

Tool Tips

Your Tasks

Did you know that you can view the tasks for your account in your Toolbox? That's right, you can keep track of what's going on behind the scenes with any tasks that were recently worked on by us. It's just another way we're helping you to be "in the know".

Customer Relationship Agreement

Have you heard? We've made our Customer Relationship Agreement (CRA) easier to understand! If you'd like to find out more about the changes or have a read of our CRA, head to iinet.net.au/about/legal/cra/



Be a Winner

Psst, you know that Toolbox we were talking about? You can also use it to opt in or out of receiving promotional emails from us and our partners. There are some sweet giveaways up for grabs in our monthly newsletter. Log in to your **Toolbox** and select 'My Account'. From there, just hit "edit contact preferences" in the left-hand column to customise your subscriptions.

Your Toolbox username is in your invoice and if you can't remember your password don't worry; we have a **tool** for that!

Questions or Feedback

As always, we'd love to hear from you! If you have any questions or feedback about your invoice, please send to bizsupport@iinet.net.au



UPGRADE YOUR PLAN

Switch plans at 'My Products' in Toolbox.



PAYMENT SLIP



*640 250201914195102586
Pay in-store at Australia Post

iiNet Limited
ABN 48 068 628 937

Cheques posted to: iiNet Limited, Locked Bag 30, Cloisters Square WA 6850

Mr Rodney Sheppard
7 Wendy Ct
HAMPTON PARK VIC 3976

Invoice Number: 141951025

Customer Number: 225020191

DUE DATE
28 SEP 2024

AMOUNT DUE
\$119.99

Amount Paid:

SERVICE DETAILS



Hosting

Gateway IP address - IP subnet: 203.217.30.106/255.255.255.255

Monthly Charge \$0.00
 Billed period: 28 SEP 2024 - 28 OCT 2024

Hosting Total **\$0.00**



Internet

NBN

Business NBN100 Ultimate - FTTN - User Name: rshep5t@iinet.net.au

Monthly Charge \$119.99
 Billed period: 28 SEP 2024 - 28 OCT 2024

Internet Total **\$119.99**



Telephony

VOIP

Business Netphone - VOIP Number: (03) 8787 8744

Monthly Charge \$0.00
 Billed period: 28 SEP 2024 - 28 OCT 2024

Business Netphone - VOIP Number: (03) 8787 8744

Call Charges until 12/09/2024 \$0.00

Please find your detailed call records at the end of this invoice. You can also view them at toolbox.iinet.net.au - just select My Products > Phone > View Call History

Telephony Total **\$0.00**

Continued on next page

TOTAL **\$119.99**

All charges shown include GST unless otherwise stated. Some items on this invoice may be classified as GST free and will not be included in the GST total.



Any questions?

Have you seen our online Invoice Explainer? This handy interactive tool will help you find your way around your new invoice. It's available at iinet.net.au/newinvoice. If you have any other questions about your invoice or our billing system, you'll find a library of how-to articles, FAQs and much more at iihelp.iinet.net.au.

Continue to next page for detailed call records

201509 VoIP free local national mobile

0387878744

DATE and TIME	QUANTITY	TYPE	NUMBER CALLED	DESTINATION	NORMAL RATES	YOU PAY
13 AUG 2024 12:47:46	00:00:06	other	01279387878744	voip to voip	\$0.00	\$0.00
13 AUG 2024 17:39:53	00:04:33	local	0396198783	melbourne [vic]	\$0.00	\$0.00
14 AUG 2024 10:19:22	00:00:20	other	101	voip to voip	\$0.00	\$0.00
15 AUG 2024 19:01:32	00:16:22	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
16 AUG 2024 14:03:42	00:06:54	national	0298525111	blacktown [nsw]	\$0.00	\$0.00
16 AUG 2024 14:50:37	00:03:20	national	0298525111	blacktown [nsw]	\$0.00	\$0.00
16 AUG 2024 14:53:09	00:00:21	other	01279387878744	voip to voip	\$0.00	\$0.00
16 AUG 2024 14:57:44	00:04:56	national	0298525111	blacktown [nsw]	\$0.00	\$0.00
16 AUG 2024 15:08:01	00:00:08	mobile	0414789125	mobile	\$0.00	\$0.00
20 AUG 2024 11:51:41	00:01:01	local	0396198783	melbourne [vic]	\$0.00	\$0.00
22 AUG 2024 15:02:12	00:00:31	other	101	voip to voip	\$0.00	\$0.00
22 AUG 2024 16:49:37	00:00:16	mobile	0421214789	mobile	\$0.00	\$0.00
22 AUG 2024 19:02:20	00:31:56	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
23 AUG 2024 12:29:36	00:00:08	mobile	0407883577	mobile	\$0.00	\$0.00
23 AUG 2024 12:30:07	00:04:46	local	0396198884	melbourne [vic]	\$0.00	\$0.00
23 AUG 2024 14:33:42	00:02:43	mobile	0413829390	mobile	\$0.00	\$0.00
23 AUG 2024 18:10:05	00:01:41	mobile	0429265596	mobile	\$0.00	\$0.00
23 AUG 2024 18:12:22	00:00:47	mobile	0439882879	mobile	\$0.00	\$0.00
24 AUG 2024 11:34:13	00:03:37	mobile	0400442956	mobile	\$0.00	\$0.00
26 AUG 2024 13:55:49	00:00:57	mobile	0408057211	mobile	\$0.00	\$0.00
26 AUG 2024 13:57:55	00:00:16	other	101	voip to voip	\$0.00	\$0.00
26 AUG 2024 13:59:03	00:01:28	mobile	0421214789	mobile	\$0.00	\$0.00
26 AUG 2024 14:03:35	00:00:26	local	0396198783	melbourne [vic]	\$0.00	\$0.00
26 AUG 2024 16:40:30	00:17:52	local	0396198783	melbourne [vic]	\$0.00	\$0.00
26 AUG 2024 16:46:54	00:00:15	other	01279387878744	voip to voip	\$0.00	\$0.00
26 AUG 2024 16:48:37	00:00:25	other	01279387878744	voip to voip	\$0.00	\$0.00
26 AUG 2024 16:58:33	00:00:47	other	101	voip to voip	\$0.00	\$0.00
26 AUG 2024 16:58:47	00:00:38	other	101	voip to voip	\$0.00	\$0.00
26 AUG 2024 17:23:40	00:00:06	local	0396198783	melbourne [vic]	\$0.00	\$0.00
27 AUG 2024 14:18:34	00:00:53	mobile	0408057211	mobile	\$0.00	\$0.00
27 AUG 2024 14:31:42	00:01:42	local	0396198783	melbourne [vic]	\$0.00	\$0.00
27 AUG 2024 14:36:04	00:00:24	mobile	0421214789	mobile	\$0.00	\$0.00
27 AUG 2024 14:36:22	00:00:12	other	01279387878744	voip to voip	\$0.00	\$0.00
27 AUG 2024 15:04:40	00:05:13	mobile	0408057211	mobile	\$0.00	\$0.00
28 AUG 2024 10:23:17	00:00:14	other	101	voip to voip	\$0.00	\$0.00
29 AUG 2024 13:46:54	00:00:10	other	101	voip to voip	\$0.00	\$0.00
29 AUG 2024 14:21:12	00:04:47	mobile	0408057211	mobile	\$0.00	\$0.00
29 AUG 2024 19:06:00	00:29:18	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
01 SEP 2024 11:29:38	00:00:25	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
02 SEP 2024 10:35:24	00:00:11	other	101	voip to voip	\$0.00	\$0.00
02 SEP 2024 13:52:51	00:00:14	mobile	0413829390	mobile	\$0.00	\$0.00
04 SEP 2024 13:46:18	00:01:33	mobile	0414789125	mobile	\$0.00	\$0.00
05 SEP 2024 09:44:06	00:00:13	other	101	voip to voip	\$0.00	\$0.00
05 SEP 2024 11:06:15	00:00:06	local	0396198783	melbourne [vic]	\$0.00	\$0.00

Call records for 0387878744 continues on the next page

DATE and TIME	QUANTITY	TYPE	NUMBER CALLED	DESTINATION	NORMAL RATES	YOU PAY
05 SEP 2024 12:40:26	00:20:35	national	0283209269	sydney [nsw]	\$0.00	\$0.00
05 SEP 2024 13:05:28	00:12:29	local	0396198783	melbourne [vic]	\$0.00	\$0.00
05 SEP 2024 13:18:33	00:02:23	local	0396198884	melbourne [vic]	\$0.00	\$0.00
05 SEP 2024 13:21:44	00:00:07	local	0396198783	melbourne [vic]	\$0.00	\$0.00
05 SEP 2024 13:24:49	00:01:46	local	0396198783	melbourne [vic]	\$0.00	\$0.00
05 SEP 2024 14:36:20	00:00:22	local	0396198783	melbourne [vic]	\$0.00	\$0.00
05 SEP 2024 15:10:59	00:00:09	mobile	0481417119	mobile	\$0.00	\$0.00
05 SEP 2024 15:12:08	00:00:07	local	0396190244	melbourne [vic]	\$0.00	\$0.00
05 SEP 2024 15:12:35	00:01:39	mobile	0481459904	mobile	\$0.00	\$0.00
05 SEP 2024 15:20:27	00:00:29	mobile	0414789125	mobile	\$0.00	\$0.00
05 SEP 2024 18:59:38	00:27:23	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
05 SEP 2024 19:27:52	00:07:42	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
06 SEP 2024 11:03:30	00:01:55	national	0892662248	perth [wa]	\$0.00	\$0.00
06 SEP 2024 11:21:08	00:00:35	mobile	0414536302	mobile	\$0.00	\$0.00
06 SEP 2024 11:24:17	00:00:32	mobile	0420303915	mobile	\$0.00	\$0.00
06 SEP 2024 11:29:56	00:00:52	national	0892662248	perth [wa]	\$0.00	\$0.00
06 SEP 2024 13:30:18	00:00:08	local	0396198884	melbourne [vic]	\$0.00	\$0.00
06 SEP 2024 13:52:25	00:00:07	national	0245701083	windsor [nsw]	\$0.00	\$0.00
06 SEP 2024 15:13:20	00:00:07	mobile	0414536302	mobile	\$0.00	\$0.00
06 SEP 2024 15:14:18	00:00:45	mobile	0414789125	mobile	\$0.00	\$0.00
06 SEP 2024 15:20:05	00:00:06	local	0396198884	melbourne [vic]	\$0.00	\$0.00
09 SEP 2024 11:57:46	00:00:10	other	101	voip to voip	\$0.00	\$0.00
09 SEP 2024 12:48:50	00:00:10	other	101	voip to voip	\$0.00	\$0.00
09 SEP 2024 15:04:56	00:00:09	other	101	voip to voip	\$0.00	\$0.00
09 SEP 2024 15:41:33	00:00:21	local	0396198701	melbourne [vic]	\$0.00	\$0.00
10 SEP 2024 11:20:15	00:00:34	other	01279387878744	voip to voip	\$0.00	\$0.00
10 SEP 2024 14:55:58	00:00:27	other	101	voip to voip	\$0.00	\$0.00
10 SEP 2024 15:03:51	00:00:34	other	101	voip to voip	\$0.00	\$0.00
10 SEP 2024 15:06:39	00:00:26	local	0396190244	melbourne [vic]	\$0.00	\$0.00
10 SEP 2024 15:17:05	00:00:32	local	0396198783	melbourne [vic]	\$0.00	\$0.00
11 SEP 2024 10:26:54	00:00:36	local	0396192662	melbourne [vic]	\$0.00	\$0.00
11 SEP 2024 10:32:46	00:00:06	local	0396190244	melbourne [vic]	\$0.00	\$0.00
11 SEP 2024 10:38:34	00:00:19	mobile	0481459904	mobile	\$0.00	\$0.00
11 SEP 2024 11:04:56	00:00:32	mobile	0407527657	mobile	\$0.00	\$0.00
11 SEP 2024 11:05:04	00:00:01	other	01279387878744	voip to voip	\$0.00	\$0.00
11 SEP 2024 11:55:16	00:00:07	local	0396198701	melbourne [vic]	\$0.00	\$0.00
11 SEP 2024 14:09:25	00:08:04	mobile	0407527657	mobile	\$0.00	\$0.00
12 SEP 2024 18:58:35	00:22:19	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
Total charges for 0387878744						\$0.00
Call record totals						\$0.00

Charges marked with an asterisk (*) show where GST wasn't applicable