

How to read your bill (cont)...

> Page 3

Page 3 and more of the invoice reflects the charges relating to the service. This section gives a breakdown of itemised charges including date ranges, call charge types such as STD calls, mobile calls, and local calls made from the service numbers on the account, as well as a summary of other charges and credits. Please note that customers on a mobile cap will receive a charge of \$0 until their cap is reached. Thereafter standard call rate charges will apply.

| Usage Summary - all services | | Account Number | | | |
|------------------------------|------------|----------------|---------------|----------------|--|
| | | 1234567890 | | | |
| Usage Period | Calls | ex GST | GST | incl GST | |
| 13-May-2010 to 24-May-2010 | 22 | \$0.00 | \$0.00 | \$0.00 | |
| 14-May-2010 to 24-May-2010 | 5 | \$0.00 | \$0.00 | \$0.00 | |
| 13-May-2010 to 24-May-2010 | 25 | \$0.00 | \$0.00 | \$0.00 | |
| 14-May-2010 to 24-May-2010 | 17 | \$0.00 | \$0.00 | \$0.00 | |
| 13-May-2010 to 24-May-2010 | 1 | \$28.34 | \$2.83 | \$31.17 | |
| 13-May-2010 to 24-May-2010 | 37 | \$0.00 | \$0.00 | \$0.00 | |
| 22-May-2010 to 24-May-2010 | 1 | \$0.00 | \$0.00 | \$0.00 | |
| Total Usage Charges | 108 | \$28.34 | \$2.83 | \$31.17 | |

| Usage and Service Summary - by phone number | | Account Number | | | |
|--|------------|----------------|---------------|----------------|--|
| | | 1234567890 | | | |
| Usage Period | Calls | ex GST | GST | incl GST | |
| 13-May-2010 to 24-May-2010 | 22 | \$0.00 | \$0.00 | \$0.00 | |
| 14-May-2010 to 24-May-2010 | 5 | \$0.00 | \$0.00 | \$0.00 | |
| 13-May-2010 to 24-May-2010 | 25 | \$0.00 | \$0.00 | \$0.00 | |
| 14-May-2010 to 24-May-2010 | 17 | \$0.00 | \$0.00 | \$0.00 | |
| 13-May-2010 to 24-May-2010 | 1 | \$28.34 | \$2.83 | \$31.17 | |
| 13-May-2010 to 24-May-2010 | 37 | \$0.00 | \$0.00 | \$0.00 | |
| 22-May-2010 to 24-May-2010 | 1 | \$0.00 | \$0.00 | \$0.00 | |
| Total Usage and Service Charges - All Users | 108 | \$28.34 | \$2.83 | \$31.17 | |

| Call Details - by phone number | | Account Number | | | |
|--------------------------------|-----------|----------------|------------|------|---------------|
| | | 1234567890 | | | |
| Date | Time | Number | Place | Name | Rate |
| 13-May-2010 | 17:25:51 | 0413889773 | MOBILE | | 24x7 |
| 14-May-2010 | 18:22:10 | 0410329620 | MOB ON NET | | 24x7 |
| 15-May-2010 | 12:04:59 | 0413889773 | MOBILE | | 24x7 |
| 15-May-2010 | 12:12:06 | 0413889773 | MOBILE | | 24x7 |
| 15-May-2010 | 16:52:17 | 0404021051 | MOBILE | | 24x7 |
| 16-May-2010 | 14:50:49 | 0403496626 | MOB ON NET | | 24x7 |
| 16-May-2010 | 14:52:22 | 0403496626 | MOB ON NET | | 24x7 |
| 16-May-2010 | 14:57:55 | 0403496626 | MOB ON NET | | 24x7 |
| 17-May-2010 | 18:45:05 | 0413889773 | MOBILE | | 24x7 |
| 18-May-2010 | 14:36:00 | 0434696073 | MOB ON NET | | 24x7 |
| 18-May-2010 | 18:01:15 | 0413889773 | MOBILE | | 24x7 |
| 18-May-2010 | 18:12:43 | 0413889773 | MOBILE | | 24x7 |
| 20-May-2010 | 20:37:31 | 0404977791 | MOBILE | | 24x7 |
| 20-May-2010 | 20:40:19 | 0413889773 | MOBILE | | 24x7 |
| 21-May-2010 | 13:05:15 | 0407045505 | MOB ON NET | | 24x7 |
| 21-May-2010 | 13:08:40 | 0413889773 | MOBILE | | 24x7 |
| 21-May-2010 | 18:21:08 | 0413889773 | MOBILE | | 24x7 |
| 21-May-2010 | 18:26:57 | 0413889773 | MOBILE | | 24x7 |
| 21-May-2010 | 20:24:53 | 0413889773 | MOBILE | | 24x7 |
| 22-May-2010 | 10:42:28 | 0407045505 | MOB ON NET | | 24x7 |
| 24-May-2010 | 18:05:02 | 0404977791 | MOBILE | | 24x7 |
| 24-May-2010 | 18:18:40 | 0413889773 | MOBILE | | 24x7 |
| Total | 22 | Calls | | | \$0.00 |

| Calls to Voicemail | | Account Number | | | |
|--------------------|----------|----------------|-----------|------|------|
| | | 1234567890 | | | |
| Date | Time | Number | Place | Name | Rate |
| 14-May-2010 | 17:14:09 | 0411000321 | RETREIVAL | | 24x7 |
| 15-May-2010 | 11:33:31 | 0411000321 | RETREIVAL | | 24x7 |
| 20-May-2010 | 19:22:46 | 0411000321 | RETREIVAL | | 24x7 |

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

Ring us on 1300 656 121 for more information on any of our products.



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 8.30am to 5.30pm, Monday to Friday or email info@m2.com.au.



If you have any questions about this new billing system please contact Customer Service on 1300 656 121 from 8.30am to 5.30pm, Monday to Friday or email info@m2.com.au.

What's new?

Our new Billing System



M2 Telecommunications Pty Ltd ABN 65 090 251 424

PO Box 19106 Southbank VIC 3006
 PH 1300 656 121 FAX 1300 855 726
www.m2.com.au



What the new billing system means to you...

› New look invoice

Our bills will now be easier to read and understand. A summary of fees and call charges can be seen at a glance on the front pages and other charges on the subsequent pages. More information about how to read your invoice can be found in this brochure.

› New customer number (Account Number)

A new 10 digit customer number (now known as the Account Number), will be issued to you however your existing password will remain the same. Please ensure that you refer to this new account number for any future customer enquiries. If you are an M2 Telecom Phone & Fly customer, you will need this to check your travel balance and use your Travel Dollars with M2 Travel. Please refer to the top right hand corner of your bill to view your Account Number.

› New Billing Cycles

Your billing issue day will be re-allocated to either the 24th or the 28th of the month to align with the new system's current billing cycles. This can be determined by referring to 'Billing Period Ending...' section on the front page of your bill. Slight pro-rata adjustments will be made to your bill for this first month to ensure that billing amounts will not affect our customers adversely.

› Payment Options

Take the hassle out of paying your phone bill by nominating Direct Debit as your preferred option for payment.

DIRECT DEBIT

We also accept the following payment options:



Credit card payment surcharge applies. Please refer to <http://m2.com.au/Customer-Care/Customer-Terms> and click on Customer Terms to view our current Schedule of Fees & Charges.

› The convenience of email billing

As of the 1st of December 2010, a charge of \$2.20 will be implemented to receive paper bills. To save on paper and to avoid this charge, simply nominate your bill to be sent by email by contacting our Customer Service Team. Please note that fully itemised email billing will also replace the current online bill service (View My Bill & Pay My Bill) on the M2 website.

Note: customers that currently receive both email and paper billing will only be able to receive an email bill as of this month which will include full itemisation of charges.

How to read your bill...

› Page 1

Page 1 of your invoice reflects account information, such as your address details, due dates, total charges, GST amounts, previous charges, adjustments, one off charges such as relocation, reconnection, back billing or credit (which are represented with a negative sign) from prior months and amount paid against previous invoice. For Phone & Fly customers, your Travel Dollar balance will also be included on the right-hand panel of the page.

m2telecom

Account Number: 1234567890

Billing Period Ending 24-May-2010

Contact Us: 1300 656 121

Hours: 08:30 - 17:30 (Mon - Fri)

www.m2.com.au

Tax Invoice - 28 May 2010

Payment Summary

| | |
|-----------------------|---------------|
| Total of last bill | \$0.00 |
| Less Payment Received | \$0.00 |
| Outstanding | \$0.00 |

Account Summary - new charges

| | |
|---------------------------------|----------------|
| Mobile (incl \$5.55 GST) | \$61.12 |
| Total: (incl \$5.55 GST) | \$61.12 |
| Total Amount Due: | \$61.12 |

Overdue Amount: \$0.00

Total Amount Due: \$61.12

Date Due: 14 Jun 2010

Payment Slip

See over for options how to pay

An important note about late payments

If your account is not paid by the due date, a fee of \$6.00 incl GST may apply. Overdue payments may also incur suspension of services.

Account Name: Marlene Abaslan
Account Number: 1020296700

Date Due: 14-Jun-2010

Total Amount Due: \$61.12

+00015520053461+ +000955+ <0000000000> <0000006112> +444+

› Page 2

Page 2 of your invoice summarises your Top 10 Call Destinations and also a snapshot of account activity since your last invoice was issued.

Account Number: 1234567890

My Top 10 Call Destinations - By Cost

| Rank | Phone | Business Name | No of Calls | Minutes | Cost |
|------|------------|---------------|-------------|---------|--------|
| 1 | 0412345678 | | 4 | 11 | \$0.00 |
| 2 | 0412345678 | | 4 | 10 | \$0.00 |
| 3 | 0412345678 | | 2 | 6 | \$0.00 |
| 4 | 0412345678 | | 3 | 6 | \$0.00 |
| 5 | 0412345678 | | 1 | 1 | \$0.00 |
| 6 | 0412345678 | | 1 | 0 | \$0.00 |
| 7 | 0412345678 | | 1 | 0 | \$0.00 |
| 8 | 0412345678 | | 1 | 0 | \$0.00 |
| 9 | 0412345678 | | 1 | 0 | \$0.00 |

Mobile Usage

Call to Number, Call International, Call to 1300, Call to 1300, Call to 1300, Call to 1300, Call to 1300, Call to 1300, Call to 1300, Call to 1300, Call to 1300

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- 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 pay the risk of calling from an incorrect account. Errors like your payments are made or time. Direct Debit statements are the easiest way to pay or bank. They can be automatically deducted from your nominated bank or credit account. To arrange please call 1300 656 641.

Need to Report a Fault?

1300 656 121 24 hrs, 7 days

Had a Change in your Details?

1300 656 121

How to Pay

Direct Debit

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

By Phone

Free call 1800 663 355 (mobiles excluded), 24 hrs a day, 7 days a week to pay by credit card. Credit Card payments will incur a fee of 1.9% (Visa, Mastercard) or 2.75% (AMEX, Diners).

Your Bill Number is 15520053461

Date Paid: []

Amount Due: \$61.12

Receipt Number: []

Post Billpay

Pay over the counter at any Australia Post office or agency.

Mail

Tear off the payment slip and include your cheques or money order payable to 'M2 Telecom' and mail in the supplied envelope to:

M2 Telecom
GPO Locked Bag 3200
Melbourne VIC 3001