

# Understanding your TelstraClear Bill

This explains where to look for important information and outlines some of the features on your bill. If you need further information, or you believe there is an error on the bill, please call us on 0508 888 800. Please have your account number handy when you call us - it will help us answer your questions faster.

**TelstraClear**  
TelstraClear Limited  
Tax Invoice | Statement | Credit Note  
GST No. 51-621-997  
Private Bag 92143, Auckland 1020. Telephone 0508 888 800  
Website: www.telstraclear.co.nz

**Billing Address:** A B Sample, 1 Sample Street, Auckland 1001

**Statement Date:** 12 March 09  
**Account Number:** 12345678  
**Invoice Number:** 13169018  
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**Current Charges due by 26 March 09:** 197.58  
**TOTAL ACCOUNT BALANCE:** 197.58

**Amount Paid:** \_\_\_\_\_

**Change of Address Information:**  
Name \_\_\_\_\_  
Street Address or P.O. Box \_\_\_\_\_  
City \_\_\_\_\_ Postcode \_\_\_\_\_  
Telephone \_\_\_\_\_

**Payment Options:**  
**Direct Debit or Direct Credit:** Please phone TelstraClear Customer Care to make arrangements for this payment method or visit: www.telstraclear.co.nz  
**By Mail:** Please detach this remittance and mail it with your cheque in the enclosed envelope. A receipt will not be issued.  
**Telephone / Internet Banking:** Please enquire with your Bank about setting up your telephone/internet banking to pay your TelstraClear Bill or visit www.telstraclear.co.nz for options.  
**Credit Card Payments:** Contact us to either make a one off payment or set up Monthly payments from your credit card or visit www.telstraclear.co.nz to make payments online.  
**NZ Post Bill Payment:** Please detach this remittance and present it with payment at your NZ Post Shop.

## Billing Address:

This is the billing address we have on file. If it is incorrect, please tick the check box on the detachable section at the bottom of your bill and fill in the "Change of Address" section on the reverse.

## Account Number:

Remember to quote your account number when calling us.

## Account Balance:

This is the total amount required to clear your bill and includes the cost of services outlined on the following pages plus any overdue amounts. These charges are sub-totalled at the end of each section and are highlighted in light blue.

## Remittance Slip:

If paying by cheque, detach this section and return with your payment.

## Ways you can pay

You can make your payments using the following methods:

- Direct Debit or Direct Credit
- Mail
- Telephone / Internet Banking
- Credit Card Payments
- NZ Post Bill Payment

See your bill for further details, or for more information visit [www.telstraclear.co.nz](http://www.telstraclear.co.nz) or phone TelstraClear Customer Care on 0508 888 800.

This is your first TelstraClear bill with your new HomePlan package. You may find your account balance is higher than expected as we charge the new products one month in advance.

Answers to commonly asked questions can be found on our website. Go to: [www.telstraclear.co.nz/customer-zone/](http://www.telstraclear.co.nz/customer-zone/)

# Understanding your TelstraClear Bill

| TelstraClear  |                  | Account Number | 12345678                     |                  |         |        |                    |
|---|------------------|----------------|------------------------------|------------------|---------|--------|--------------------|
|   |                  | Invoice Number | 13169018                     |                  |         |        |                    |
| <b>PACKAGES</b>   |                  |                |                              |                  |         |        |                    |
| Call World with Broadband<br>Phone Line + Unlimited National and International<br>(28 dest.) Calls to Landlines + Broadband | From<br>10/03/09 | To<br>09/04/09 | Amount (GST Incl.)<br>115.00 |                  |         |        |                    |
| Call World with Broadband<br>Phone Line + Unlimited National and International<br>(28 dest.) Calls to Landlines + Broadband | From<br>05/03/09 | To<br>09/03/09 | 19.16                        |                  |         |        |                    |
| Broadband 3GB Usage Pack  | From<br>10/03/09 | To<br>09/04/09 | 7.00                         |                  |         |        |                    |
| Broadband 3GB Usage Pack  | From<br>05/03/09 | To<br>09/03/09 | 1.16                         |                  |         |        |                    |
| <b>Total Packages</b>   |                  |                | <b>142.32</b>                |                  |         |        |                    |
| <b>TELEPHONE</b>  |                  |                |                              |                  |         |        |                    |
| <b>■ CHARGES &amp; CREDITS</b>  |                  |                |                              |                  |         |        |                    |
| Calls to Mobile 60  | From<br>10/03/09 | To<br>09/04/09 | Amount (GST Incl.)<br>18.00  |                  |         |        |                    |
| Calls to Mobile 60  | From<br>05/03/09 | To<br>09/03/09 | 3.00                         |                  |         |        |                    |
| <b>Total Charges and Credits</b>  |                  |                | <b>21.00</b>                 |                  |         |        |                    |
| <b>■ TELEPHONE CHARGES FOR 09 000 0000</b>  |                  |                |                              |                  |         |        |                    |
| Caller ID   | From<br>10/03/09 | To<br>09/04/09 | Amount (GST Incl.)<br>4.00   |                  |         |        |                    |
| Wiring Maintenance  | From<br>10/03/09 | To<br>09/04/09 | 3.00                         |                  |         |        |                    |
| Caller ID   | From<br>05/03/09 | To<br>09/03/09 | 0.66                         |                  |         |        |                    |
| Wiring Maintenance  | From<br>05/03/09 | To<br>09/03/09 | 0.50                         |                  |         |        |                    |
| <b>Total Charges and Credits</b>  |                  |                | <b>8.16</b>                  |                  |         |        |                    |
| <b>USAGE</b>  |                  |                |                              |                  |         |        |                    |
| <b>■ INTERNATIONAL CALLS</b>  |                  |                |                              |                  |         |        |                    |
| Date  | Time             | No             | Called                       | Place            | Min:Sec | Period | Amount (GST Incl.) |
| 05/03/09  | 5:10pm           |                | 0061 20 000 0000             | AUSTRALIA SYDNEY | 37:00   | OffPk  | 0.00               |
| 15/04/09  | 1:00pm           |                | 0044 20 000 0000             | UNITED KINGDOM   | 2:00    | OffPk  | 0.00               |
| <b>Total International Calls</b>  |                  |                |                              |                  |         |        | <b>0.00</b>        |
| <b>■ NATIONAL CALLS</b>   |                  |                |                              |                  |         |        |                    |
| Date  | Time             | No             | Called                       | Place            | Min:Sec | Period | Amount (GST Incl.) |
| 06/03/09  | 10:00pm          |                | 07 000 0000                  | TAIRANGA         | 11:00   | OffPk  | 0.00               |
| 07/03/09  | 10:00am          |                | 03 000 0000                  | CHRISTCHURCH     | 2:00    | Pk     | 0.00               |
| 07/03/09  | 2:00pm           |                | 07 000 0000                  | TAIRANGA         | 1:00    | Pk     | 0.00               |
| 09/03/09  | 10:00am          |                | 03 000 0000                  | CHRISTCHURCH     | 6:00    | Pk     | 0.00               |
| <b>Total National Calls</b>   |                  |                |                              |                  |         |        | <b>0.00</b>        |
| <b>■ MOBILE/PAGING CALLS</b>  |                  |                |                              |                  |         |        |                    |
| Date  | Time             | No             | Called                       | Place            | Min:Sec | Period | Amount (GST Incl.) |
| 05/03/09  | 11:30am          |                | 027 000 0000                 | MOBILE CALL      | 2:00    | Pk     | 0.00               |
| 06/03/09  | 11:17am          |                | 027 000 0000                 | MOBILE CALL      | 11:00   | OffPk  | 0.00               |
| 06/03/09  | 11:20am          |                | 021 000 0000                 | MOBILE CALL      | 1:00    | OffPk  | 0.00               |
| 09/03/09  | 9:30pm           |                | 027 000 0000                 | MOBILE CALL      | 4:00    | OffPk  | 0.00               |
| <b>Total Mobile/Paging Calls</b>  |                  |                |                              |                  |         |        | <b>0.00</b>        |
| <b>■ 8000 CALLS</b>   |                  |                |                              |                  |         |        |                    |
| Date  | Time             | No             | Called                       | Provider         | Min:Sec |        |                    |
| 05/03/09  | 9:13am           |                | 0900 000 0000                |                  | 07:24   |        |                    |
| <b>Total 8000 Calls</b>   |                  |                |                              |                  |         |        | <b>0.00</b>        |
| <b>■ OTHER CALLS</b>  |                  |                |                              |                  |         |        |                    |
| Date  | Time             | No             | Called                       | Min:Sec          |         |        |                    |
| 06/03/09  | 12:14pm          |                | 04 000 0000                  | 1:00             |         |        |                    |
| 07/03/09  | 12:34pm          |                | 021 000 0000                 | 1:00             |         |        |                    |
| 08/03/09  | 10:21pm          |                | 04 000 0000                  | 1:00             |         |        |                    |
| 08/03/09  | 5:52pm           |                | 021 000 0000                 | 1:00             |         |        |                    |
| <b>Total Other Calls</b>  |                  |                |                              |                  |         |        | <b>0.00</b>        |

Full month in advance

Part month in arrears

## Monthly Package Charges

If your package is activated partway through your billing month you will see a part month charge plus a full month charge. Your next bill will only show one full month in advance.

## Broadband Usage Pack

If you have ordered a HomePlan package with broadband your first usage pack is charged one month in advance. You will see a part month charge if your package is activated partway through your billing month.

## Telephone Charges

This section shows charges for Phone Line Features and Calling packages.

## Your Calls

The calls that you have made are split out under the various call types in the "Usage" section.

## Other Calls

Calls include Directory Services, Operator Assistance and similar services.

| TelstraClear  |                  | Account Number     | 12345678                   |                    |
|---|------------------|--------------------|----------------------------|--------------------|
|   |                  | Invoice Number     | 13169018                   |                    |
| <b>■ PAY PER USE CALLS</b>  |                  |                    |                            |                    |
| Type  | Number of Calls  | Amount (GST Incl.) |                            |                    |
| Directory Assistance  | 1                | 0.62               |                            |                    |
| <b>Total Pay Per Use Calls</b>  |                  |                    | <b>0.62</b>                |                    |
| <b>TOTAL TELEPHONE CHARGES FOR 09 000 0000</b>  |                  |                    |                            |                    |
|   |                  |                    | <b>43.79</b>               |                    |
| <b>INTERNET</b>   |                  |                    |                            |                    |
| <b>INTERNET CHARGES FOR -username-</b>  |                  |                    |                            |                    |
| Monthly Flat Rate Plan  | From<br>05/03/09 | To<br>09/03/09     | Amount (GST Incl.)<br>2.82 |                    |
| Monthly Flat Rate Plan  | From<br>10/03/09 | To<br>09/04/09     | 16.95                      |                    |
| <b>Total</b>  |                  |                    | <b>19.77</b>               |                    |
| <b>INTERNET CHARGES FOR 9812345678 000 0000</b>   |                  |                    |                            |                    |
| Broadband 3GB Usage Pack (refer to Traffic Usage for charges)   | From<br>05/03/09 | To<br>09/03/09     | Amount (GST Incl.)<br>0.00 |                    |
| <b>Total</b>  |                  |                    | <b>0.00</b>                |                    |
| <b>USAGE</b>  |                  |                    |                            |                    |
| <b>■ DIAL UP ANALOGUE ACCESS (METRO NUMBER)</b>   |                  |                    |                            |                    |
| Date  | Time             | No Called          | Min:Sec                    | Amount (GST Incl.) |
| 05/03/09  | 9:21pm           | 08 672 5327        | 83:08                      | 0.00               |
| 06/03/09  | 5:41pm           | 08 672 5327        | 13:25                      | 0.00               |
| <b>Total</b>  |                  |                    |                            | <b>0.00</b>        |
| <b>■ TRAFFIC USAGE</b>  |                  |                    |                            |                    |
| Additional Traffic Usage  | MB               | From               | To                         | Amount (GST Incl.) |
|   | 2560             | 05/03/09           | 09/03/09                   | 7.00               |
| <b>Total Traffic Usage</b>  |                  |                    |                            | <b>7.00</b>        |
| <b>■ INTERNET SAVINGS AND PROMOTIONS</b>  |                  |                    |                            |                    |
| \$3.95 Flat Rate Special  |                  |                    | -15.18                     |                    |
| <b>Total Internet Savings and Promotions</b>  |                  |                    | <b>-15.18</b>              |                    |
| <b>TOTAL INTERNET CHARGES</b>   |                  |                    | <b>11.59</b>               |                    |
| <b>SELECTED PLANS</b>   |                  |                    |                            |                    |
| Call to Mobile 60   | Premium Rate/Min | Number of Minutes  | Used Minutes               |                    |
|   |                  | 60                 | 18:00                      |                    |
| <b>GST and individual product rounding</b>  |                  |                    |                            |                    |
| <b>TOTAL CHARGES FOR ALL SERVICES</b>   |                  |                    | <b>197.59</b>              |                    |
| <b>ROUNDING OF GST ON TOTAL CHARGES FOR ALL SERVICES</b>  |                  |                    | <b>-0.01</b>               |                    |
| <b>CURRENT CHARGES (GST Incl)</b>   |                  |                    | <b>197.58</b>              |                    |
| For a detailed explanation of GST and individual product rounding please go to <a href="http://www.telstraclear.co.nz/go/gst">www.telstraclear.co.nz/go/gst</a> |                  |                    |                            |                    |

## Dial Up Plans

Your Dial Up Plan is charged one month in advance.

## Broadband Usage Pack

Any usage packs over and above your first broadband usage pack are shown in the "Traffic Usage" section.

## Dial Up Plans

Discounts for the \$3.95 Flat Rate Special are shown in the "Internet Savings & Promotions" section.

Prices in this bill explainer may not be up to date.