broken up into several, easy to understand sections. For each of your Activ8me services, be they Internet or Phone, we'll give both a brief summary and a detailed breakdown of your usage for the month.

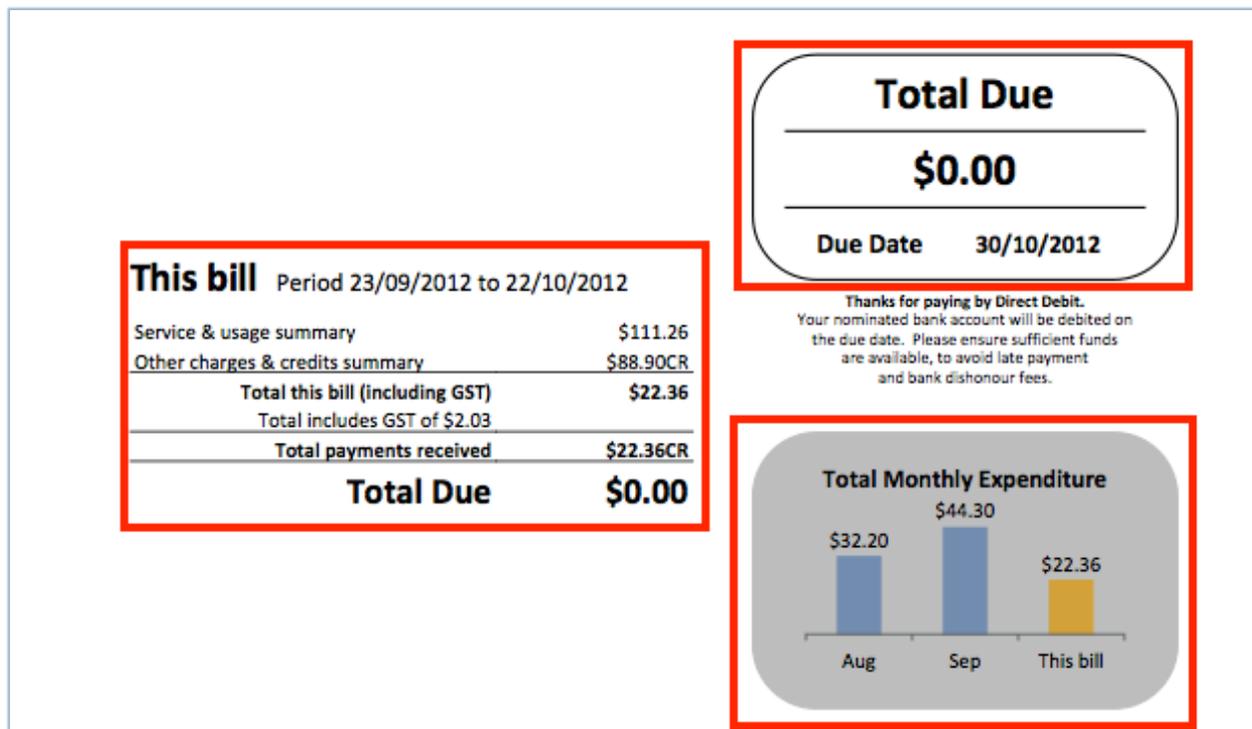
Details Summary

APN TESTING - CSC 279 DUNDAS STREET PRESTON VIC 3072	TAX INVOICE Billing Enquiries: 1300 760 219 Australian Private Networks Pty Ltd Level 2, Building 2, 13A Albert Street, PRESTON, VIC, 3072 ABN 27 103 009 552
	Customer Number XXXXXX Invoice Number I1-1823830 Issue Date 23/10/2012

In the first part of this bill, we list the details you can use to contact us should you need to. This includes our trading name and ABN, our main office location and the number to call should you have any billing enquiries.

We also list your customer number, which you can use to access online services, a unique invoice number and the date that this invoice was created. All this information is essential should you call customer service with any billing questions as it will let us help you much faster.

Bill Summary



Immediately after the details section, you'll see a summary showing how much is due to be paid for this bill.

You'll find a "Total Due" area showing the amount due for this bill and when you need to pay by.

The "This Bill" section shows how we arrived at the total due for this bill. It sums up your total service and usage costs ([see here](#)), any other charges or credits ([see here](#)) and finally any payments you may have already made to come to your final amount.

And lastly we have a monthly comparison chart that to your total cost compared to the previous two months bills.



Service summary

Service & usage summary				
SATELLITE BROADBAND				
Description	From	To	GST	Total
UNLEASHED 2.5GB SHAPED	23/09/2012	22/10/2012	\$3.63	\$39.95
		Total	\$3.63	\$39.95
PHONE LINE 0394845847				
Description	From	To	GST	Total
BUSINESS PHONE LINE BUNDLE (in Advance)	23/10/2012	22/11/2012	\$3.54	\$38.95
Phone Line usage summary	23/09/2012	22/10/2012	\$2.97	\$32.66
UNLIMITED LOCAL CALLS	23/09/2012	22/10/2012	\$0.03CR	\$0.30CR
		Total	\$6.48	\$71.31

The “Service and Usage” summary outlines the cost for your Internet and phone services and how they each contribute to this months bill total.

Firstly there is a quick look at your Internet plan and the total billable for this month. This will include the plan that you have and it’s total cost for this month. A more detailed summary can be found later in the bill.

Next is a brief outline of your phone usage. Here we’ll list your bundle, a summary of your phone line usage and the total cost of your phone service for this month. A more detailed summary can be found later in the bill.

Charges And Credits

Other charges & credits summary				
Description	From	To	GST	Total
EXEMPTION REBATE			\$7.17CR	\$78.90CR
PHONE LINE BUNDLE DISCOUNT			\$0.91CR	\$10.00CR
		Total	\$8.08CR	\$88.90CR

The other charges and credits summary shows any charges or credits that are applied to this bill. This would include any hardware and setup costs as additional charges and any credits we have made to your account such as rebates, discounts or refunds.

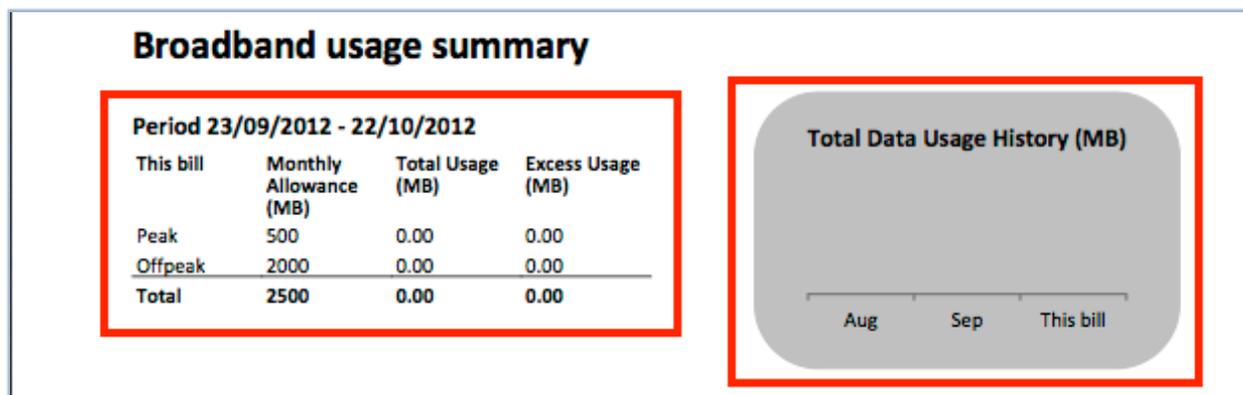
The total sum here, whether in credit or debit, will be added to your total bill cost to form the total amount due for this bill.

Payments

Payments summary		
Description	Date	Total
Payment received		\$22.36CR
	Total	\$22.36CR

Here we will list any payments that you have made for this billing period. Payments appear as credits and will effect the end total for your bill.

Broadband Usage



The broadband usage summary area contains 2 helpful sections, a period summary and usage history chart.

The period summary details your total usage for this month in terms of peak and offpeak usage. If you exceeded your monthly allowance then any additional usage will be shown under “Excess Usage”.

To the right is the “Total Data Usage History” chart. You can use to compare this months usage to your last two months, which is handy as it lets you quickly see your usage trend over time.

Understand Your Bill



Phone Line Usage



The period summary breaks down your total usage cost for the month into quick summaries for many different call types. For each number type (such as Local or International), it lists your call quantity, duration, and total dollar amount. Each of the sections here will also appear in the [Phone Line Calls](#) details later in the bill in more detail.

To the right is the “Phone Line Call History” chart. You can use it to compare your phone call costing for this month to your last two months. This lets you quickly see your usage trend over time.



Phone Line Calls

Phone Line call details for 0394845847

Lastly, your phone call details section lists all the calls that were made during the last billing. For convenience, all your calls are grouped into 1300 numbers, international and local calls and any additional carrier charges.

For each call, there'll be a summary showing when the call was made, the duration of the call and the total charge for it. If you've made any calls that have been overly costly then this is handy to track them down.