WELCOME TO M2 TELECOM
UNDERSTANDING YOUR BILL

We have prepared this guide to help you understand your M2 Telecom bill. If you have any questions about how to read your bill, or if you would like to sign up for email billing, please contact Customer Service on 1300 656 121 from 8.00am to 7.00pm E.S.T., Monday to Thursday (8.00am to 6.00pm, Friday) or email info@m2.com.au. Thank you for choosing M2 Telecom.

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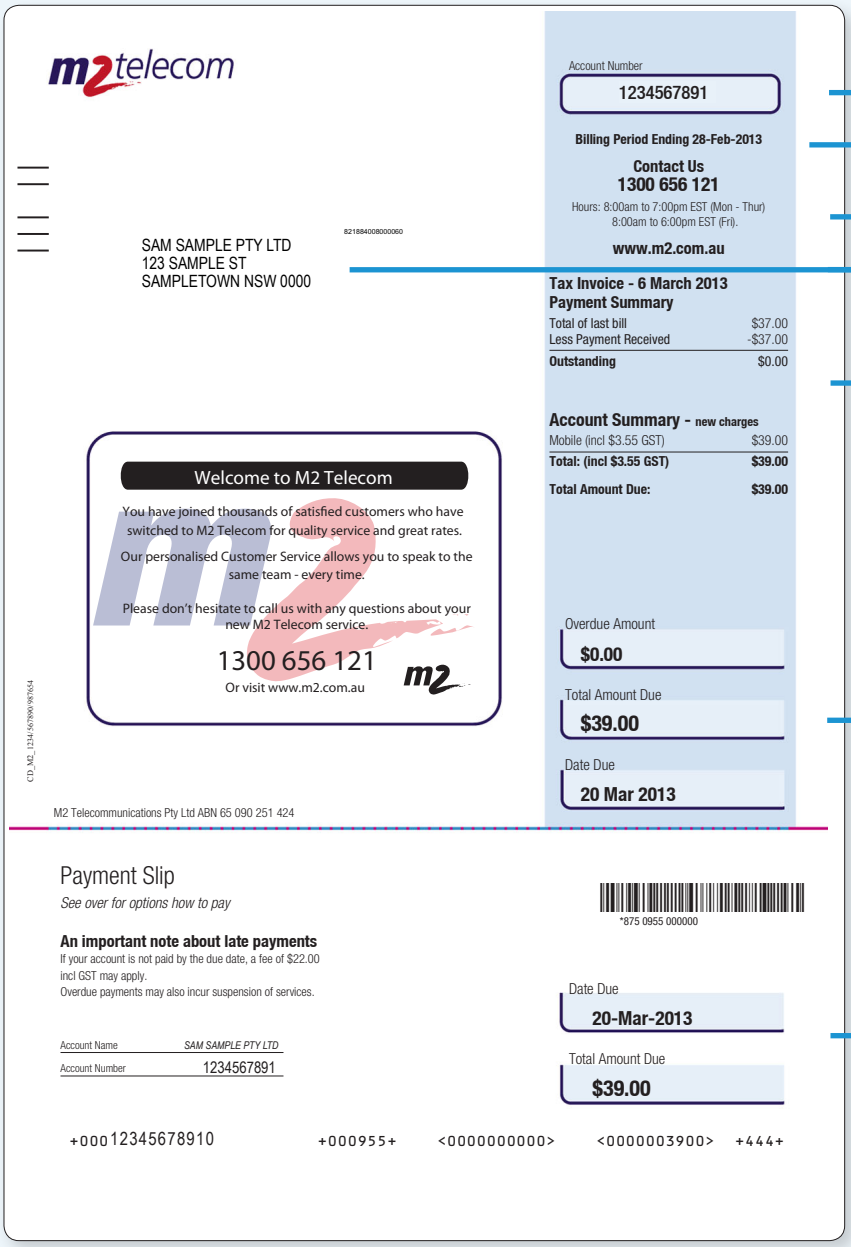

m2telecom

Account Number
1234567891

Billing Period Ending 28-Feb-2013

Contact Us
1300 656 121
Hours: 8:00am to 7:00pm EST (Mon - Thur)
8:00am to 6:00pm EST (Fri).

www.m2.com.au

SAM SAMPLE PTY LTD
123 SAMPLE ST
SAMPLETOWN NSW 0000

Tax Invoice - 6 March 2013
Payment Summary

Total of last bill	$37.00
Less Payment Received	-$37.00
Outstanding	$0.00

Account Summary - new charges

Mobile (incl $3.55 GST)	$39.00
Total: (incl $3.55 GST)	$39.00
Total Amount Due:	$39.00

Welcome to M2 Telecom

You have joined thousands of satisfied customers who have switched to M2 Telecom for quality service and great rates.

Our personalised Customer Service allows you to speak to the same team - every time.

Please don't hesitate to call us with any questions about your new M2 Telecom service.

1300 656 121
Or visit www.m2.com.au

Overdue Amount
$0.00

Total Amount Due
$39.00

Date Due
20 Mar 2013

M2 Telecommunications Pty Ltd ABN 65 090 251 424

Payment Slip
See over for options how to pay

*875 0955 000000

An important note about late payments
If your account is not paid by the due date, a fee of $22.00 incl GST may apply.
Overdue payments may also incur suspension of services.

Date Due
20-Mar-2013

Account Name SAM SAMPLE PTY LTD
Account Number 1234567891

Total Amount Due
$39.00

+00012345678910 +000955+ <0000000000> <0000003900> +444+

1. Your Account Number:
Your Account Number is your unique identification number. Please quote this when making enquiries.

2. Billing period:
Shows the billing period of this statement.

3. Contact Details:
For billing, call and data usage information or general enquiries contact our Customer Service team using these details.

4. Your billing address:
Please email info@m2.com.au or call 1300 656 121 to change or correct your address.

5. Payment and Account Summary:
The Payment Summary provides a summary of previous payments made and any outstanding amounts. The Account Summary provides a summary of the charges detailed elsewhere in the bill.

6. Total Amount Due and Due Date:
This is the total amount currently due, and may include unpaid past charges. We should receive payment prior to this date to avoid late payment fees. Any overdue amounts are payable immediately.

7. Payment slip:
Outlines your Total Amount Due and Due Date. Payment options are outlined on the reverse side. When paying by cheque or money order, please detach and include the payment slip with your payment.

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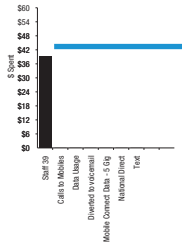
My Top 10 Call Destinations - By Cost

Rank	Phone	Business Name	No of Calls	Minutes	Cost
1	0449000000		6	21	$0.00
2	0405000000		3	15	$0.00
3	0438000000		1	2	$0.00
4	0438000000		1	2	$0.00
5	0411000000		1	0	$0.00
6	0360000000		1	0	$0.00
					$0.00

Bill History - Whole Dollars Only

Bill	Bill Ref	Bill Date	B/F Bal	Paid	Adjusted	Bill $	C/F Bal
2	1987654321	28/04/12	$52	($50)	($2)	$39	$39
3	1987654322	28/05/12	$39	($39)	$0	$39	$39
4	1987654323	28/06/12	$39	($39)	$0	$39	$39
5	1987654324	28/07/12	$39	($39)	$0	$61	$61
6	1987654325	28/08/12	$61	($39)	($22)	$39	$39
7	1987654326	28/09/12	$39	($39)	$0	$39	$39
8	1987654327	28/10/12	$39	($39)	$0	$39	$39
9	1987654328	28/11/12	$39	($39)	$0	$39	$39
10	1987654329	28/12/12	$39	$0	$0	$39	$78
11	1987654330	28/01/13	$78	($80)	$0	$39	$37
			($403)			$412	

Mobile Usage



Account Number

1234567891

M2 Telecom has a lot to offer

- Excellent personalised customer service
- Speak to the same service team every call
- Wide range of competitive fixed, mobile and broadband products
- Unique loyalty and referral reward programs
- Easy to understand billing
- Eco-friendly email bills

Direct Debit is easy!
Don't run the risk of call barring from an overdue account. Ensure that your payments are made on time.
Direct Debit instalments are the easiest way to pay on time. They can be automatically deducted from your nominated debit or credit account.
To arrange please call **1300 656 641.**

Email Tom the Chief Customer Officer with any comments, questions or suggestions to tom@m2.com.au

Need to Report a Fault?
1300 656 121
24 hours a Day, 7 Days a Week

Had a Change in your Details?
1300 656 121

How to Pay

Direct Debit
Direct Debit payments can be automatically deducted from your nominated financial institution debit or credit account. To arrange please call **1300 656 641.**

Credit Cards: We accept American Express, Diners Club, Mastercard and Visa. A surcharge of 3.75% will be applied to payments made using Amex or Diners Club, plus applicable GST.

Receipt Number

Biller Code: 79962
Bill Number: 1234567891

Contact your financial instituition to make payment using your Visa or MasterCard credit and debit card. Quote the Biller Code and Bill Number shown. No surcharge applies.

By Phone
Freecall **1300 786 785** (mobiles excluded), 24 hrs a day, 7 days a week to pay by credit card. Credit Card payments will incur a fee of 1.25% (Visa, Mastercard) or 3.75% (Amex, Diners), plus applicable GST.
Your Bill Number is 1234567891

Date Paid

Mail
Tear off the payment slip and include Your cheque or money order payable to **'M2 Telecom'** and mail to:

M2 Telecom
PO Box 5196
South Melbourne
VIC 3205

Amount Due

$39.00

1. Top 10 Call List:
This table shows you the 10 most commonly called numbers by spend amount.

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

3. Usage Graph:
This bar graph shows your fixed line, mobile or data usage based on spend amount.

4. Contact Details:
For queries or to update your details, contact our Customer Care team using these details.

5. Payment Options:
Choose your payment option - BPay, Phone, Direct Debit, Cheque or Money Order. Take the hassle out of paying your bill by nominating Direct Debit as your preferred payment option. To arrange Direct Debit please call 1300 656 641.

First Bill - Pro-Rata Charges: Your First Invoice may include Pro-rata charges. Pro-rata charges relate to charges that are calculated from the date your service began, to the end of a billing cycle and one month's charges in advance. Pro-rata applies for line rentals or access charges.