

Your Name
Your Address

Account Details

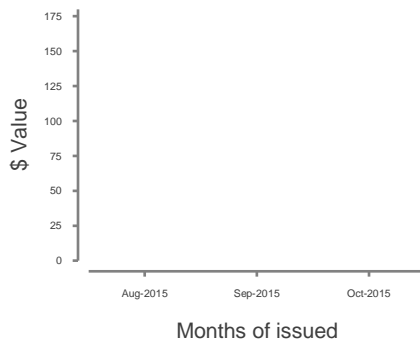
NEW CHARGES	\$62.70
NEW CHARGES DUE	14 Jan 2016
OVERDUE - PAY NOW	
ACCOUNT NUMBER	10266
INVOICE NUMBER	10266-41
DATE OF ISSUE	01 Jan 2016
PAGE NUMBER	1 of 3

Account Summary

PREVIOUS	ADJUSTMENTS	RECEIVED	NEW CHARGES	AMOUNT DUE
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Important Information

Need an upgrade on your services? Give us a call for a good deal!

Billing History

Charges Summary

Internet Charges \$0.00

Total Charges	\$0.00
GST	\$0.00
Total Charges (inc. GST)	\$0.00

Contact Details

Customer Service 1300 995 395	Fax 1300 029 580	Line Faults 1300 995 395	Internet Technical Support	Pay-by-Phone 1300 995 395
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Payment Slip
Remittance Advise

Your account is currently set to Auto Payment, your nominated account will be charged automatically on the Payment Date. Please ensure you have enough funds available to pay for the Total Amount Due.

Account Details

AMOUNT DUE	\$0.00
DIRECT DEBIT DATE	14 Jan 2016
ACCOUNT NUMBER	10266
INVOICE NUMBER	10266-41
DATE OF ISSUE	01 Jan 2016
PAGE NUMBER	1 of 3

Bulletin Board

WATERFRONT [CONTACT US 1300 995 395](tel:1300995395) or [EMAIL info@waterfront.net.au](mailto:info@waterfront.net.au)
 Customer Service Hours of Operation: Monday - Friday 9:00AM - 5:00PM AEST (exc public holidays)

PAYMENT FEES & CHARGES

Visa/Mastercard: 2.0% & Amex 3.5% Payment via bank direct debit, Bpay & Australia Post do not incur fees.
 Dishonoured Payments: \$10 (ex GST) Late Payment Fee: \$15 (ex GST) or 5% (higher rate)

INFORMATION ON PREMIUM SERVICES

Premium Services (or PSMS) generally begin with a 19 number, and can consist of the following; voting lines, ringtones and sports scores etc. Charges for these services are higher than standard SMS rates and can be billed in the following way;

' *Flatrate*: Flat fixed fee for each SMS sent to and/or received from a premium number, or a flat fee per phone call made to the premium service.

' *Subscription*: Opt into an ongoing subscription with associated charges.

' *Joining Fees*: Charged an additional joining fee as part of an ongoing ~~subscription~~ *Timed*

Rate: Premium call is timed and charged at a per minute rate

' *Data Volume Charge*: Charged according to how many kilobytes of data are downloaded

CALL OUR MEMBER SUPPORT TEAM TO REQUEST FREE BARRING OR OPTING OUT OF PSMS

To bar Telstra and Optus mobile PSMS please call our member support team. We can also assist you in opting out of current PSMS subscriptions. Orders take up to 1 business day to process, and once the opt-out is complete there will be no further charges for that particular subscription.

COMPLAINTS ABOUT PSMS SERVICES

If you should need to raise a complaint about your Premium Service you should contact the content provider who supplied you with the Premium Service in the first instance. Our member support team will assist you in resolving such matters.

How To Pay



Automatic Payment

A super easy option, and the one that we prefer. Just set up your bank account or credit card/debit card details and the amount will be automatically deducted monthly. Contact Customer Service to set up.



BPAY®

Contact your bank or financial institution to make this payment from your card or account. When prompted enter the biller code and your customer reference number quoted below.

Biller Code: 244848

Ref: 102665



Credit Card

Credit card payments can be made online by logging into our customer portal, calling customer service on 1300 995 395 alternatively detach and complete the payment slip and return to our postal address.



Mail

Complete and detach the payment slip from the bottom of the bill and return it to our postal address.



Direct Deposit

Account Name: CloudNyne
 Bank BSB : 012-361
 Account No: 382220964

Please ensure you use your account number as the reference number so we can track your payment.



All payments made by BPay, Credit Card or Direct Debit will be processed by our payment clearing house VIP Telecom Billing Services

To access usage please use our customer portal or contact us for more information. A charge may apply for billing enquiry calls or alternatively contact us via our website.



Late Payment Fee

If your payment is not received on or before the due date, the higher of a late payment fee of \$15.00 (ex GST) or 5.00%, will be charged.

Payment:

MasterCard

Visa

Amex

Card No:

Expiry Date:

Signature:

Name on Card:

Verification Code:

(The last 3 numbers on the signature panel, or the 4 numbers above the card number for AMEX card holders)

If you would like to pay by Credit Card please fill in your credit card details and send to:

WATERFRONT
 NETWORKS
 PO Box 273
 North Sydney NSW 2060

Summary By Service

Your Number - NBN Phone

6

Your Reference - NBN Phone

Charge Type	Date	Quantity	Cost
Service & Equipment	01 Dec 2015 to 31 Dec 2015	1 unit	\$0.00
<i>Total for 0286048897</i>			\$0.00

xxxxxxxx

Your Reference - NBN Internet

Charge Type	Date	Quantity	Cost
Internet Charges	01 Dec 2015 to 31 Dec 2015	1 unit	\$0.00
<i>Total for xxxxxxxx</i>			\$0.00

Other Charges & Credits

Internet

Dates	Phone Number	Charge Details	Charge
01 Dec 2015 to 31 Dec 2015	Your Number	Internet Access NBN	\$ 0.00
Total:			\$0.00

Service &

Dates	Phone Number	Charge Details	Charge
01 Dec 2015 to 31 Dec 2015	Your Number	Bundle NBN Phone Monthly	\$0.00
Total:			\$0.00

Total Charges Ex. GST **\$0.00**