

Mr X
X Industries
7 Fake St
PERTH WA 6000

Account Details

NEW CHARGES	\$190.19
NEW CHARGES DUE	15 Apr 2014
OVERDUE - PAY NOW	\$190.19
ACCOUNT NUMBER	000001
INVOICE NUMBER	000001-139
DATE OF ISSUE	28 Mar 2014
PAGE NUMBER	1 of 4

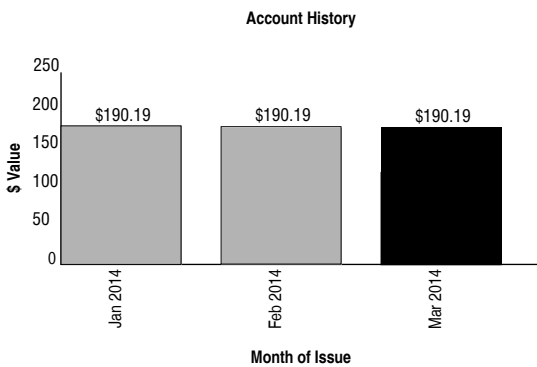
Account Summary

PREVIOUS	ADJUSTMENTS	RECEIVED	NEW CHARGES	AMOUNT DUE
\$190.19	\$0.00	\$190.19	\$190.19	\$190.19

Important Information

Welcome to Telecom West. We hope you enjoy your experience with us. Want to lower your bill even further? Call 1300739331, press option 2 to join our referral program. T&C apply.

Billing History



Charges Summary

Landline Telephony	\$33.59
Internet	\$139.31
GST	\$17.29

Total Charges \$190.19

Contact Details

Customer Service
1300 739 331

Fax
08 6323 1050

Line Faults
1300 739 331

Payment Slip

Remittance Advice

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

Telecommunications Payment Services
PO Box R1768
Royal Exchange NSW 1225

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Bulletin Board

Hours of Operation for Billing & Customer Care enquiries are 8am to 5pm AWST Monday to Friday, 9am to 3pm AWST Saturday & Sunday.

Surcharging Costs are 2.5% for Mastercard & Visa, 4.5% for American Express & Diners Credit Cards. Cheques, Payment at Australia Post centres, Direct Debit Dishonour Fee, Credit Card Dishonoured Fee incur a \$3.95 processing fee each. BPAY, Direct Debit, EFT Transfers are ALL FREE!

The 1st bill will include a Pro-Rata charge. Pro-Rata is a portion of the fixed monthly charges for your plan. Also, you will be billed for a month in advance which is standard Telecommunications practice. The 1st bill therefore may be higher than expected. The 2nd or 3rd bill will show a true reflection of your account costs.

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



Biller Code: 707364
Ref: 0000011

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 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 **Telecommunications Payment Services**.



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:

Telecommunications Payment Services
PO Box R1768
Royal Exchange NSW 1225

Service Summary

Service	Charge Type	Date	No. of Calls	Total Cost
0422222222 - X Industries MB 10 24	Mobile Broadband Monthly Access	28 Mar 2014 to 27 Apr 2014		\$74.95
	Mobile Broadband Usage Charge	28 Feb 2014 to 21 Mar 2014		\$18.98
	Mobile Broadband Usage Credit	28 Feb 2014 to 27 Mar 2014		\$18.98CR
	Total for 0422222222 - X Industries (Ex.GST)			\$74.95
0892222222 Business Bronze	Service & Equipment	19 Mar 2014 to 18 Apr 2014		\$0.00
	Total Service Other	28 Mar 2014 to 27 Apr 2014	1 Calls	\$33.59
	Total for 0892222222 (Ex.GST)			\$33.59
0892222222@telecomwest.com.au BB 250 36	Bundle Discount	28 Mar 2014 to 27 Apr 2014		\$15.59CR
	DSL Charges	28 Mar 2014 to 27 Apr 2014		\$79.95
	Total for 0892222222@telecomwest.com.au (Ex.GST)			\$64.36

Bundle Discount

Dates	Phone Number	Charge Details	Cost
28 Mar 2014 to 27 Apr 2014	0892222222@telecomwest.com.au	DSL & Fixed Wire Bundle Credit	\$15.59CR

Total Service Other

Dates	Phone Number	Charge Details	Cost
28 Mar 2014 to 27 Apr 2014	0892222222	Monthly Access	\$33.59

Mobile Broadband Monthly Access

Dates	Phone Number	Charge Details	Cost
28 Mar 2014 to 27 Apr 2014	0422222222	Mobile Broadband Access - 10GB	\$74.95

Mobile Broadband Usage Credit

Dates	Phone Number	Charge Details	Cost
28 Feb 2014 to 27 Mar 2014	0422222222	Included Data Credit - 10GB	\$18.98CR

DSL Charges

Dates	Phone Number	Charge Details	Cost
28 Mar 2014 to 27 Apr 2014	0892222222@telecomwest.com.au	ADSL2+ Monthly Access	\$79.95

Mobile Broadband Usage Charge

Date	Time	Origin	Destination	Description	Usage(MB)	Cost
28 Feb 2014	11:23:01	0422222222	data usage	Mobile Broadband Usage - 10GB	10.551	\$0.32
28 Feb 2014	13:49:01	0422222222	data usage	Mobile Broadband Usage - 10GB	0.264	\$0.01
28 Feb 2014	14:14:14	0422222222	data usage	Mobile Broadband Usage - 10GB	6.214	\$0.19
28 Feb 2014	01:33:02	0422222222	data usage	Mobile Broadband Usage - 10GB	13.339	\$0.40
01 Mar 2014	06:12:02	0422222222	data usage	Mobile Broadband Usage - 10GB	11.228	\$0.34
01 Mar 2014	09:59:02	0422222222	data usage	Mobile Broadband Usage - 10GB	45.46	\$1.36
01 Mar 2014	12:39:02	0422222222	data usage	Mobile Broadband Usage - 10GB	4.757	\$0.14
03 Mar 2014	12:17:04	0422222222	data usage	Mobile Broadband Usage - 10GB	58.588	\$1.76
03 Mar 2014	14:23:04	0422222222	data usage	Mobile Broadband Usage - 10GB	0.005	\$0.00
03 Mar 2014	22:58:05	0422222222	data usage	Mobile Broadband Usage - 10GB	0.005	\$0.00
04 Mar 2014	10:47:05	0422222222	data usage	Mobile Broadband Usage - 10GB	33.92	\$1.02
04 Mar 2014	12:30:05	0422222222	data usage	Mobile Broadband Usage - 10GB	2.282	\$0.07
04 Mar 2014	23:49:06	0422222222	data usage	Mobile Broadband Usage - 10GB	14.51	\$0.44
05 Mar 2014	16:46:06	0422222222	data usage	Mobile Broadband Usage - 10GB	7.859	\$0.24
05 Mar 2014	17:12:06	0422222222	data usage	Mobile Broadband Usage - 10GB	23.355	\$0.70
06 Mar 2014	00:01:07	0422222222	data usage	Mobile Broadband Usage - 10GB	9.122	\$0.27
06 Mar 2014	04:32:07	0422222222	data usage	Mobile Broadband Usage - 10GB	0.019	\$0.00

Mobile Broadband Usage Charge (Continued)

Date	Time	Origin	Destination	Description	Usage(MB)	Cost
06 Mar 2014	08:48:07	0422222222	data usage	Mobile Broadband Usage - 10GB	10.028	\$0.30
06 Mar 2014	12:40:07	0422222222	data usage	Mobile Broadband Usage - 10GB	0.015	\$0.00
06 Mar 2014	13:49:07	0422222222	data usage	Mobile Broadband Usage - 10GB	0.016	\$0.00
06 Mar 2014	13:50:07	0422222222	data usage	Mobile Broadband Usage - 10GB	0.751	\$0.02
06 Mar 2014	23:43:08	0422222222	data usage	Mobile Broadband Usage - 10GB	1.804	\$0.05
07 Mar 2014	10:22:08	0422222222	data usage	Mobile Broadband Usage - 10GB	35.106	\$1.05
07 Mar 2014	11:36:08	0422222222	data usage	Mobile Broadband Usage - 10GB	29.371	\$0.88
07 Mar 2014	14:52:08	0422222222	data usage	Mobile Broadband Usage - 10GB	31.987	\$0.96
07 Mar 2014	17:03:09	0422222222	data usage	Mobile Broadband Usage - 10GB	6.036	\$0.18
08 Mar 2014	01:56:09	0422222222	data usage	Mobile Broadband Usage - 10GB	0.008	\$0.00
08 Mar 2014	08:32:09	0422222222	data usage	Mobile Broadband Usage - 10GB	48.646	\$1.46
08 Mar 2014	13:52:09	0422222222	data usage	Mobile Broadband Usage - 10GB	13.617	\$0.41
08 Mar 2014	21:02:10	0422222222	data usage	Mobile Broadband Usage - 10GB	3.417	\$0.10
09 Mar 2014	04:51:10	0422222222	data usage	Mobile Broadband Usage - 10GB	0.057	\$0.00
09 Mar 2014	11:40:10	0422222222	data usage	Mobile Broadband Usage - 10GB	33.273	\$1.00
09 Mar 2014	20:24:11	0422222222	data usage	Mobile Broadband Usage - 10GB	1.28	\$0.04
10 Mar 2014	09:37:11	0422222222	data usage	Mobile Broadband Usage - 10GB	38.079	\$1.14
10 Mar 2014	15:19:12	0422222222	data usage	Mobile Broadband Usage - 10GB	30.959	\$0.93
11 Mar 2014	00:05:12	0422222222	data usage	Mobile Broadband Usage - 10GB	15.891	\$0.48
11 Mar 2014	07:01:12	0422222222	data usage	Mobile Broadband Usage - 10GB	31.113	\$0.93
11 Mar 2014	21:37:13	0422222222	data usage	Mobile Broadband Usage - 10GB	0.333	\$0.01
11 Mar 2014	23:13:13	0422222222	data usage	Mobile Broadband Usage - 10GB	0.268	\$0.01
11 Mar 2014	23:23:13	0422222222	data usage	Mobile Broadband Usage - 10GB	0.218	\$0.01
11 Mar 2014	23:30:13	0422222222	data usage	Mobile Broadband Usage - 10GB	0.326	\$0.01
11 Mar 2014	23:40:13	0422222222	data usage	Mobile Broadband Usage - 10GB	10.321	\$0.31
12 Mar 2014	08:12:13	0422222222	data usage	Mobile Broadband Usage - 10GB	0.015	\$0.00
12 Mar 2014	09:30:13	0422222222	data usage	Mobile Broadband Usage - 10GB	0.048	\$0.00
12 Mar 2014	09:33:13	0422222222	data usage	Mobile Broadband Usage - 10GB	5.384	\$0.16
12 Mar 2014	16:55:14	0422222222	data usage	Mobile Broadband Usage - 10GB	3.465	\$0.10
13 Mar 2014	00:45:14	0422222222	data usage	Mobile Broadband Usage - 10GB	3.177	\$0.10
13 Mar 2014	07:58:14	0422222222	data usage	Mobile Broadband Usage - 10GB	3.787	\$0.11
13 Mar 2014	15:54:14	0422222222	data usage	Mobile Broadband Usage - 10GB	0.005	\$0.00
13 Mar 2014	22:08:15	0422222222	data usage	Mobile Broadband Usage - 10GB	5.62	\$0.17
14 Mar 2014	07:41:15	0422222222	data usage	Mobile Broadband Usage - 10GB	0.701	\$0.02
14 Mar 2014	10:13:15	0422222222	data usage	Mobile Broadband Usage - 10GB	3.146	\$0.09
14 Mar 2014	16:55:15	0422222222	data usage	Mobile Broadband Usage - 10GB	8.586	\$0.26
14 Mar 2014	18:04:15	0422222222	data usage	Mobile Broadband Usage - 10GB	2.963	\$0.09
14 Mar 2014	19:39:15	0422222222	data usage	Mobile Broadband Usage - 10GB	2.624	\$0.08
15 Mar 2014	20:41:16	0422222222	data usage	Mobile Broadband Usage - 10GB	5.68	\$0.17
21 Mar 2014	19:06:22	0422222222	data usage	Mobile Broadband Usage - 10GB	2.961	\$0.09
Sub Total						\$18.98