

**Your bill**, this is an example of what you'd expect to see on your first bill: It shows your balance, sub-totals for each service and the total GST payable. It also has your bill's due date, and payment information.

**Integrated Data Networks Australia Management Pty Ltd**  
A.C.N. 136 933 876



3B/2 CENTRAL AVENUE  
MOORABBIN, VIC, 3189  
Ph: 1300784775

**Tax Invoice**

**Service Address:**

Your name and address

**Invoice No.:** 00004294  
**Issue Date:** /03/2015  
**Due Date:** /03/2015  
**Account Number:** 31803151212

Bill Issue Date

Bill Due Date

Billing Period: 01 Apr - 30 Apr 2015

Plan Details:	ADSL2+ UnlimitedGB Download Limit	Username:	Username
<b>DETAILS</b>		<b>TOTAL (inc-GST)</b>	
Modem Supply/Installation		\$59.90	
Connection Fee		\$50.00	
Prorata 16-Mar-2015 to 31-Mar-2015 @ \$1.50 x 15 days		\$22.45	
Broadband Internet		\$44.90	

Services on this Bill

Subtotal:	\$177.25
GST:	\$5.45
Total(inc-GST):	\$177.25
Paid to Date:	\$0.00
<b>Balance Due:</b>	<b>\$177.25</b>

GST Portion of the total

For usage details go to [www.idnaust.com.au/customer-portal](http://www.idnaust.com.au/customer-portal)  
Use your username and password to log

**How to Pay**

Your invoice will be processed by direct debit the creditcard/bank account listed on your account with us. Do not send cheques or make payment by other means as a double payment may occur.

How the Bill is processed

Alternatively you can pay via our payment gateway, simply browsing to [www.idnaust.com.au/clients](http://www.idnaust.com.au/clients) and select Pay Now button.

Alternative payment options

Page Number

### **What is my customer number?**

Your customer number is a unique number that identifies you as an IDN Australia Management customer. Your customer number is found in the top right corner of your bill. When making payments you need to include the full number

### **When are invoices issued?**

Invoices are issued around the 18th of each month. The issue date will depend on which bill group you have been assigned to.

For more assistance, email us at [accounts@idnaust.com.au](mailto:accounts@idnaust.com.au)

### **How are invoices issued?**

You receive your bill via email to a designated email address.

For more assistance, email us at [accounts@idnaust.com.au](mailto:accounts@idnaust.com.au)

### **What are my payment options?**

If direct debit is not set up on your account, the payment must be made by going to our [www.idnaust.com.au/clients/](http://www.idnaust.com.au/clients/) and selecting Pay Now button to pay by credit card.

For more assistance, email us at [accounts@idnaust.com.au](mailto:accounts@idnaust.com.au)

### **I paid my last bill but this is not shown on the invoice.**

If you have made a payment within a few days of the issue date on your invoice, it is likely that it will not appear on that current invoice as it was in print at the time of payment. You can check your current account balance by calling 1300 784 775. If this account balance indicates we have not received your payment, please check your payment receipt to ensure your payment went through and if so please contact Customer service.

### **What happens if I pay my bill late?**

If you do not pay your bill by the due date, you may incur a \$15.00 Late Payment Fee, and service restrictions and eventually service disconnection. Please contact Customer Service if you are having difficulty making payment.

### **Can I extend the due date for paying my bill?**

If you are experiencing difficulty paying your bill, browse to our Financial Hardship policy by going to [www.idnaust.com.au/clients/](http://www.idnaust.com.au/clients/) and select Financial Hardship Policy.