

How to Read My Bill




This guide will help you understand your bill and where your charges and credits appear.
Page 1: A summary of charges.

MIBroadband Pty Ltd T/A engin
www.engin.com.au
1300 305 000
ABN: 70 080 250 371
Tax Invoice/Statement

Account No 00000000 **Invoice Number** 00000000 **Date of Issue** 03/03/2008

MR WINSTON ENGIN 1
1 Sydney Road
Sydney, NSW 2000, AUSTRALIA



Summary

Balance Forward	This Bill	Total Due
\$9.95 OVERDUE 2	\$20.61 3	\$30.56 4
+	=	

Due On
17 Mar 2008 6


YOUR NEW BILL FORMAT HAS ARRIVED.

A guide on how to read your bill is available on the engin website. Simply go to engin.com.au/newbill and download the guide.

A sample bill is also displayed and contains red highlighted numbers. Simply place your mouse cursor over one of the numbers and it will provide you with a description of that section.

We hope this helps you understand your new bill and where your charges appear.

Available online at:
www.engin.com.au/newbill



Previously	
Previous Balance	\$9.95
Payments Received	\$ 0.00
Balance Forward	\$9.95
This Bill From 03/02/2008 to 02/03/2008	
Other Credits and Charges	CR \$19.25
Hardware Summary	\$0.00
Monthly Service & Usage Summary	\$39.86
Total (Inc. GST)	\$20.61

Payment

Total Due 5 **\$30.56**

Due on 6 **7 Mar 2008**

Please ensure that your account is paid in full on or before the due date, or a late payment fee may apply.

Thank you for paying by credit card

- 1 Your Service Address
- 2 Balance Forward – Any outstanding amounts owed from previous bills
- 3 This Bill – The amount due for this bill
- 4 Total Due – The total amount of this bill plus outstanding amounts or credits from previous bills
- 5 CR – Credit or Payment made on your account
- 6 Due Date – The total due will be automatically debited from your nominated credit card on or about this date
- 7 Previous Balance – the total of your last bill
- 8 Payments Received – Any payments we received since your last bill
- 9 Monthly Access & Usage Summary – Your monthly Access fee and call charges (including any discounts)
- 10 Other Credits and Charges – Any other credits or charges that have been added to your account since your last bill
- 11 Hardware Summary – Charges for any hardware purchased
- 12 Engin Noticeboard – Any special notices or Bill messages for our customers

How to Read My Bill



Detailed summary of charges: pages 2 and onwards.

engin		Account No	Invoice Number	Date of Issue	
		00000000	00000000	03/03/2008	
Payments 13					
Payments Received					
Description	Date	Amount			
No payments received		Total \$ 0.00			
This Bill					
Other Credits and Charges 14					
Description	Service	Amount			
Miscellaneous Credit		CR \$19.25			
		Total CR \$19.25			
Hardware Summary 15					
Description	Purchase Type	Amount			
(Seconds) engin voice box series 2	Replacement Hardware	\$0.00			
		Total \$0.00			
Monthly Service Summary 16					
Description	Service	Amount			
engin Starter (From 03/03/08 To 02/04/08)	02 9000 1111	\$9.95			
		Total \$9.95			
Usage Summary 17					
Usage Summary for 0249156824					
Description	Calls	Duration	Amount	Discount	Total
Local Calls	141	08:20:46	\$ 14.10	\$ 0.00	\$ 14.10
National Calls	7	01:25:39	\$ 0.70	\$ 0.00	\$ 0.70
Mobile Calls	38	00:37:39	\$ 14.83	\$ 0.00	\$ 14.83
Service Calls	1	00:00:15	\$ 0.28	\$ 0.00	\$ 0.28
Total	187	10:24:19	\$ 29.91	\$ 0.00	\$ 29.91

13 Your payment method and amount/s paid

14 Other Credits and Charges – Details of any credits or charges that have been added to your account since your last bill

15 Hardware Summary – Description of any hardware purchased

16 Monthly Access Summary – Description of the engin Plan you are on and the associated monthly fee. Monthly Access fees are paid monthly in advance and include any pro rata amounts.

17 Usage Summary – per engin service number A breakdown of the calls made from the listed engin service - the total number of calls, discounts applied and the total charged.