

understanding your new ello bill

1. info about us & getting in touch

- Our company name & ABN
- Bill Enquiries number
- Hours of operation

2. your account & invoice numbers

- Account number
- Invoice Number
- Issue date

3. your postal info

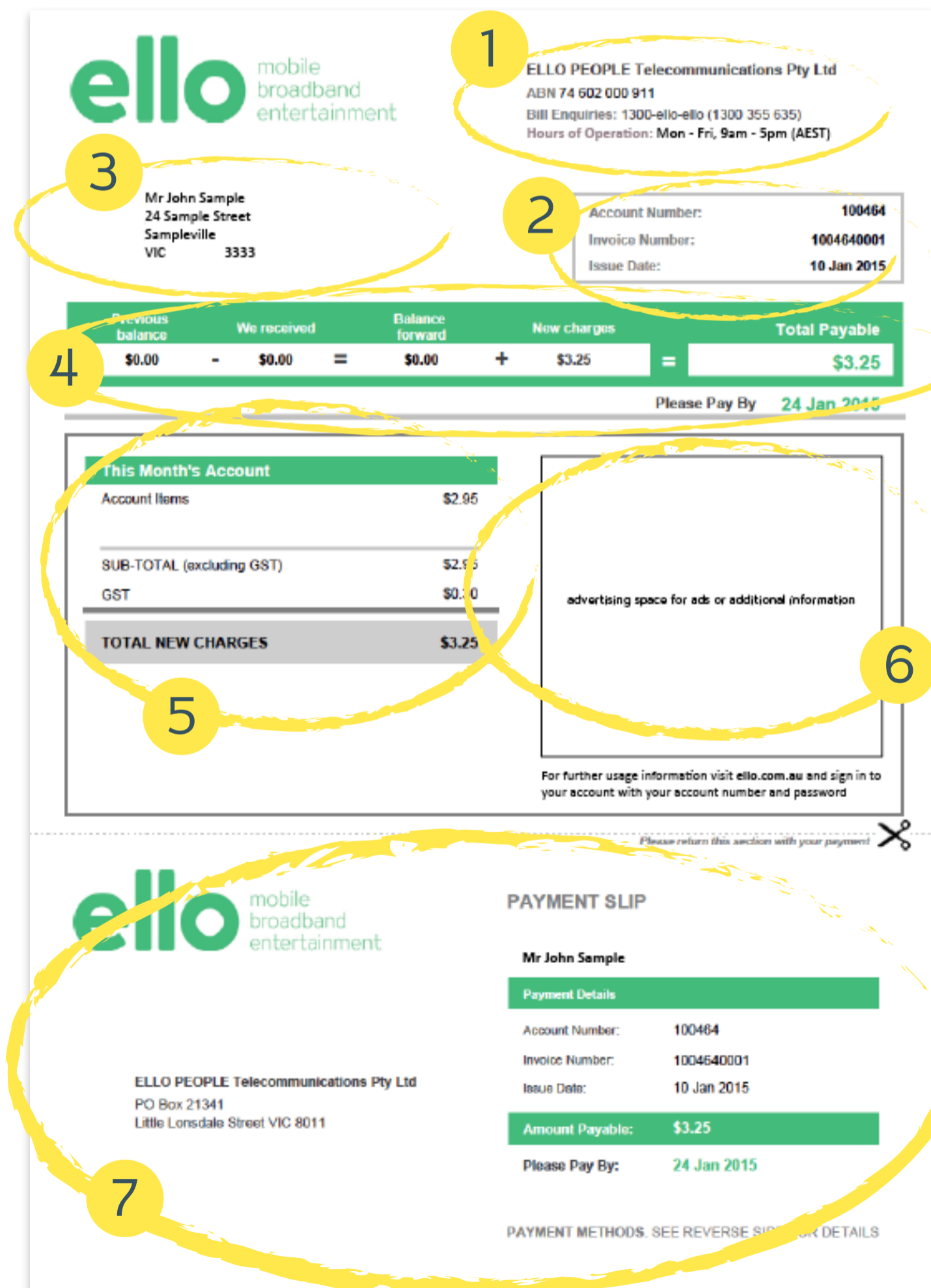
- Name
- Billing address

4. your account summary

Your account summary is an overview of your previous bill, the balance after you made payments and your new charges for your current bill and due date. Bills are issued once a month on the 10th of every month and payments are due on the 24th of every month. You can elect to receive your bill via post (incurs fee of \$2.95) or by email (free of charge).

read me!
I've got some
really useful
info for you...

**just explaining
how to read
your new bill**



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5. your categorised charges

This is a summary of charges broken down into categories.

6. ad space

We will be advertising some great products & services. Some of which will have exclusive deals just for our ello customers! If you want to advertise on our bills let us know.

7. your payment slip

This section is a summary of your bill you can include when sending payment by mail complete with our postal details if you wish to use an envelope with a window.

understanding your new ello bill (cont'd)

8. more ad space

More ad space here. Again, if want to advertise on our bills let us know.

9. your recent charges graph

This will display your recent charges for the past few invoices and information of where to find further information.

10. payment options

Here are your payment options which include BPAY, Pay In Person Australia Post, Electronic Funds Transfer, Pay by Phone, Pay by Web, Cheque by Mail, Paypal and Direct Debit.

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AVAILABLE SPACE FOR ADS OR ADDITIONAL INFORMATION

Your Recent Charges

Month	Charge Amount
Feb 15	\$68.67
Jan 15	\$298.46

For further usage information visit ello.com.au and log in with your provider's user number or SSN.

PAYMENT OPTIONS

BPAY please use

Billers Code: 243568
Ref: 1000090

Telephone & Internet Banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Electronic Funds Transfer

Account Details:
Ello People Telecommunications Pty Ltd
BSB: 083 153
Account number: 74 263 7545

Please include your invoice number as the reference.

Mail

Please make cheques payable to:
Ello People Telecommunications Pty Ltd
PO Box 21341
Little Lonsdale Street VIC 8011

Please include your invoice number as a reference.

Pay in Person Australia Post

*481 01 00000512 1000090

A processing fee of \$2.50 applies. If paying by credit card an additional processing fee applies. The rate is 1.5% for Visa & Mastercard and 3% for AMEX plus applicable GST. Exemptions may apply.

Pay by Phone

Call 1300-103-982 to pay this account over the phone via Credit Cards

A processing fee applies to credit card payments. The rate is 1.5% for Visa & Mastercard and 3% for AMEX plus applicable GST. Exemptions may apply.

Paypal

Go to ello.com.au and click Pay a Bill and select Paypal

A processing fee of 30c and 3% of transaction amount applies plus applicable GST.

Pay by Web

Go to ello.com.au, click Pay Bill, select Ello People and click Credit Card.

A processing fee applies to credit card payments. The rate is 1.5% for Visa & Mastercard and 3% for AMEX plus applicable GST. Exemptions may apply.

Direct Debit

The easy way to pay your accounts. To register you can go to ello.com.au and download the direct debit request form or call 1300-ello-ello