


A Guide to your Tangerine Bill

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

Page 1 of 6

Page 1 of 6

1 Ms. Sunny, Delight
16 Citrus Lane
Sweetvale Vic 3191

2 **YOUR BILL SUMMARY**

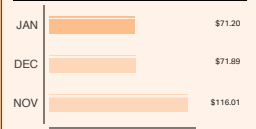
LAST BILL	
TOTAL AMOUNT DUE	\$1.79
AMOUNT PAID	\$0.00
ADJUSTMENTS	\$0.00
BALANCE (INCL. GST)	\$1.79

NEW BILL	
TOTAL INTERNET CHARGES	\$47.90
TOTAL MOBILE CHARGES	\$18.80
TOTAL ACCOUNT CHARGES	\$3.50
TOTAL NEW BILL CHARGES (INCL. GST)	\$71.20

3 **YOUR TAX INVOICE**

ACCOUNT NUMBER	12345
BILL ISSUED	11 Jan 2025
BILL NUMBER	123456-7890
BILL PERIOD	Your bill period for each service is outlined in the service summary below. You may have different bill periods if you have multiple services.

4 **YOUR BILL HISTORY**



Month	Amount
JAN	\$71.20
DEC	\$71.89
NOV	\$116.01

5 **ACCOUNT BALANCE SUMMARY**

LAST BILL BALANCE	+	NEW BILL TOTAL NEW INVOICE CHARGES	=	ACCOUNT BALANCE
\$1.79		\$71.20		\$72.99
PAY NOW		DUE 26 Jan 2025		

6 **YOUR ACCOUNT IS NOT SET UP FOR DIRECT DEBIT AND A MANUAL PAYMENT IS REQUIRED.**

IMPORTANT: If you have an outstanding balance from your last bill(s), please pay this immediately. Please pay your total new bill charges of \$71.20 (less any credits from your last bill) by 26 Jan 2025 to avoid a late payment fee of and service disruptions.

See page 2 for payment options available to pay your bill. To set up a direct debit arrangement visit the More Self Care Portal at myaccount.tangerinetelecom.com.au/Account/Login

Are you experiencing financial hardship? See page 2 for information on how we can assist.

7

Tangerine Telecom Pty Ltd ABN 11 602 814 791

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.

02

Your 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.

03

Your New Bill Summary

Here you will find a summary of your current charges, which lists each of the services you have with Tangerine, and the balance owing for each of them. Your current charges are those which are incurred during the billing period. You will also see that your total includes GST.

04

This section provides a clear breakdown of your final 'Account balance', highlighted in blue, factoring in the amounts owed for both previous and current bill periods. It highlights what amount needs to be 'PAID NOW' and what amount needs to be paid by a specific date.

05

On the first page of your bill, in the upper right corner, you'll find your **Account Number**, **Bill Number**, and **Bill Issue Date**. Your **Account Number** is a unique identifier that enables us to access your information promptly and assist you more efficiently. Please keep this number readily available when you contact us.

06

Compare your Bill: See how your current bill compares to your previous bills. We've simplified the information with a graph which summarises the last 3 months of your billing history.

07

This section provides important messages, including price change notifications, immediate and future payment amounts, payment options, how to set up direct debit, and financial hardship information.

PAYMENT OPTIONS**Direct Deposit**

Commonwealth Bank
BSB: 063-000
Account Number: 14307227
Reference: 565453

Please ensure you use your account number as the reference number so we can track your payment.



Direct Debit

Set up an automatic bill payment from your bank account or credit/debit card at [tangerinetelecom.com.au](https://www.tangerinetelecom.com.au) > My Tangerine.

**Paypal**

PayPal is available for manual payments made via the Tangerine Pay Bill page at <https://www.tangerinetelecom.com.au/paybill>

BPAY

Bill Code: 
Ref: 

Post Billpay

Minimum Australia post payment available is \$10

Pay by Phone

Pay over the phone by credit/debit card.

Call us on 1300 850 463.

IMPORTANT

Direct Debit from a bank account is our free payment method. For all other forms of payment, a fee of \$3.50 applies.

A surcharge applies to all payments (including direct debits) made from a credit/debit card. The surcharge is 1% for Visa/Mastercard and 2% for American Express. Payments made via PayPal also incur a 1% surcharge.

Financial Hardship

At Tangerine 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.tangerinetelecom.com.au/financial-hardship>

You can contact us to discuss our Payment Assistance policy or your financial hardship situation by calling us on 1800 317 520 (Monday to Friday 8:30am-7:00pm AEDT excluding public holidays) or via email financialhardship@tangerinetelecom.info (inbox monitored Monday to Friday 8:30am-7:00pm AEDT excluding public holidays)

08

How to Pay: This page outlines various payment methods for your bill. You can pay automatically via **Direct Debit** from your bank account or credit card, **Direct Deposit**, **PayPal**, **BPAY**, **Post Billpay**, and **Pay by Phone**. Please note under 'Important' that Direct Debit is the only method without an additional payment fee.

09

Financial hardship can happen to anyone and often when you least expect it. At Tangerine, we're dedicated to supporting you through temporary or long-term financial difficulties. Above, you'll find our Financial Hardship website, policy details, phone number, email address, and contact hours.

INTERNET SUMMARY
10
NBN Service for 16 Citrus Lane, Sweetvale, VIC, 3191

AVC000123456018

SERVICE	DETAILS	GST	AMOUNT (Incl. GST)
x9r7p575782@wba.nbnonline.com.au	nbn25/10 Monthly Charge	\$6.17	\$67.90
	NBN Plan Discount	\$1.82 CR	\$20.00 CR
Bill Period: 11 Jan - 10 Feb		Total Service Charge (Incl. GST):	\$47.90
Total Internet Charges (Incl. GST):			\$47.90

11
MOBILE SUMMARY
Mobile Service for [your mobile number]

SERVICE	DETAILS	USAGE	GST	AMOUNT (Incl. GST)
	NBN Mobile Bundle Discount	1 unit	\$0.20 CR	\$2.20 CR
Bill Period: 11 Jan - 10 Feb	12GB Plan	1 unit	\$2.00	\$22.00
	4G/5G Mobile Data	2 GB	\$0.00	\$0.00
	4G/5G Mobile to mobile calls	310 mins	\$0.00	\$0.00
	4G/5G Mobile to Fixed	12 mins	\$0.00	\$0.00
	4G/5G Mobile special calls	12 mins	\$0.00	\$0.00
	4G/5G Calls to Voicemail	15 mins	\$0.00	\$0.00
	4G/5G Calls to 1800/1300/13	22 mins	\$0.00	\$0.00
	4G/5G MMS	6 units	\$0.00	\$0.00
	4G/5G SMS	215 units	\$0.00	\$0.00
	4G/5G SMS to International	1 unit	\$0.00	\$0.00
Total Service Charge (Incl. GST):				\$19.80

Tangerine Telecom Pty Ltd ABN 11 602 814 791

10

Your AVC ID, 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 Tangerine 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.

11

Service Summary: From here you will find a breakdown of each of the services you have with Tangerine by product category, detailing the charges incurred. In this example you will see a clear summary of Internet and mobile services. Any discount you are receiving on a service will be displayed as 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.

IMPORTANT INFORMATION ABOUT YOUR TANGERINE ACCOUNT

Usage of Mobile Plans and Add-ons

12

You can visit the [Self Care Portal](https://myaccount.tangerinetelecom.com.au/Account/Login) at myaccount.tangerinetelecom.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 TANGERINE MESSAGES

INVOICING ENQUIRIES

Have a question regarding your invoice? Please refer to our helpful [FAQs](#) at www.tangerinetelecom.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.tangerinetelecom.com.au/help/how-to-understand-your-nbn-and-mobile-bill)
<https://www.tangerinetelecom.com.au/help/how-to-understand-your-nbn-and-mobile-bill>
- [WHY IS MY INVOICE HIGHER THAN USUAL?](https://www.tangerinetelecom.com.au/help/why-is-my-bill-higher-than-usual)
<https://www.tangerinetelecom.com.au/help/why-is-my-bill-higher-than-usual>
- [WHY DOES MY ACCOUNT HAVE A NEGATIVE BALANCE?](https://www.tangerinetelecom.com.au/help/why-does-my-account-have-a-negative-balance)
<https://www.tangerinetelecom.com.au/help/why-does-my-account-have-a-negative-balance>
- [HOW TO MAKE A MANUAL PAYMENT](https://www.tangerinetelecom.com.au/help/how-to-make-a-manual-payment)
<https://www.tangerinetelecom.com.au/help/how-to-make-a-manual-payment>
- [HOW TO QUERY A CHARGE ON MY INVOICE?](https://www.tangerinetelecom.com.au/help/how-to-query-a-charge-on-my-bill)
<https://www.tangerinetelecom.com.au/help/how-to-query-a-charge-on-my-bill>

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 211 112.

12

Under the heading 'Important Information about your Tangerine Account', 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 Tangerine and guidance on how to address any invoice queries.

13**Account Management**

1800 211 112

Mon - Fri: 8:30am - 6:00pm AEDT *

Sat: 9:00am - 6:00pm AEDT *

*Australian Eastern Daylight Time

Technical Support

1800 211 112

Mon - Fri: 7:00am - 12:00am AEDT *

Sat - Sun: 8:00am - 8:00pm AEDT *

13

This section contains the contact details and operating hours for our Account Management and Technical Support teams.