

A Guide to your More Bill

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

MORE

Page 1 of 7

1 Customer Name
123 Sample Street,
Suburbia NSW 2000

2 **Your Bill Summary**

LAST BILL	
Total amount due	\$334.60
Amount paid	\$334.60
Adjustments	\$0.00

Last Account Balance (Incl. GST) \$0.00

NEW BILL	
Total Internet Charges	\$168.00
Total Mobile Charges	\$126.20
Total Phone Charges	\$20.40

Total New Bill Charges (Incl. GST) \$314.60

3

LAST BILL Balance (incl. GST) \$0.00	+	NEW BILL Total charges (incl. GST) \$314.60	=	ACCOUNT BALANCE \$314.60
---	---	--	---	---

Due 01 Jun 2025

4 **Your Tax Invoice**

ACCOUNT NUMBER
123456

BILL ISSUED
16 May 2025

BILL NUMBER
000000-0000

BILL PERIOD
Your bill period for each service is outlined in the service summary. You may have different bill periods if you have multiple services.

5 **Your Bill History**

MAY	\$314.60
APR	\$334.60
MAR	\$276.40

6 **Your account is set up for Direct Debit**

IMPORTANT: If you have an outstanding balance from your last bill(s), please pay this immediately. On 01 Jun 2025, your new bill charges of \$314.60 (less any credits from your last bill) will be automatically debited from your account as well as any unpaid overdue amount from previous bill(s). Please ensure sufficient funds are available to avoid a late payment fee of \$10.00 and service disruptions.

Your account is set up to receive a CommBank customer discount. To continue to receive this discount you must use a CommBank credit or debit card as your online bill payment method.

To see or change your payment method details visit the More Self Care Portal at <https://myaccount.more.com.au/Account/Login>

More Telecom Pty Ltd ABN 23 165 518 589

01

Your first and last name, along with the address linked to your account. If any details have changed, please update them in your [Self-Care Portal](#).

04

On the first page of your bill, in the upper right corner, you'll find your **Account Number, Bill Number, and Bill Issued Date**. Your Bill Number uniquely identifies your account, allowing us to quickly access your information and assist you efficiently. Have this number handy if you need support.

02

Last Bill Summary:

Here you'll see a summary of your previous charges. This includes your previous account balance and any debits or amounts you paid towards your previous balance.

05

Your Bill History:

Here you can see how your current bill compares to previous months in terms of total cost. This table shows the total bill amounts for the past three months, helping you track changes and spot trends over time.

03

Account Balance Breakdown:

This section provides a clear summary of your final Account Balance, highlighted in lime. It includes the amounts owed from both your last bill and new bill. You'll also see the total account balance and the payment due date, both highlighted in lime for easy reference.

06

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.

7

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)

07

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

8

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

9

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)
	CommBank Discount - 4G/5G Mobile Plan Fee - 20% discount	1 unit	\$0.80 CR	\$8.80 CR
Bill Period: 16 May - 15 Jun	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

08

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.

09

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.

10

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>

10

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.

MORE

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.

11

Customer Service

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

9am - 6pm (Weekends) AEST*

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

Technical Support

24 hours, 7 days a week

11

Customer Service:

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