

Mr Sample Customer
99 Elizabeth St
MELBOURNE VIC 3000

Account Details

NEW CHARGES	\$35.29
NEW CHARGES DUE	15 Feb 2013
OVERDUE - PAY NOW	\$0.00
ACCOUNT NUMBER	321321
INVOICE NUMBER	321321-125
DATE OF ISSUE	28 Jan 2013
PAGE NUMBER	1 of 3

Account Summary

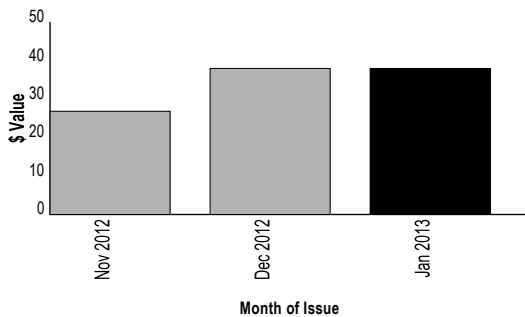
PREVIOUS	ADJUSTMENTS	RECEIVED	NEW CHARGES	AMOUNT DUE
\$36.22	\$0.00	\$36.22CR	\$35.29	\$35.29

Important Information

Roctel are your NBN experts. Call us now to get NBN ready!

Billing History

Account History



Charges Summary

Landline Telephony \$32.08
GST \$3.21

Total Charges \$35.29

Contact Details

Customer Service
1800 ROCTEL (762835)

Fax
1300 771 540

Line Faults, Internet Support & Pay-By-Phone
1800 ROCTEL (762835)

Payment Slip

YOU DO NOT NEED TO PAY THIS BILL

Payment will be made automatically.

Credit card and Direct Debit payments will appear as "Telecommunications Payment Services" on your bank statement.

The amount of \$35.29 will automatically be debited to your credit card on the due date.

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Roctel Group Support Hours

Mon-Fri: 7am - 10pm

Sat: 9am - 6pm

Sun: 9am - 5pm

Payment Surcharges

Payments made using an Amex or Diners Club Card will attract a 3.5% surcharge.

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 times 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



Billers Code: 707364
Ref: 3213210

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



Credit Card

You can now pay your phone bill 24 hours per day by using our automated credit card system. Simply call 1800 ROCTEL (762835) 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.



Paying In Person

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



Mail

Detach the payment slip from the bottom of the bill and return it together with your cheque made payable to **Roctel Group Pty Ltd**.



Direct Deposit

Westpac Banking Corporation BSB : 032-002
Account No: 483217
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.



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

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.



Late Payment Fee

If your payment is not received on or before the due date, a late payment fee of \$15.00 (ex GST) will be charged.

Payment: MasterCard Visa Amex Diners

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:

Roctel Group Pty Ltd
PO Box R1768
Royal Exchange NSW 1225

Summary By Cost Centre

Cost Centre (Blank)	Total Charge \$32.08
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Service Summary

Service	Charge Type	Date	No. of Calls	Total Cost
0399990000	Service & Equipment	19 Jan 2013 to 18 Feb 2013		\$32.00
<small>Roctel Fixed Home Plan</small>	National Calls	11 Jan 2013 to 11 Jan 2013	2 Calls	\$0.08
Total for 0399990000 (Ex.GST)				\$32.08

Service & Equipment

Dates	Phone Number	Charge Details	Cost
19 Jan 2013 to 18 Feb 2013	0399990000	Home Access Rent in advance	\$32.00

National Calls

Date	Time	Origin	Destination	Description	Duration	Cost
11 Jan 2013	15:40:43	0399990000	0288223344	National Intercapital Call	00:00:25	\$0.05
11 Jan 2013	17:01:44	0399990000	0288223344	National Intercapital Call	00:00:15	\$0.03
Sub Total						\$0.08
Total for National Calls						\$0.08