




# 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 manage your account online by visiting [southernphone.com.au](http://southernphone.com.au)
- 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.
- 9** 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 here on your bill.



**Tax Invoice**

1 Invoice Number: 00001  
Issue Date: 20/05/2020

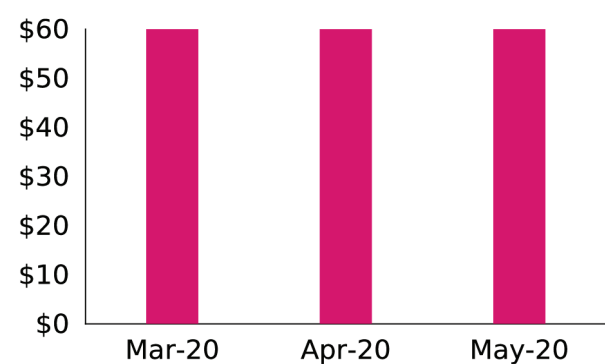
2 **Total Due** \$60.00

**Due Date** 20/05/2020

3 **Account Number** ACC0000

Bill Example  
6 Page St  
MORUYA NSW 5237

**6 Billing History**



**4 Your Last Bill Summary**

Previous Balance	\$60.00
Received	\$-60.00
<b>5 This Bill</b>	
Account Charges	\$0.00
Service Charges	\$60.00
Internet Services	\$60.00
<b>Total New Charges (inc. GST)</b> \$60.00	
<b>GST included in New Charges</b> \$5.45	

**7 Bill Enquiries**

**7 Live Chat**  
[southernphone.com.au](http://southernphone.com.au)

**13 14 64**  
Mon-Sun 8am to 8pm

Manage your account online by visiting [southernphone.com.au](http://southernphone.com.au)

**8 How to Pay:** Please pay by the due date to avoid late payment fees. A fee of \$10 may be applied.

**Direct Debit**  
Please note that your account is set up for direct debit payments and no further action is required.

**Credit Card**  
Online: [southernphone.com.au](http://southernphone.com.au) and the 'Pay my Bill' link. A surcharge of 1.59% applies for Amex.

**By Mail**  
Detach this payment slip and return it with your cheque to: 6 Page St, Moruya NSW 2537

**BPAY**  
Pay online or by phone. Visit [www.bpay.com.au](http://www.bpay.com.au) for more information.

**Post Billpay**  
Pay at any Post Office or agency Online: [postbillpay.com.au](http://postbillpay.com.au) Phone: 131 816. Southern Phone charge a \$1.50 transaction fee for these payments.

**9** Biller Code: 123456  
Ref: 123456780

**Total Due** \$60.00 **Due Date** 20/05/2020 **Account Number** ACC0000

INV000001 Southern Phone Company Limited | ABN 42 100 901 184 | 6 Page Street, MORUYA NSW 2537 | [www.southernphone.com.au](http://www.southernphone.com.au)



## Connecting Australia

Great value products | Supporting Australian jobs | Award-winning service

- 10 About Your Bill**  
**Need help understanding your bill?**  
Check out our Bill Explainer video at [southernphone.com.au/MyBill](http://southernphone.com.au/MyBill) and take a detailed look at your Southern Phone bill.  
**Direct Debit**  
Pay your Southern Phone account the easy way with direct debit. Direct debit payments will be deducted from your nominated bank account or credit/debit card on the due date of your bill. If a direct debit payment is unsuccessful you will be notified via email. We will automatically reattempt unsuccessful payments the day after due date, 3 days after due date and 4 days after due date.  
If you need to update your payment details, please contact us at [myaccount@southernphone.com.au](mailto:myaccount@southernphone.com.au) or call us on 13 14 64.  
**Updates to our Privacy Policy**  
On 20 July 2020, we'll update our Privacy Policy to clarify how we manage your personal information, including how we collect, use and disclose your personal information (such as how we or our related companies may market to you, and the countries where we may transfer that information). Our Privacy Policy will incorporate our Credit Reporting Policy, Cookies Policy and Data Collection Statement. We'll also amend our Customer Terms so that our Privacy Policy sets out all our marketing practices. View our Privacy Policy at [www.southernphone.com.au/privacy](http://www.southernphone.com.au/privacy)
  - 11 Service Summary**  
**Basic Speed Plan**
- | Service                      | Date                     | Description | Qty | Amount         |
|------------------------------|--------------------------|-------------|-----|----------------|
| SER40000018118               | 20/05/2020 to 19/06/2020 | Plan Fee    | 1   | \$60.00        |
| <b>Total Monthly Charges</b> |                          |             |     | <b>\$60.00</b> |

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## A Guide to your Southern Phone Bill



- 10 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.
- 11 Service Summary**  
From here you will find a breakdown of each of the services you have with Southern Phone, detailing the charges incurred.
- 12 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.  
**Note:**  
**Pro-rata Charges**  
On your first bill of a new service, you may see two plan fees. The first plan fee 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.