

Tax Invoice / Statement

My Net Fone Australia Pty Ltd
ABN 73 109 671

Customer Name
Business Name
ABN
Address line 1
Address line 2
Address line 3

Invoice Number xxx
Date Issued DD/MM/YYYY
Invoice Period DD/MM/YYYY to DD/MM/YYYY
Account Number xxxxxxxxxxxxxxxx
Date Due DD/MM/YYYY

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Account Summary		
Opening Balance	\$xxx.xx	CR
New Charges	\$xxx.xx	DR
Equipment Purchases	\$xxx.xx	DR
Refunds	\$xxx.xx	CR
Transfers	\$xxx.xx	CR
Top-ups	\$xxx.xx	CR
Credit Card Surcharge	\$xxx.xx	CR
Bonuses	\$xxx.xx	CR
Reimbursals	\$xxx.xx	CR
Reclaims	\$xxx.xx	CR
Adjustments	\$xxx.xx	CR
Payments	\$xxx.xx	CR
Payouts	\$xxx.xx	CR
Closing Balance	\$xxx.xx	DR

Total Amount Due: \$xxx.xx
Please finalise this payment within 30 days

Total GST included in this invoice is \$xx.xx

For any Invoice enquiries, please [click here](#).

Payment Options

Did you know you can set up automatic payments in the My Account portal? It's the simple, hassle-free way to manage your account and ensure you never run out of credit!

Automatic Monthly Topup

Simply register your credit card details and nominate a topup level (e.g. \$20). At the end of your billing month we'll top up your account to the nominated topup level, so you start each billing month with the same balance.

Automatic Triggered Topup

Simply register your credit card details and nominate a topup level (e.g. \$20). Whenever your call credit drops below \$5.00 we'll top up your account to the nominated topup level, so you never run out of credit.

Credit Card Payments

You can make a credit card payment on your MyNetFone account at anytime by visiting the My Account portal, or over the phone by calling 151 from your MyNetFone service.

Credit Cards Accepted (AMEX 4% surcharge applies).



B-PAY

B-PAY payments are an alternative to using credit cards. The MyNetFone account is still pre-paid, and you can pre-pay any amount. Payments typically take three business days to appear in your MyNetFone account. Call your bank, credit union or building society to make this payment from your cheque or savings account via B-PAY.



Bill Code 38299
Bill Name MyNetFone
Reference Number xxxxxxxxxxxx

Previous Payment Details

Date	Type	Number	Reference	Status	Amount
DD/MM/YYYY	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	\$xxx.xx

Call Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

Lease Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

SMS Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

VoIP Service Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

Naked ADSL2+ Service Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

Additional Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

Data Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

Data Boost Charges

Date	Order ID	Amount
DD/MM/YYYY	xxxxxx	\$xxx.xx

1. Due Date

The 'Due Date' only appears in invoices for **post-paid accounts**. The due date is usually 14 days from the date the invoice is issued. Any outstanding amount must be paid by the due date to avoid debt recovery actions.

For **pre-paid accounts**, there is no due date as the account should have 'credit' in it at all times to cover ongoing usage charges, as well as service fees deducted on the invoicing date.

We recommend that you set 'Trigger Top-ups' on your account to avoid the balance becoming negative. If there is insufficient credit on the account and the balance drops to negative, the service will be suspended until the account has-been topped-up.

2. Opening Balance

Balance brought forward at the beginning of a new billing period.

3. CR

Amount 'credited' to the account, which means this amount was added to the balance (such as through payments, top-ups, refunds etc).

4. DR

Amount 'drawn' from the account, which means this amount was deducted from the balance (such as equipment purchases, additional charges, monthly service charges, call charges etc).

5. a) New Charges

Summary of all new charges – details for individual components of this summary are provided in the body of the invoice (indicated by '5 b')

b) Details of New Charges

The separate categories summarised under 'New Charges' include Call, Lease, SMS, VoIP service, Naked ADSL2+ Service, Additional, Data and Data Boost Charges.

6. Equipment Purchases

Not only devices purchased on your account, but also 'leases' such as DID's (Direct In-Dial Numbers) which are not purchased outright and are instead leased for a monthly charge.

Multiple DID's are listed and charged separately.

The same DID may seem to be charged twice on new customer's first invoice. The first charge is for the past billing cycle, and the second charge for the upcoming billing cycle (since all MyNetFone fees are pre-charged).

7. Transfers

Balance transfers between different accounts. For example, a MyNetFone customer can transfer credit to their friend's MyNetFone account.

8. Top-ups

Credit added to the account through triggered or automatic top-ups.

9. Credit Card Surcharge

Surcharge incurred on some credit card transactions (e.g. AMEX)

10. Bonuses

Most devices purchased through MyNetFone come with included 'bonus' credit for the account – this credit is summarised in this section.

11. Reimbursals

Payment credited to your bank account (as opposed to a refund, which is credited to your MyNetFone account).

12. Reclaims

Funds reclaimed by MyNetFone upon expiry of a calling card.

13. Adjustments

Rarely-seen invoice entry, essentially similar to 'Additional' charges – see point 17.

14. Payouts

MyNetFone Business Partner commissions.

5b

17

18

19

Equipment Purchases

Name	Serial	Description	Amount
XXXXXX	XXXXXX	XXXXXX	\$XXX.XX

Refund Details

Date	Details	Amount
DD/MM/YYYY	XXXXXX	\$XXX.XX

Payout Details

Date	Details	Amount
DD/MM/YYYY		\$XXX.XX

Adjustment Details

Date	Details	Amount
DD/MM/YYYY	XXXXXX	\$XXX.XX

VoIP Service Details 20

Subscription	XXXXXX
Plan	XXXXXX
Phone number	XXXXXX
Description	XXXXXX

Charge Description	From Date	To Date	Inc GST
Service Bundle Fee	DD/MM/YYYY	DD/MM/YYYY	\$XXX.XX
Service Bundle Fee	DD/MM/YYYY	DD/MM/YYYY	\$XXX.XX
XXXXXX	DD/MM/YYYY	DD/MM/YYYY	\$XXX.XX

ADSL2+ Service Details 21

Subscription	XXXXXX
Plan	XXXXXX
Uploaded	XX GB
Downloaded	XX GB

Charge Description	From Date	To Date	Inc GST
XXXXXX	DD/MM/YYYY	DD/MM/YYYY	\$XXX.XX

Outgoing Usage Charges 22

Subscription	XXXXXX
Plan	XXXXXX
Phone number	XXXXXX

Category	Calls	Call Minutes	Inc. GST
Fixed to mobile or National Untimed etc	XXXXXX	XXXXXX	\$XXX.XX
TOTAL	XXXXXX	XXXXXX	\$XXX.XX

Outgoing Usage Details 23

Subscription	XXXXXX
Plan	XXXXXX
Phone Number	XXXXXX

Locale

XXXXXX

Date	Time	Duration	Number	Category	Destination	Amount
DD/MM/YYYY	XX:XX:XX	XX:XX	XXXXXX	MOB	XXXXXX	\$XX.XX
DD/MM/YYYY	XX:XX:XX	XX:XX	XXXXXX	NAT	XXXXXX	\$XX.XX
DD/MM/YYYY	XX:XX:XX	XX:XX	XXXXXX	GLB	XXXXXX	\$XX.XX
DD/MM/YYYY	XX:XX:XX	XX:XX	XXXXXX	INT	XXXXXX	\$XX.XX
Total Duration:						XX:XX:XX
Total Charge:						\$XX.XX

Call Categories

MOB - Fixed to Mobile

NAT - National Untimed

GLB - Global Untimed

INT - International

Contact us

You can dial the numbers below for free from your MyNetFone handset at any time.

- **121** - Voicemail collection and set-up
- **181** - Customer Care
- **151** - Account balance and recharge

Alternatively you can call us on **1300 731 048** or email us at accounts@mynetfone.com.au.



Please note: Register your credit card and/or make a payment on your account as soon as possible, as you will not be able to make any calls on your pre-paid service or browse the internet if your account balance falls below zero.

Kind Regards,

The Team at MyNetFone

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15. Balancing your invoice

All payments and charges fields between 'Opening Balance' and 'Closing Balance' must balance out.

To check, simply start with the opening balance - note if 'CR' is next to it, it means the balance is positive, or 'DR' is indicated, the then balance is negative, so make sure to enter the amount as negative in your calculations. Then simply add the number in the next field if it is marked by 'CR' or deduct it if it is marked by 'DR'. Once you have calculated all the credits and draws, the result should equal the closing balance - again, note if it is positive ('CR') or negative ('DR').

If the closing balance is negative, you must pay the balance amount by the due date (point 1).

16. Total amount due

The total amount of this bill plus any outstanding amounts or credits from previous bills. This is equal to the 'closing balance' if the closing balance is negative ('DR'). If the closing balance is positive ('CR') then the Total Amount Due will be zero.

17. Additional Charges

Some invoices may have an 'Arbitrary Charge' field in the account summary. This covers once-off charges such as:

- number porting fees,
- professional service fees (e.g. technician site visit),
- equipment refurbishment,
- shipping fees etc.

The amount indicated in this field includes GST.

18. Data Charges

Business ADSL2+ customers only – charges for excess downloads.

19. Data Boost Charges

Details of Data Boosts purchased for Naked ADSL2+ plans.

20. VoIP Service Details – Charge description

The VoIP subscription details and charges are outlined here. If you have multiple subscriptions, they will be listed and detailed individually.

New customers may notice that on their first invoice, the 'Service Bundle Fee' appears twice in the 'Charge Description' section. The first 'Service Bundle Fee' refers to the previous month's fee (charged pro-rata), while the second 'Service Bundle Fee' is the upcoming month's fee charged in advance (since all MyNetFone recurring charges are pre-charged).

21. Naked ADSL2+ Service Details

Same as above, but for Naked ADSL2+ Service.

Here, the 'Charge Description' section can also include any purchased 'Data Boosts' or, for Business Plans, excess download charges.

22. Outgoing Usage Charges

Summary of usage charges, divided by 'Category' such as mobile, national, international, global untimed calls or SMS.

If you have multiple subscriptions, each will have a separate summary.

23. Outgoing Usage Details

Details of every call made during the billing cycle.

All calls are charged according to their category:

MOB – Fixed to Mobile

NAT – National Untimed

GLB – Global Untimed

INT - International