

## PRO-RATED BILLING EXPLAINED

### My first bill with you is higher than I expected or is higher than it was with my previous provider?

When you change providers, your previous provider will only bill you for services with them up until the date they were transferred to innoTel. innoTel then begins to charge you from this date.

As phone and broadband providers charge monthly access fees in advance, on your first month's bill you may see two access charges appear for the same service. The first charge relates to the time period between the date your service was transferred to innoTel and the end of that calendar month / billing period. The second monthly access fee charge relates to the following month's access fees in advance.

### For example;

You sign an agreement with innoTel for your phone service (e.g. \$49.95 monthly access fee), which is transferred from your previous provider to innoTel on the 20<sup>th</sup> of July. Your previous provider stops billing you on this date and innoTel commences billing you on this date.

Your first bill with innoTel will contain;

- A monthly access fee charge for the period between the 20<sup>th</sup> of July to the 31<sup>st</sup> of July (11 days);
- A monthly access fee charge for the period between the 1<sup>st</sup> of August and the 31<sup>st</sup> of August (full calendar month, in advance)
- Any calls you made between the 20<sup>th</sup> of July to the 31<sup>st</sup> of July (11 days);

Pro-Rated charging is calculated using the following calculation:

$$\begin{array}{c} \text{Days} \\ \text{Remaining} \\ \text{in Month} \end{array} \text{ divided by } \begin{array}{c} \text{Total Days} \\ \text{in Month} \end{array} \text{ multiplied by } \begin{array}{c} \text{Monthly} \\ \text{Access Fee} \end{array} = \begin{array}{c} \text{Pro-Rated} \\ \text{Billing} \\ \text{Amount} \end{array}$$

In this example, Pro-Rated charging is calculated as;

**11** (Days Remaining in Month) divided by **31** (Total Days in Month) multiplied by **49.95** (by Monthly Access Fee) = **\$17.72**

The total bill amount in this example would be: \$17.72 (pro-rated amount; 17/Jul to 31/July) + \$49.95 (full monthly access fee for following month; 1/Aug to 31/Aug) = **\$67.67** + any calls made

Your previous provider should not charge you for any days or time period after the services has transferred to innoTel. If they do, you should contact your previous provider and seek any incorrect amounts billed to be corrected.

Your first bill from innoTel may also contain any one-off set-up, connection or other fees which may make your bill appear higher than expected. Generally, your second or third bill after changing providers is a better indication of what a normal, ongoing billing amount might look like.

If you are unsure about any charges or fees on your invoice, please contact innoTel on **1300 736 048**.