



A Guide to your Southern Phone Bill

1 Invoice Details
On the first page of your bill, in the upper right-hand corner you'll see the invoice number and the Issue Date. This is the date on which your current bill was created.

2 Total Due and Due Date
Directly beneath the invoice details, is your Total Due amount. This is the amount you are required to pay and the date that the payment is required by.

3 Account Number
For easy reference, your Southern Phone account number can be found directly below the due date. Your Account Number is a unique identifier which helps us access your information, so please have this handy when you contact us.

4 Your Last Bill Summary
Here you'll see a summary of your previous charges. This includes your previous account balance and any debits or amounts you paid towards your previous balance.

5 Your New Bill Summary
Here you will find a summary of your current charges, which lists each of the services you have with Southern Phone, and the balance owing for each of them. Your current charges are those which incurred during the billing period. You will also see that your total includes the GST, and that the amount of that GST is listed below for your convenience.

6 Compare Your Bill
See how your current bill compares to your previous bills. We've simplified the information with a graph which summarises the last 3 months of your billing history.

7 Bill Enquiries
You'll find our important contact details here, so you can get in touch when you need to. And don't forget you can now use the Southern Phone app for iPhone or Android to monitor your usage and pay your bill.

8 How to Pay
At the bottom of page one is a section containing the details you'll need to make a payment. As you can see, you can pay your bill automatically by Direct Debit from your bank account or credit card. If you haven't already registered for Direct Debit Call 13 14 64 to set it up.

You can also pay easily via BPAY. You'll see the biller code and reference right there to help you out. The web address for BPAY is also printed on your bill.

Tax Invoice
Invoice Number: 284
Issue Date: 20 Feb 2019
Total Due: \$100.58
Due Date: 11 March 2019
Account Number: ACC100000

Mr John Smith
6 Page ST
MORUYA NSW 2537

Billing History
\$100.00
\$80.00
Dec-18 Jan-19 Feb-19

Your Last Bill Summary
Previous Balance Received: \$94.90
This Bill
Account Charges: \$3.70
Service Charges: \$70.00
NBN Bundle: \$26.88
Mobile: \$26.88
Total New Charge: \$100.58
(GST included in new charges \$10.00)

\$12 SIM PLAN | 1GB Data | Unlimited Talk & Text
Min 12mth cost \$144
southernphone.com.au

Bill Enquiries
Live Chat: www.southernphone.com.au
13 14 64 Mon-Sun 8am to 8pm
Manage your account 24/7 with the Southern Phone app

How to Pay
Direct Debit: Pay your bill automatically by Direct Debit from your bank account or credit card. Call 13 14 64 to register.
Credit Card: Pay using the Southern Phone App or the below options. Online: southernphone.com.au and the 'Pay my Bill' link. Phone: call 1800 204 300 anytime. A surcharge of 1.59% applies for Amex and 2.66% for Diners.
POST Billpay: At any Post Office. A transaction fee of \$1.50 applies.
By Mail: Please detach this payment slip and return it with your cheque to 6 Page St, Moruya NSW 2537.
Late Payment Fee: If payment for this bill is not received by the Due Date a fee of \$11.00 (incl. GST) may apply.

Account Number: ACC100000 | Total Due: \$100.58 | Due Date: 11 March 2019
Southern Phone Company Limited | ABN 42 100 901 184



About Your Bill 9

Need help understanding your bill?
Check out our Bill Explainer video at southernphone.com.au/MyBill and take a detailed look at your Southern Phone bill.

Receive your bill via email
Receiving your bill by email saves you time and helps us all reduce our impact on the environment. Your email bill looks exactly the same as your paper bill. Submit your request via the website at southernphone.com.au/Forms/Request-account-by-email or call us on 13 14 64

Paper Bill Fee
A fee of \$2.20 (incl. GST) applies to all paper bills.

Price Change Notification
From 3 September 2018, charges for using Postbillpay, Amex and Diners will be increased. For more information on these new rates, visit southernphone.com.au/payment-fee-charges

Service Summary 10

NBN Broadband Bundle Total \$70.00

Service	Date	Description	Qty	Amount
NBN Broadband Bundle	17/02/2019 to 16/03/2019	Plan Fee	01	\$70.00
02 0000 0000	17/01/2019 to 16/02/2019	Local Calls	06	\$0.00
AVC0000000	17/02/2019 to 16/03/2019	NBN Data Usage	195 GB	\$0.00
Total Monthly Charges				\$70.00

Green \$9.90 (1GB) Total \$24.90

Service	Date	Description	Qty	Amount
0400 000 000	10/02/2019 to 16/02/2019	Plan Fee	01	\$1.98
	17/02/2019 to 16/03/2019	Plan Fee	01	\$9.90
	17/01/2019 to 16/02/2019	Galaxy J5 Pro Handset	01	\$15.00
	17/02/2019 to 16/02/2019	Fee Mobile to Fixed Calls	18	\$0.00
	17/01/2019 to 16/02/2019	Mobile to Mobile Calls	07	\$0.00
	17/01/2019 to 16/02/2019	SMS	04	\$0.00
	17/01/2019 to 16/02/2019	Voicemail	13	\$0.00
	17/01/2019 to 01/02/2019	Mobile Data	420 MB	\$0.00
Total Monthly Charges				\$26.88

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9 About Your Bill
This is a dedicated space we'll use to give you important messages such as price change notifications and information relating to the various methods of receiving your bill.

10 Service Summary
From here you will find a breakdown of each of the services you have with Southern Phone, detailing the charges incurred.

In this bill, we see a Bundle Plan with Fixed Line and Internet Services, and Mobile Services. These are listed individually, and your plan details are listed in top bar of each service summary.

These are further broken down to show the specific charges within each service. For fixed line and mobile, this shows items such as:

Calls Made (including local, international, and calls made mobile to mobile or mobile to fixed and vice versa).

- SMS
- MMS
- Data usage
- Handset fees (if applicable)
- And plan fees

The Total Monthly Charges for this service lists the payable amount for that service.

11 Billing Period
Need to review which period you're being billed for? You can find this in the inner left column of each service summary.

12 Pro-rata Charges
On your first bill of a new service, you may see two Plan Fees. The first plan fee shown here for \$1.98, is a partial month, or pro rata plan fee. This once-off fee covers the period from the first day the service was active through to start of your billing cycle. The second plan fee is your standard one month in-advance plan fee.