

Understanding your bill



NODEONE

A **swoop** COMPANY

Understanding your bill

1

Account Details

This information contains your Account Reference or Customer ID and the Invoice Number for this month. Please note that while the Tax Invoice Number will change from month to month, your Account Reference will remain the same.

2

Invoice Date / Due Date

This is the date that this invoice was issued and the date that the balance is due to be paid.

3

Invoice To

This section of the bill contains the primary account owner's billing name and address.



NODEONE

Tax Invoice #1234567
Account Ref / Customer ID #1007160

Invoice Date Wednesday, February 14th, 2024
Due Date Tuesday, February 20th, 2024

3 Invoice To
YOUR NAME
Street Address
SUBURB, STATE POSTCODE

Previous Balance	+	This Invoice	-	Payments/Credits	=	Balance Due
\$0.00		\$64.00		\$0.00		\$64.00

Invoice Items

New Charges (inc. GST)

NBN - 123 SOMEWHERE ST, SUBURB, STATE 3000 (1/05/2024 - 31/05/2024) **\$64.00**
Plan: Home Everyday 50/20Mbps (nofw)
Discount: SUMMER15 - 6 months \$15 off (\$15.00)

Invoice Total \$64.00
Includes GST of \$5.82



Neighbours have better internet? Now it's your turn!

Did you know your current plan can be upgraded to FTTP technology for FREE? All you have to do is ask!

Call us to upgrade today

1300 166 331
powered by nbn

How to pay

Online | Securely through the member portal
Access your account at <https://simple.nodeone.com.au>

Phone | 1300 166 331
You can pay by credit card or arrange direct debit by calling us

BPAY® | Telephone & Internet Banking
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info at <https://bpay.com.au>

Swoop BPAY® details
Bill code: 697540 Reference: 010071605

Billing Enquiries? Call 1300 166 331 or visit nodeone.com.au

Node1 Internet | ABN: 43 620 671 374

Understanding your bill

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Account Summary

This is a summary of previous balances or outstanding charges, the total of this invoice and any payments made within the current period, or credits applied to the account.

5

Balance Due

The balance due is the total amount payable on your account as of date of issue.

Included in this amount is:

- a) any unpaid amounts from previous invoices
- b) the charges for the current invoice
- c) amounts paid since previous invoice
- d) any credits applied to the account since previous invoice



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New Charges

This is a summary of any active service that are billed on your account.

This section will include the following:

- a) the service/s billed under this account
- b) the location of this service
- c) the plan that the service is currently on
- d) any discounts or promos applied to this service
- e) the service period being invoiced, i.e. 1/05/2024 to 31/05/2024, as per the example
- f) inclusive of GST

*Please note, that if you have multiple services, there will be multiple summaries grouped by service location.



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New Charges (inc. GST) **6**

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How to pay

This section outlines all the different payment options available. Based on your payment method selected.

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Billing Enquiries

The NodeOne Billing Team are available 8.30am to 5.00pm AWST, Monday to Friday to assist with any billing enquiries.



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Your Previous Invoices

This will display a history of previous invoice totals by month. New customers will see this grow in time.

*Please note if you have been migrated from our existing NodeOne billing system, your invoice history will start fresh in the new billing system - existing history cannot be migrated across.

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Contact Us

Our Customer Support Teams are available from 8am to 5pm weekdays and 8am to 3pm on weekends for all your support needs.

Our Billing Support Team are available from 8.30am to 5pm on weekdays.



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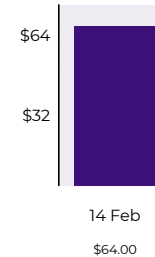
Call us to upgrade **FREE!**

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Your Previous Invoices



Customer Support

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1300 166 331

Mon-Fri: 8:00AM - 8:00PM
 Sat: 9:00AM - 6:00PM
 Sun: 10:00AM - 5:00PM

Receiving invoices



We'll send your invoices via email each month. You can also access your current and previous invoices via the customer portal at: <https://simple.nodeone.com.au>

Having trouble paying?



If you are experiencing financial hardship, we encourage you to get in touch so we can assist you in the best way possible. For more information: <https://information.nodeone.com.au>

Billing Enquiries? Call **1300 166 331** or visit nodeone.com.au

Node1 Internet | ABN: 43 620 671 374

Still have questions?

We'd love to answer them!

Billing

Call us on 1300 166 331
Press 3 for Billing

Weekdays 9am-5pm
billing@nodeone.com.au

Support

Call us on 1300 166 331
Press 4 for Support

Weekdays 8am-5pm
Weekends 8am-3pm
support@nodeone.com.au



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