



Tax Invoice / Statement

ABN: 31 155 359 541
Working Hours:
Weekdays 8am - 8pm (AEST)
Weekends & Public Holidays 9am - 6pm (AEST)

Customer Service: 1300 786 192

Summary table with columns: Previous balance (\$88.62), Payments (-\$88.62), Adjustments (\$0.00), Balance (\$0.00), New Charges (\$86.97)

Total Amount \$86.97
Please Pay By 20/09/14
Date of Issue 06/09/14
Bill/Invoice Number
Account Number

6-103633
[Redacted address information]

Invoice Summary table: Plan & Other Charges \$71.76, Local Calls \$0.30, PostBill Fee \$2.50, Paper Invoice Fee \$2.68, No Direct Debit Fee \$1.82, Total Charges \$79.06, GST \$7.91, Total New Charges \$86.97

Your Trinity Telecom Bill explained

- 1. This is the Billing Address For Your Services.
2. The Total Amount is the amount payable and it is calculated based on the previous balance, payments received, adjustments and new charges.
3. This box shows (from left to right) a summary of your total charges and payments, including the previous balance, the total of payments made against the previous bill, any one-off adjustments, any amount overdue and the new charges incurred in the latest billing period.

NOTE: As some payment methods may take up to three working days to register against your account, it's possible that not all payments are evident at time of invoicing. If you have any concerns about a payment not registering against your account, please contact our Customer Care Team On 1300 786 192.

- 4. Any Balance Amount is to be paid immediately in order to avoid a service suspension
5. This is the payment due date for your current charges. You must pay your charges in full by this date in order to avoid late payment fees. Please be sure to make your payment early enough for us to receive it on or before the due date.
6. This is the Issue Date of your bill.
7. This is Your Bill/Invoice Number and it's made using your bill date in reverse, followed by your Account Number (yymmdd | Account Number). You can use this number to easily put in sequence your bills.
8. The Account Number is unique to each customer and helps us access your account quickly when you call us. Use this number in any correspondence you send to us.
9. Under Invoice Summary you'll see a summary of your total charges for all your action telecom services. You'll find a detailed description of these charges in the following pages of your bill.
10. If you are mailing in your payment, you will need to include this Detachable Payment Stub along with your Cheque Or Australia Post Money Order. The stub shows your Account Number, the bill's Due Date and the Amount Due. The stub also contains the reference numbers required for Bpay and online payments.

NOTE: Contact Information for any account or billing enquiry (including call/data usage) is also listed here for convenient reference.

10 Please return this portion with your payment
Your Payment Slip: Account Number, Amount Payable \$86.97, Due on 20/09/14
Payment methods: By Mail, Direct Debit, Pay Online, By Phone, POST billpay
Reference: [Redacted]



Amount: \$86.97

11 ACCOUNT SUMMARY: Plan and Other Charges

Charge Type	Number of Charges	Cost (Ex GST)
Home 50	1	\$45.45
Silent Number x 1	1	\$2.66
TOTAL Plan and Other Charges	2	\$48.11

12 ACCOUNT SUMMARY: Call Charges

Call Type	Number of Calls	Call Duration hh:mm:ss	Avg Call Cost \$	Cost (Ex GST)
Local Calls	42	4:20:40	\$0.00	\$0.00
National Calls	2	0:53:37	\$0.90	\$1.80
13/1300 Calls	3	0:25:24	\$0.37	\$1.11
Total Call Charges	47	5:39:41		\$2.91

13 SUMMARY BY SERVICE

Service Number	Plan and Other Charges	Local Calls	National Calls	Mobile Calls	International Calls	Other Calls	Total (Ex GST)
	\$48.11	\$0.00	\$1.80	\$0.00	\$0.00	\$1.11	\$51.02
Total	\$48.11	\$0.00	\$1.80	\$0.00	\$0.00	\$1.11	\$51.02

14 SERVICE NUMBER :

SUMMARY OF CHARGES

Description	Number of Unit	HH:MM:SS	Period	Cost (Ex GST)
Silent Number x 1	1		01/09/14-30/09/14	\$2.66
Home 50	1		01/09/14-30/09/14	\$45.45
Local Calls	42	4:20:40		\$0.00
National Calls	2	0:53:37		\$1.80
13/1300 Calls	3	0:25:24		\$1.11
Total for :		5:39:41		\$51.02

Call Itemisation : National Calls

Date	Call Time	Number Called	Location To or From	Duration H:M:	Cost (Ex GST)
03/08/14	5:29 PM			0:05:15	\$0.90
21/08/14	6:46 PM			0:48:22	\$0.90
Summary for National Calls (2)					\$1.80

Call Itemisation : 13/1300 Calls

Date	Call Time	Number Called	Location To or From	Duration H:M:	Cost (Ex GST)
20/08/14	10:55 AM			0:00:33	\$0.37
20/08/14	10:56 AM			0:17:36	\$0.37
21/08/14	2:07 PM			0:07:15	\$0.37
Summary for 13/1300 Calls (3)					\$1.11

11. This is your Plan and Other Charges Summary which shows the monthly plan fees for your service/s, the charges for additional services (e.g. Message Bank, Calling Number Display) and any ongoing credit you may be receiving.

Charging Methodology

In general, we invoice fixed and known charges in advance, and usage charges in arrears. Trinity Telecom, like most providers, has a monthly billing cycle from the first until the end of each month. As a result you will notice that a full month's plan fee will be charged in advance on your first invoice. For example if you joined on the 15th of January you would receive your first invoice at the beginning of February which would contain one month's plan fee in advance: for the month of February, plus the remaining portion of the plan fee for the time you were with us in January. This will also apply to package changes carried out during a particular billing period and all fixed and known charges including additional services (e.g. Message Bank, Calling Number Display).

For a full explanation of pro rata billing [Click Here](#) to download our pro rata explanation as a PDF.

12. This is your **Call Charges Summary**. It shows what types of calls were dialed (e.g. local calls, national calls, calls to mobiles), as well as total duration, average cost and total charges per call type.

13. This is your **Summary by Service** and it contains plan fees, additional service/s and call charges for each of your services.

14. This section shows the details of the charges for each Service Number you have with us, including the period they refer to. It also contains an itemized list of the calls dialed (except local calls); if you need a list of your local calls, contact our Customer Care Team on 1300 786 192.