



# ACCOUNT NUMBE

DATE OF ISSUE

PAGE NUMBER

333631-124
28 Dec 2012
1 of 3

# *Bulletin* Board

Our Hours of Operation are: Monday - Friday - 8:00am to 7:00pm Saturday - 9:00am to 5:00pm Sunday - Closed Public Holidays - we are only closed on National Public Holidays

## 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;

' Flat rate: 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.

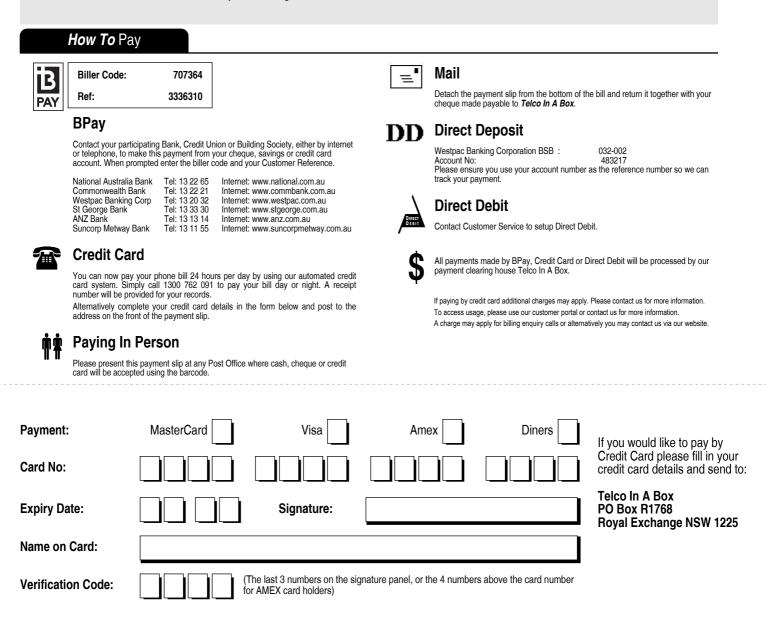
- ' Subscription: Opt into an ongoing subscription with associated charges.
- ' Joining Fees: Charged an additional joining fee as part of an ongoing subscription
- ' Timed Rate: Premium call is times and charged at a per minute rate
- ' Data Volume Charge: Charged according to how many kilobytes of data are downloaded

#### CALL OUR CUSTOMER SERVICE TEAM TO REQUEST FREE BARRING OR OPTING OUT OF PSMS

To bar Telstra and Optus mobile PSMS please call our customer service 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 customer service team will assist you in resolving such matters.



			ACCOUNT NUMBER INVOICE NUMBER DATE OF ISSUE PAGE NUMBER	333631 333631-124 28 Dec 2012 3 of 3
Service Summary	/ Charge Type	Date	No. of Calls	Total Cost
0400123456	Other Charges and Credits	28 Nov 2012 to 27 Dec Total for 0400		\$20.00 \$20.00
0418123456 - Sample P	lan Mobile to mobile calls	28 Nov 2012 to 28 Nov 20 Total for 04181234569 -		\$0.01 \$0.01
Other Charges ar Dates 28 Nov 2012 to 27 Dec 2 28 Nov 2012 to 27 Dec 2	Phone Number 2012 0400123456	Charge Details Test Charge w/ Pro-Rata TEST CHARGE w/out pro-r	ata	Cost \$10.00 \$10.00