

Please note: The figures and details in this document are for example purposes only.

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This section provides important messages, including price change notifications, immediate and future payment amounts, payment options, and how to go about changing/updating your payment method details.

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Financial Hardship

At More we are committed to helping customers facing financial hardship maintain telecommunications access and working with you to find a sustainable solution. If you are in financial hardship, you may be eligible for assistance under our Payment Assistance policy. You can access our Payment Assistance policy, and application form, on our website at <https://www.more.com.au/financial-hardship>

You can contact us to discuss our Payment Assistance policy or your financial hardship situation by calling us on 1800 318 295 (Monday to Friday 8:30am-7:00pm AEST excluding public holidays) or via email financialhardship@more.com.au (inbox monitored Monday to Friday 8:30am-7:00pm AEST excluding public holidays)

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Financial Hardship:

Financial hardship can happen to any of us, and often, it happens when we least expect it. At More, we are committed to helping you respond to financial difficulty, whether temporary or long-term.

In this section, you'll find key resources including our Financial Hardship website, policy details, contact phone number, email address, and support team hours.

Internet Summary

NBN Service for 123 Sample Street, Suburbia NSW 2000

AVC-512334956712146

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SERVICE	DETAILS	GST	AMOUNT (Incl. GST)
customer.name@example.com	CommBank Discount - NBN Charges - 20% discount	\$1.91 CR	\$21.00 CR
	nbn100/40 Monthly Charge	\$9.55	\$105.00
Bill Period: 16 May - 15 Jun		Total Service Charge (Incl. GST):	\$84.00

NBN Service for 345 Sample Street, Suburbia NSW 2000

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AVC-541198652276953

SERVICE	DETAILS	GST	AMOUNT (Incl. GST)
customer.name@example.com	CommBank Discount - NBN Charges - 20% discount	\$1.91 CR	\$21.00 CR
	nbn100/40 Monthly Charge	\$9.55	\$105.00
Bill Period: 16 May - 15 Jun		Total Service Charge (Incl. GST):	\$84.00
Total Internet Charges (Incl. GST):			\$168.00

Mobile Summary

Mobile Service for 0400 000 000

SERVICE	DETAILS	USAGE	GST	AMOUNT (Incl. GST)
Bill Period: 16 May - 15 Jun	CommBank Discount - 4G/5G Mobile Plan Fee - 20% discount	1 unit	\$0.80 CR	\$8.80 CR
	50GB Plan	1 unit	\$4.00	\$44.00
	4G/5G Mobile Data	9 GB	\$0.00	\$0.00
More Telecom Pty Ltd		ABN 23 165 518 589		

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Service(s) summary:

From here you will find a breakdown of each of service(s) you have with More by product category, detailing the charges incurred. In this example you will see a clear summary of Internet, mobile and phone services. Any discount you are receiving on a service will be displayed as a clear line item under your service charge. Note: For your mobile service(s) your bill period will be displayed next to your plan charge, but for all other services it will be displayed next to the left of the 'Total Service Charge (Incl. GST)' amount.

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AVC ID:

This is also known as an Access Virtual Circuit Identifier, is a unique 15-digit reference number provided by NBN Co. This is used by internet service providers like More to identify each specific active nbn® connection at an address. From April 2025, if you change nbn® providers, your new provider will require your AVC ID for your current connection to transfer your service. Please note that the AVC ID in this bill explainer is illustrative and not an actual ID.

Important information about your More account

Your Current Offers

You are currently receiving a discount off the RRP of one or more of your services, which is provided in accordance with the offer terms and conditions. If an offer is applied to any of your services, it is listed as a line of credit under the product summary above. To read the full offer terms and conditions, please visit our [policies page](http://www.more.com.au/policies) at www.more.com.au/policies.

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Usage of Mobile Plans and Add-ons

You can visit the Self Care Portal at myaccount.more.com.au/Account/Login to view and monitor your data usage of current and from previous invoicing periods for the following services and packs (if applicable):

- Services with data allowance included
- Data Add-On Packs
- International Calling Packs
- International Roaming Travel Pack (incl. call, data, and SMS usage)

Important More messages

Invoicing Enquiries

Have a question regarding your invoice? Please refer to our helpful [FAQs](http://www.more.com.au/help-and-faqs) at www.more.com.au/help-and-faqs. Here are some of our most common invoicing and payment questions that may help answer a query you may have.

- [HOW TO UNDERSTAND YOUR NBN & MOBILE INVOICE](https://www.more.com.au/help/how-to-understand-your-nbn-and-mobile-bill)
<https://www.more.com.au/help/how-to-understand-your-nbn-and-mobile-bill>
- [WHY IS MY INVOICE HIGHER THAN USUAL?](https://www.more.com.au/help/why-is-my-bill-higher-than-usual)
<https://www.more.com.au/help/why-is-my-bill-higher-than-usual>
- [WHY DOES MY ACCOUNT HAVE A NEGATIVE BALANCE?](https://www.more.com.au/help/why-does-my-account-have-a-negative-balance)
<https://www.more.com.au/help/why-does-my-account-have-a-negative-balance>
- [HOW TO MAKE A MANUAL PAYMENT](https://www.more.com.au/help/how-to-make-a-manual-payment)
<https://www.more.com.au/help/how-to-make-a-manual-payment>
- [HOW TO QUERY A CHARGE ON MY INVOICE?](https://www.more.com.au/help/how-to-query-a-charge-on-my-bill)
<https://www.more.com.au/help/how-to-query-a-charge-on-my-bill>

Important information about your More account:

In this section we provide useful details about your service that you might not be aware of. For example, we offer information about 'Mobile Plan Add-Ons.' This section also includes important messages from More and guidance on how to address any invoice queries.

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If your query is not answered by one of our FAQs, please feel free to get in contact with our friendly customer service team by logging into the [Self Care Portal](#), navigating to 'Create Case' under the Support tile on the dashboard to raise a customer service billing enquiry case. Alternatively, you can contact us on 1800 733 368.

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Customer Service

8:30am - 7pm (Weekdays) AEST*

9am - 6pm (Weekends) AEST*

Technical Support

24 hours, 7 days a week

You can chat to us on [live chat](#).

Message us via WhatsApp +61 480096696.

Create a support case via the [Self Care Portal](#).

Call us on 1800 733 368.

*Australian Eastern Standard Time

More Telecom Pty Ltd

ABN 23 165 518 589

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Customer Service:

This section contains the contact details and operating hours for our Customer Service and Technical Support teams.