

Billing Information

Standard bill format:

Please note: This is a sample bill. It is to be used only as an example for informational purposes.

To view [an example](#) of a standard TelcoHQ bill please see page 3 below.

Breaking down the bill:

Page 1:

Account Details: Shows your basic account information including account number, invoice number, charges and due dates.

Account Summary:

- Previous – shows your previous balance
- Adjustments – shows any credits/debits applied to the account
- Received – shows payments received in the last month
- New Charges – shows the current month's total charges
- Amount due – shows the total outstanding balance

Billing History: This allows a comparison between the last three months' bills, so you can identify any trends or increases/decreases in usage

Payment Slip: This is the remittance advice that needs to be taken to the Post Office (if this is your chosen method of payment) or posted along with a cheque or Money Order.

Page 2:

Bulletin Board: Displays updated product and promotional information.

How to Pay: Shows all accepted methods of payment and relevant details as well as all necessary codes and reference numbers required to make a successful payment.

Billing Information

Page 3:

Service summary: This shows an overall breakdown of the services that you have billing with us. Each service that you have with IF Telecom will be listed here and immediately below the service listing you'll find an overview of the associated charges.

Below the service summary: you will find a more detailed explanation of the associated charges that are outlined in the service summary overview. Bills can be fully itemised if required. Just call your Red Dot Telecom account manager and they will be able to organise this for you.

Miss Jane Citizen
 Level 1, 8 Name Street
 Sydney NSW 2000

AccountDetails

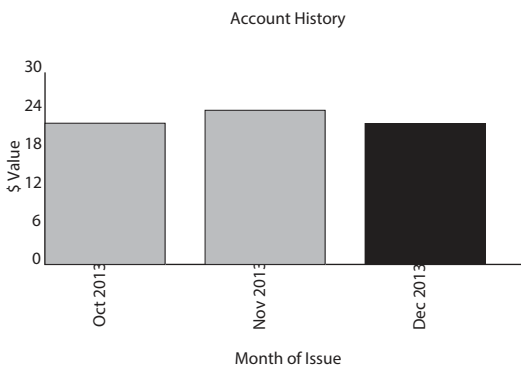
NEW CHARGES	\$22.01
NEW CHARGES DUE	15 Jan 2014
OVERDUE - PAY NOW	\$447.45
ACCOUNT NUMBER	333631
INVOICE NUMBER	333631-124
DATE OF ISSUE	28 Dec 2013
PAGE NUMBER	1 of 3

AccountSummary

PREVIOUS	ADJUSTMENTS	RECEIVED	NEW CHARGES	AMOUNT DUE
\$447.45	\$0.00	\$0.00	\$22.01	\$469.46

Important Information

Billing History



Charges Summary

Mobile	\$0.01
Other Charges and Credits	\$20.00
GST	\$2.00
Total Charges	\$22.01

ContactDetails

Customer Service
 1300 193 299

Fax

Line Faults, Internet Support & Pay-By-Phone
 1300 193 299

Payment Slip

Remittance Advice

Please detach this remittance advice and return it together with your cheque or Money Order made payable to:

TelcoHQ
 Po Box 350 Matraville
 Sydney, NSW 2036

AccountDetails

AMOUNT DUE	\$469.46
PAYMENT DUE	15 Jan 2014
ACCOUNT NUMBER	333631
INVOICE NUMBER	333631-124
DATE OF ISSUE	28 Dec 2013
PAGE NUMBER	1 of 3



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BulletinBoard

Our Hours of Operation are:

Monday - Friday - 8:00am to 7:00pm

Saturday - 9:00am to 5:00pm

Sunday - Closed

Public Holidays - we are only closed on National Public Holidays

INFORMATION ON PREMIUM SERVICES

Premium Services (or PSMS) generally begin with a 19 number, and can consist of the following; voting lines, ringtones and sports scores etc. Charges for these services are higher than standard SMS rates and can be billed in the following way;

' Flat rate: Flat fixed fee for each SMS sent to and/or received from a premium number, or a flat fee per phone call made to the premium service.

' Subscription: Opt into an ongoing subscription with associated charges.

' Joining Fees: Charged an additional joining fee as part of an ongoing subscription

' Timed Rate: Premium call is timed and charged at a per minute rate

' Data Volume Charge: Charged according to how many kilobytes of data are downloaded

CALL OUR CUSTOMER SERVICE TEAM TO REQUEST FREE BARRING OR OPTING OUT OF PSMS

To bar Telstra and Optus mobile PSMS please call our customer service team. We can also assist you in opting out of current PSMS subscriptions. Orders take up to 1 business day to process, and once the opt-out is complete there will be no further charges for that particular subscription.

COMPLAINTS ABOUT PSMS SERVICES

If you should need to raise a complaint about your Premium Service you should contact the content provider who supplied you with the Premium Service in the first instance. Our customer service team will assist you in resolving such matters.

How To Pay



Biller Code: 707364
Ref: 3336310



Mail

Detach the payment slip from the bottom of the bill and return it together with your cheque made payable to TelcoHQ

BPay

Contact your participating Bank, Credit Union or Building Society, either by internet or telephone, to make this payment from your cheque, savings or credit card account. When prompted enter the biller code and your Customer Reference.

National Australia Bank	Tel: 13 22 65	Internet: www.national.com.au
Commonwealth Bank	Tel: 13 22 21	Internet: www.commbank.com.au
Westpac Banking Corp	Tel: 13 20 32	Internet: www.westpac.com.au
St George Bank	Tel: 13 33 30	Internet: www.stgeorge.com.au
ANZ Bank	Tel: 13 13 14	Internet: www.anz.com.au
Suncorp Metway Bank	Tel: 13 11 55	Internet: www.suncorpmetway.com.au



Direct Deposit

Westpac Banking Corporation BSB : 033-306
Account No: 83207864
Please ensure you use your account number as the reference number so we can track your payment.



Direct Debit

Contact Customer Service to setup Direct Debit.



Credit Card

You can now pay your phone bill 24 hours per day by using our automated credit card system. Simply call 1300 193 299 to pay your bill day or night. A receipt number will be provided for your records.

Alternatively complete your credit card details in the form below and post to the address on the front of the payment slip.



All payments made by BPay, Credit Card or Direct Debit will be processed by our payment clearing house.

If paying by credit card additional charges may apply. Please contact us for more information.

To access usage, please use our customer portal or contact us for more information.

A charge may apply for billing enquiry calls or alternatively you may contact us via our website.



Paying In Person

Please present this payment slip at any Post Office where cash, cheque or credit card will be accepted using the barcode.

Payment: MasterCard Visa Amex Dine

Card No:

Expiry Date: Signature:

Name on Card:

Verification Code: (The last 3 numbers on the signature panel, or the 4 numbers above the card number for AMEX card holders)

If you would like to pay by Credit Card please fill in your credit card details and send to

TelcoHQ
Po Box 350 Matraville
Sydney NSW 2036

Service Summary

Service	Charge Type	Date	No. of Calls	Total Cost
0400123456	Other Charges and Credits	28 Nov 2013 to 27 Dec 2013		\$20.00
		Total for 0400123456		\$20.00

0418123456 - Sample Plan	Mobile to mobile calls	28 Nov 2013 to 28 Nov 2013	1 Calls	\$0.01
		Total for 04181234569 - Sample Plan		\$0.01

Other Charges and Credits

Dates	Phone Number	Charge Details	Cost
28 Nov 2013 to 27 Dec 2013	0400123456	Test Charge	\$20.00