

Welcome to Commander Phone

UNDERSTANDING YOUR BILL.

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1. Account Number

This is your unique identification number. Please use this number for account enquiries and when making payments over the phone.

2. Bill Period

This is the billing period of this statement.

3. Due Date

This is when your bill is due. If you've set up Direct Debit via your Take Command online portal, your account will be debited on this date.

4. Previous Balance

This box contains the balance of all charges on the account from your previous billing period.

5. Payments and Adjustments

This box includes all payments and adjustments which have been received and applied during this billing period.

6. This Invoice

This box shows the total charges for this invoice (current billing period).

7. Total Amount Due


This box shows the total charges due on this account including any outstanding credits or debits.

8. Your Account Summary

This box contains a summary of all the charges for this billing period. See the next page for a more detailed explanation.

9. Payment Slip


This is the payment slip section which you need to return if you are paying by cheque.



Customer Name
Po Box 123
Sydney NSW 6000

TAX INVOICE/STATEMENT
Vocus Pty Ltd
ABN 78 127 842 853

4 Previous Balance	5 Payments and Adjustments	6 This Invoice	7 Total Amount Due
\$2,435.70	-\$3,359.14	\$2,093.88	\$1,170.44



8 Your Account Summary

SERVICE	TOTAL
Fixed Line	\$863.93
Mobile	\$1,164.23
Data	\$59.00
Account Charges and Credits	\$6.72
TOTAL for this invoice (incl \$190.35 GST)	\$2,093.88
TOTAL AMOUNT DUE:	\$1,170.44

Please note: All charges include GST except International Roaming or when otherwise indicated

9 **Payment Slip** If paying by mail please include this payment slip with your cheque.

See overleaf for payment methods.

Account Number: 123456789	Due Date: 15 August 2017
Account Name: Customer Name	Total Amount Due: \$1,170.44

+0000036669356> +003960+ <0000000000> <0000117044> +444+

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10. Invoice History

This section allows you to track your account spend and compare your total monthly spend over the last 10 bills.

11. Payment Methods

Here, you'll find all the different payment methods available to you.

12. Fees

This section includes important information on any fees and surcharges.

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VOCUS
communications

Account Number
123456789

Invoice History

Month	Spend (\$)
OCT 16	2,000
NOV 16	2,000
DEC 16	2,000
JAN 17	2,000
FEB 17	2,000
MAR 17	2,000
APR 17	2,000
MAY 17	2,000
JUN 17	2,000
JUL 17	1,000

For your records: Receipt Number Date Paid

11 Payment Methods

ELECTRONIC FUNDS TRANSFER
BSB: 033-157
Account No: 573422

PHONE
Please Call 1300 948 555
to make a payment over the phone with AMEX, Diners Club, Visa or Mastercard

CHEQUE/MONEY ORDER
Send the payment slip overleaf and cheque/money order to:
GPO Box 4765,
Melbourne, VIC 3000

Avoid payment fees by using the Direct Debit from a Bank Account option.

12 FEES

Late Payment	\$22.00
Non-direct debit	\$3.95
If you do not setup Direct Debit, you incur this fee.	
Alternative Payment Method	\$2.75
If you choose to pay via Cheque or over the phone, this fee will apply.	
Credit Card Surcharge	
Visa, MasterCard	0.43%
AMEX, Diners Club	2.89%

QUESTIONS?

Email us at customersupport@vocus.com.au
Or call us on 1300 94 85 55 (8am-7pm, Monday-Friday)

View our SFOA at vocus.com.au/legal/commander

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13. Consolidated Account Summary

This section shows a current summary of accounts you have with us.

14. Group Usage Summary

This section shows your usage total across the service group.

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VOCUS
communications

Account Number
123456789

13 Consolidated Account Summary

Master Account Number: 123456789

Account Number	Site Address	This Month
36669356	Customer Name Po Box 123 Sydney NSW 6000	\$1,170.44

Total This Month **\$1,170.44**

14 Group Usage Summary

SERVICE	TOTAL
Fixed Line	\$863.93
Mobile	\$1,164.23
Data	\$59.00
Other Account Charges	-\$916.72
TOTAL	\$1,170.44

Please note: All charges include GST except international roaming or when otherwise indicated

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Group Account History

Month	Billed	Paid/Adjusted	Owing
28 Jul	\$1,170.44	-\$923.44	\$247.00
28 Jun	\$2,435.70	-\$2,435.70	\$0.00
28 May	\$2,210.32	-\$2,320.93	-\$110.61
28 Apr	\$2,144.87	-\$2,144.87	\$0.00
28 Mar	\$2,083.87	-\$2,083.87	\$0.00
28 Feb	\$2,172.70	-\$2,172.70	\$0.00
28 Jan	\$2,159.67	-\$2,159.67	\$0.00
28 Dec	\$2,016.64	-\$2,016.64	\$0.00
28 Nov	\$2,129.74	-\$2,129.74	\$0.00
28 Oct	\$2,024.62	-\$2,024.62	\$0.00
Total	\$20,548.57	-\$20,412.18	\$136.39

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15. Group Account History

This section lists your account history month on month.

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Payments and Adjustments

Date	Description	Value (inc GST)
07/07/2017	Sales Credit	-\$676.79
10/07/2017	Goodwill Credits	-\$71.21
13/07/2017	Sales Credit	-\$173.44
17/07/2017	Payment received - Thank you	-\$2,435.70
Total Payments and Adjustments		-\$3,359.14

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Account Charges and Credits

Date	Description	Value (inc GST)
28/07/2017	BIPAY Processing Fee	\$2.75
28/07/2017	GST Debit Rounding	\$0.02
28/07/2017	Non DD Surcharge	\$3.95
Total Account Charges and Credits		\$6.72

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Account Usage and Service Summary

Fixed Line	Description	No. of Calls	Value (inc GST)
	Service & Equipment		\$635.85
	13/1300 Calls	41	\$18.04
	Local Calls	662	\$64.30
	National Calls	38	\$8.30
	Fixed To Mobile	880	\$120.45
	Inbound Usage	117	\$16.99
		1738	\$863.93
Mobile	Service & Equipment		\$1,040.00
	SMS Message	479	\$0.00
	Mobile Data Usage	9.72 GB	\$124.53
	Mobile To 13/1300	31	\$0.00
	Mobile To 1800	19	\$0.00
	Calls to Other Mobiles	884	\$0.00
	Mobile To Fixed	106	\$0.00
	MMS Message	31	\$0.00
	Commander to Commander After Hours	405	\$0.00
	Mobile Diversion	18	\$0.00
	Voicemail Deposit	425	\$0.00
	Voicemail Retrieval	98	\$0.00
		2496	\$1,164.23
Data	Service & Equipment		\$59.00
	Broadband Usage	24.46 GB	\$0.00
			\$59.00
Total Account Usage and Service Summary		4234	\$2,087.16

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Cost Centre Usage and Services Summary

Cost Centre	Service & Equipment	Local	National	Mobile	13/1300	Other Calls	Data	Total
0285368400	\$376.00	\$64.20	\$8.27	\$120.45	\$18.04	\$0.00	\$0.00	\$586.96
0289424059	\$34.95	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$34.95

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16. Payments and Adjustments

This section contains all the payments and adjustments applied to your current billing period in detail.

17. Account Charges and Credits

All account level charges and credits which are charged during this billing period.

18. Account Usage and Service Summary

This section of the invoice contains a summary of the charges for each service type.

19. Cost Centre Usage and Service Summary

This section contains a summary of charges by cost centre (e.g. department, group, site). These charges are not broken down by service type - it is just an overall summary of the individual cost centre.

Cost Centre Usage and Services Summary

Cost Centre	Service & Equipment	Local	National	Mobile	13/1300	Other Calls	Data	Total
0295452255	\$93.95	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$93.95
0295464477	\$34.95	\$0.10	\$0.03	\$0.00	\$0.00	\$0.00	\$0.00	\$35.08
0403098155	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0403098777	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0403098778	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0412542028	\$19.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$19.00
0412800229	\$39.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$39.00
0415247691	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0418255435	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0418255922	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0418696228	\$19.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$19.00
0418981015	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0423818395	\$39.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$39.00
0434313877	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0434862200	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0434742227	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0434742228	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0434742229	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0434747470	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$124.23	\$183.23	\$59.00
0438176780	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
0448981291	\$59.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$59.00
1300858140	\$15.00	\$0.00	\$0.00	\$0.00	\$16.87	\$0.00	\$0.00	\$31.87
1800202484	\$20.00	\$0.00	\$0.00	\$0.00	\$0.12	\$0.00	\$0.00	\$20.12
36669356	\$179.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$179.00
Total	\$1,734.85	\$64.30	\$8.30	\$120.45	\$35.03	\$0.00	\$124.23	\$2,087.16

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Line Summary

0285368400	No. of Calls	Value (inc GST)
0285368400		
SF02 Professional B ISDN10	29/07/2017 - 28/08/2017	\$300.00
100 Number Individual Rental	29/07/2017 - 28/08/2017	\$15.00
ISDN30 CLIP per 2M	29/07/2017 - 28/08/2017	\$21.00
13/1300 Calls		\$18.04
Local Calls	645	\$64.20
National Calls	67	\$6.27
Fixed To Mobile	880	\$120.45
Total	1603	\$586.96

Total Usage and Service Charges for 0285368400 \$586.96

0295424059

0295424059	No. of Calls	Value (inc GST)
0295424059		
SF02 Professional B Business Line	29/07/2017 - 28/08/2017	\$34.95
Local Calls	16	\$0.00
Total	16	\$34.95

Total Usage and Service Charges for 0295424059 \$34.95

0295452255

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20. Line Summary

This section contains a breakdown of the charges for each service on the account, grouped by Cost Centre.

Line Summary Continued

Total Usage and Service Charges for - All Users \$2,087.16

Call Details- by phone number

0285368400				
Date	Time	Number	Destination	Duration Value (inc GST)
13/1300 Calls				
29 Jun 2017	08:44:26	1300112337		00:00:19 \$0.44
29 Jun 2017	10:21:42	1300112337		00:02:18 \$0.44
29 Jun 2017	14:13:58	1300223414		00:01:54 \$0.44
29 Jun 2017	14:16:58	1300223414		00:00:19 \$0.44
30 Jun 2017	15:39:43	132777		00:00:17 \$0.44
30 Jun 2017	16:01:18	1300581299		00:01:53 \$0.44
30 Jun 2017	16:37:06	132777		00:00:33 \$0.44
30 Jun 2017	16:38:43	132777		00:00:07 \$0.44
30 Jun 2017	16:40:00	132777		00:26:40 \$0.44
5 Jul 2017	13:08:06	132777		00:23:24 \$0.44
6 Jul 2017	14:47:00	1300581299		00:04:22 \$0.44
6 Jul 2017	15:20:39	1300472154		00:03:37 \$0.44
7 Jul 2017	11:13:24	1300112337		00:02:03 \$0.44
7 Jul 2017	12:47:41	132777		00:00:48 \$0.44
7 Jul 2017	12:48:51	132777		00:08:44 \$0.44
7 Jul 2017	15:00:25	1300262487		00:02:54 \$0.44
10 Jul 2017	12:03:08	1300306030		00:41:45 \$0.44
10 Jul 2017	12:52:58	132777		00:00:09 \$0.44
10 Jul 2017	12:53:24	132777		00:07:29 \$0.44
10 Jul 2017	13:38:18	1300112337		00:01:56 \$0.44
10 Jul 2017	15:19:39	132777		00:16:00 \$0.44
11 Jul 2017	16:50:02	1300139798		00:01:33 \$0.44
14 Jul 2017	14:00:04	1300464869		00:00:35 \$0.44
17 Jul 2017	10:57:05	1300976888		00:05:25 \$0.44
17 Jul 2017	15:54:01	1300661339		00:18:32 \$0.44
18 Jul 2017	10:41:54	1300733263		00:01:57 \$0.44
18 Jul 2017	10:46:04	1300733263		00:02:36 \$0.44
20 Jul 2017	14:46:32	132777		00:10:37 \$0.44
20 Jul 2017	17:08:48	132777		00:00:03 \$0.44
20 Jul 2017	17:08:52	132777		00:05:45 \$0.44
24 Jul 2017	12:23:10	132777		00:05:15 \$0.44
24 Jul 2017	16:44:21	132572		00:05:14 \$0.44
25 Jul 2017	15:23:24	1300002886		00:15:25 \$0.44
25 Jul 2017	16:32:05	133835		00:03:54 \$0.44
25 Jul 2017	16:36:38	132092		00:03:02 \$0.44
26 Jul 2017	12:42:24	131000		00:11:56 \$0.44
26 Jul 2017	12:55:01	132162		00:13:29 \$0.44
27 Jul 2017	12:23:15	1300472154		00:02:57 \$0.44
27 Jul 2017	12:33:19	1300472154		00:01:15 \$0.44
28 Jul 2017	08:58:13	1300689284		00:03:02 \$0.44
28 Jul 2017	10:43:30	1300131413		00:01:13 \$0.44
Total	41 calls			04:21:18 \$18.04
Local Calls				
29 Jun 2017	09:15:31	02982891128	Sydney	00:06:13 \$0.10
29 Jun 2017	10:26:03	0295838475	Sydney	00:00:34 \$0.10
29 Jun 2017	10:44:02	0293883155	Sydney	00:00:29 \$0.10
29 Jun 2017	11:21:30	0293279407	Sydney	00:00:13 \$0.10
29 Jun 2017	12:19:31	0297937884	Sydney	00:01:35 \$0.10
29 Jun 2017	12:23:47	0293871738	Sydney	00:00:24 \$0.10
29 Jun 2017	13:48:19	0296843462	Sydney	00:00:38 \$0.10
29 Jun 2017	13:51:42	0293208470	Sydney	00:00:04 \$0.10

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21. Call Details

This section contains itemised call records for numbers on the account.