

**Mr Rodney Sheppard**  
Trans-Mit  
7 Wendy Ct  
HAMPTON PARK VIC 3976

**OPENING**                      **THIS BILL**                      **AMOUNT DUE**  
**\$0.00**                      **+**                      **\$120.01**                      **=**                      **\$120.01**

**DUE DATE**  
**28 NOV 2023**

### ACCOUNT SUMMARY

**This Bill:**

Hosting	\$0.00
Internet	\$119.99
Telephony	\$0.02

**TOTAL**                      **\$120.01**  
Included GST                      **\$10.91**

### PREVIOUS BILLED PERIODS

28 Sep		\$119.99
28 Oct		\$119.99
28 Nov		\$120.01

Please note these totals may consist of more than 1 invoice.

## DID YOU KNOW?

Toolbox stores your call history details for each service. You can view for previous and current months and even label who the calls are from!

Check it out under **'My Products'** in the Toolbox menu then select your phone.



### HOW TO PAY

For Australia Post payment option, please turn over



#### Direct Debit

Pay your account the easy way!  
Call **13 86 89** to arrange automatic payments.



#### Pay by Phone

To make secure payments by phone, please call **13 86 89** then follow the prompts to billing. When prompted enter the reference number below  
**Reference:2250201916**

Payments made by Amex/Diners are subject to a 3% surcharge



#### BPAY

Use the below numbers to pay your bill online or by phone with participating banks.

Note: Payments may be delayed up to 4 days

**Billers Code:93880**

**Reference:2250201916**



#### Pay Online

To pay online or arrange automatic debit go to **toolbox.iiinet.net.au**

# 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/](http://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](mailto:bizsupport@iinet.net.au)



**UPGRADE YOUR PLAN**  
Switch plans at 'My Products' in Toolbox.



**PAYMENT SLIP**



\*640 250201913879639146  
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

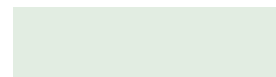
Invoice Number: 138796391

Customer Number: 225020191

**DUE DATE**  
**28 NOV 2023**

**AMOUNT DUE**  
**\$120.01**

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 NOV 2023 - 28 DEC 2023

**Hosting Total** **\$0.00**



### Internet

#### NBN

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

Monthly Charge \$119.99  
 Billed period: 28 NOV 2023 - 28 DEC 2023

**Internet Total** **\$119.99**



### Telephony

#### VOIP

Business Netphone - VOIP Number: (03) 8787 8744

Monthly Charge \$0.00  
 Billed period: 28 NOV 2023 - 28 DEC 2023

Business Netphone - VOIP Number: (03) 8787 8744

Call Charges until 12/11/2023 \$0.02

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

**Telephony Total** **\$0.02**

Continued on next page

**TOTAL** **\$120.01**

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](https://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](https://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
14 OCT 2023 14:56:50	00:00:04	other	01279387878744	voip to voip	\$0.00	\$0.00
14 OCT 2023 16:27:40	00:00:10	other	101	voip to voip	\$0.00	\$0.00
16 OCT 2023 13:05:52	00:00:30	local	0396198783	melbourne [vic]	\$0.00	\$0.00
16 OCT 2023 14:32:57	00:00:10	local	0396198783	melbourne [vic]	\$0.00	\$0.00
16 OCT 2023 14:43:55	00:00:09	local	0396198783	melbourne [vic]	\$0.00	\$0.00
16 OCT 2023 15:12:26	00:00:07	local	0396198783	melbourne [vic]	\$0.00	\$0.00
16 OCT 2023 15:35:52	00:00:08	local	0396198783	melbourne [vic]	\$0.00	\$0.00
16 OCT 2023 18:20:44	00:00:10	other	101	voip to voip	\$0.00	\$0.00
17 OCT 2023 13:58:36	00:00:08	local	0396198783	melbourne [vic]	\$0.00	\$0.00
17 OCT 2023 14:33:01	00:00:58	local	0396198783	melbourne [vic]	\$0.00	\$0.00
17 OCT 2023 17:33:53	00:03:08	national	0892662248	perth [wa]	\$0.00	\$0.00
17 OCT 2023 18:06:25	00:00:10	other	101	voip to voip	\$0.00	\$0.00
18 OCT 2023 12:01:55	00:00:05	other	01279387878744	voip to voip	\$0.00	\$0.00
19 OCT 2023 12:30:28	00:00:10	other	101	voip to voip	\$0.00	\$0.00
19 OCT 2023 19:01:53	00:21:10	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
23 OCT 2023 14:47:11	00:00:12	other	101	voip to voip	\$0.00	\$0.00
24 OCT 2023 17:26:32	00:00:12	other	101	voip to voip	\$0.00	\$0.00
25 OCT 2023 16:00:40	00:00:10	other	101	voip to voip	\$0.00	\$0.00
26 OCT 2023 01:26:57	00:00:14	other	01279387878744	voip to voip	\$0.00	\$0.00
26 OCT 2023 01:28:00	00:00:11	other	101	voip to voip	\$0.00	\$0.00
26 OCT 2023 02:06:54	00:00:13	international	001116474278357	canada	\$0.02	\$0.02
26 OCT 2023 19:07:13	00:29:59	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
27 OCT 2023 14:57:59	00:00:05	other	01279387878744	voip to voip	\$0.00	\$0.00
27 OCT 2023 14:59:00	00:00:13	local	0390087468	melbourne [vic]	\$0.00	\$0.00
31 OCT 2023 20:07:55	00:00:17	other	01279387878744	voip to voip	\$0.00	\$0.00
31 OCT 2023 21:27:09	00:00:09	other	101	voip to voip	\$0.00	\$0.00
02 NOV 2023 11:56:59	00:00:10	other	101	voip to voip	\$0.00	\$0.00
02 NOV 2023 13:54:12	00:00:05	other	01279387878744	voip to voip	\$0.00	\$0.00
02 NOV 2023 14:39:55	00:00:06	other	01279387878744	voip to voip	\$0.00	\$0.00
02 NOV 2023 14:43:00	00:00:10	other	101	voip to voip	\$0.00	\$0.00
02 NOV 2023 19:06:34	00:27:09	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
03 NOV 2023 10:38:13	00:00:07	local	0396198884	melbourne [vic]	\$0.00	\$0.00
03 NOV 2023 10:39:24	00:01:35	local	0396191101	melbourne [vic]	\$0.00	\$0.00
07 NOV 2023 19:44:11	00:00:12	other	101	voip to voip	\$0.00	\$0.00
08 NOV 2023 14:19:42	00:00:21	mobile	0413829390	mobile	\$0.00	\$0.00
08 NOV 2023 18:16:36	00:00:06	other	01279387878744	voip to voip	\$0.00	\$0.00
09 NOV 2023 10:27:41	00:00:17	other	101	voip to voip	\$0.00	\$0.00
09 NOV 2023 15:05:51	00:00:09	other	101	voip to voip	\$0.00	\$0.00
09 NOV 2023 19:07:44	00:16:03	national	0354721349	castlemaine [vic]	\$0.00	\$0.00
10 NOV 2023 13:24:06	00:07:46	national	0298536888	blacktown [nsw]	\$0.00	\$0.00
10 NOV 2023 14:20:58	00:00:34	local	0396192609	melbourne [vic]	\$0.00	\$0.00
10 NOV 2023 15:05:06	00:00:10	other	101	voip to voip	\$0.00	\$0.00
<b>Total charges for 0387878744</b>						<b>\$0.02</b>
<b>Call record totals</b>						<b>\$0.02</b>

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