



PLANET TEL
An LMGPS Ltd Company

Contact Us 1800 777 055

TAX INVOICE

LMGPS Ltd

ABN 48 612 519 178

Previous Balance	Payments Received	Adjustments	Total New Charges	Total Amount Due
\$217.38	\$0.00	\$178.00	\$109.00	\$148.38

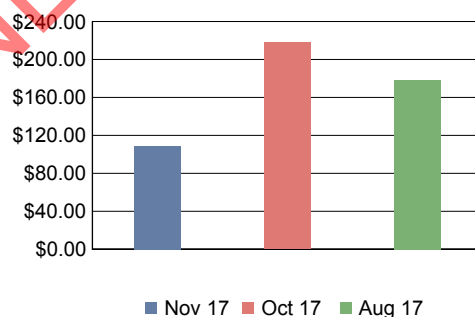
A Customer
111 Jingara WAY
COROMANDEL VALLEY SA 5051

Date Issued
4 Dec 2017
Account Number
40009999
Bill Number
1121999
Payment Due By
18 Dec 2019

Account Summary

Service & Equipment Charges	\$99.09
Sub-Total	\$99.09
GST	\$9.91
Total New Charges	\$109.00

BILLING HISTORY



Making the switch to NBN? Call us on **1300 129582** for all your NBN Voice and Data needs



How to pay

1. **by mail**
Detach this section and mail your cheque to:
Planet Tel Group Pty Ltd
PO Box 273
North Sydney NSW 2060

2. **Credit Card by Phone/Internet**
Call 1800 777 055 or visit www.planettel.com.au to pay via Visa, Mastercard or Amex.
Quote Ref: 400067781. Card transactions will be processed and appear on your statement as Buroserv.

3. **Bill Code: 4899423**
Ref: 400069991
Bill is Buroserv
Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info: www.bpay.com.au

4. **in person**
Present this invoice at any Post Office to make a payment via cash or EFTPOS.



*481 01 00000192 400069991

Paying your Planet Tel Invoice

Planet Tel provides many different payment options to make it convenient for you to pay your account. Our payment options include:

Credit Card: Call our office on 1800 777 055 or enter your details in the form below. One off payments can be made from a credit card. Automatic payment from a credit card can be set up on the due date. Credit card payments are processed by Buroserv and will appear on your credit card statement as Buroserv. A merchant fee of 2% Visa/Mastercard and 3% Amex will apply.

Debit Card: Automatic payment from a bank account on the due date. Only funds issued on an invoice will be debited from your account. You will always receive an invoice first and payment will be debited 14 days after the invoice issue date.

BPAY: Make a payment directly from your bank account to PlanetTel. This can be controlled through your Internet Banking or over the telephone with your bank. Please also see www.bpay.com.au.

Australia Post Payment: Make a payment over the counter using CASH or EFTPOS at your local post office using the barcode on the front of your invoice. A \$3.50 administration fee is charged by Australia Post for this service and will be charged directly by Australia Post. Please note this service is provided by Buroserv and will display Buroserv as you pay at the Australia Post counter.

Cheque: Send all cheque payments to Planet Tel Group Pty Ltd, PO Box 273, North Sydney NSW 2060. Please make all cheques payable to Planet Tel Group Pty Ltd and ensure your account number is included. A \$2 processing fee applies per cheque payment.

EFT: LMGPS Ltd BSB: 082 057 Account: 51359 7762. Please include your account number as the reference.

Customers can pay via Automatic Credit Card payment. Avoid late payment fees and the monthly task of paying your account by simply entering your Credit Card details below and email this page to support@planettel.com.au. We only charge your card 14 days after this invoice is generated. Credit card transactions are processed by Buroserv and will appear on your statement as **Buroserv**.

Card Type	MasterCard	Bankcard	Visa	Amex	Diners	(Please circle one)	
Name On Card:						CVV:	
Card Number:						Expiry Date:	/

Processing occurs within 48 hours. Feel free to use this form to update your credit card.

Receive your invoices faster and save the environment by switching to **Email Billing**. Simply fill out your email address and fax back this page the in future we will email out all invoices and notices.

My email address is: _____ @ _____

Update your Postal Address by filling out below and Email / Post this page back to us.

Trading Address					
Suburb:		State:		Postcode:	
Service Address (if different from above):					
Suburb:		State:		Postcode:	

For fast processing email to support@planettel.com.au

Current Planet Tel Group Pty Ltd Terms and conditions can be found at www.planettel.com.au

Summary By Service

Service	Total (exGST)
0883799999	\$99.09
Total	\$99.09

Summary for New Charges 0883799999

Item Description		
AC:Extreme Home Phone and Unlimited	01/12/2017 to 31/12/2017	\$99.09
Home Access	23/11/2017 to 24/11/2017	\$0.00
Monthly Charges Subtotal		\$99.09
Total New Charges		\$99.09

Payments since last invoice

Date	Payment Type	Amount
15-11-2018	Credit Adjustment6003999	-\$178.00
Number of payments: 1		-\$178.00

INFORMATION ON PREMIUM SERVICES

Premium Services (PSMS) generally begin with a 19 number, used for the following, but not limited to; voting lines, ringtones, and sports scores. Charges for these services are higher than standard national 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 outgoing 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 (KB) of data downloaded.

Should you need to raise a complaint about your Premium Service, please contact the content provider who supplied you with the Premium Service in the first instance. If you require further assistance, please contact our Customer Service Team.

COMPLAINTS

If you need to make a formal complaint please contact Planet Tel on 1300 129 582. If you are not satisfied with the resolution of your complaint we can escalate your matter to the next level of management. If we are unable to resolve your complaint you can contact the Telecommunications Industry Ombudsman (TIO) www.tio.com.au. We ask that if you do not have a complaint, please give Planet Tel a chance to resolve your issue before contacting TIO.