


# READING YOUR BILLS



**Bill**

MR JOHN LIM  
123 ALBERT COURT,  
#04-567  
SINGAPORE 987654

M1 Limited

Account No.	Invoice No.	Date of Bill
5256XXXX	0236457578	14 Oct 2013

Description	Amount	Due Date
Overdue Charges	\$0.00	NA
New Charges	\$154.43	28 Oct 2013
<b>Total Amount</b>	<b>\$154.43</b>	

Reg. No: 199208031W      TAX Invoice GST Reg. No: M9-003284-P

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**PAYMENT DETAILS**

Previous Bill: Amount Payable \$185.91  
 Thank you for your payment via AXS on 08 Oct 2013 -\$185.91  
 Overdue \$0.00

*Payment received after 13 Oct 2013 may not be shown on this bill.*

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<b>M1 Mobile</b> 8611XXXX 3G LiteSurf+	\$115.43
<b>M1 Mobile Broadband &amp; Data</b> 9325XXXX mData 1GB	\$0.00
<b>M1 Home Broadband</b> ispXXXXX970 HomePac 100Mbps (Fibre)	\$39.00
<b>M1 Fixed Voice</b> 6966XXXX Fixed Voice	\$0.00
<b>Total New Charges</b> (GST Amount \$7.23)	<b>\$154.43</b>

\* Items not subject to GST

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**Payment Slip**

Name: MR JOHN LIM	Account No.: 5256XXXX	Total Amount: \$154.43	Due Date: 28 Oct 2013
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**FOR CREDIT CARD PAYMENT:**  Pay This and Future Invoices  Pay This Invoice Only  
 Please tick the appropriate box only.

CARD NO:  -  -

CARD EXPIRY DATE:   -    VISA  MASTERCARD

Card Holder Signature: \_\_\_\_\_  
 Name Of Card Holder: \_\_\_\_\_

**M1 Limited**  
Robinson Road Post Office  
P.O. Box 358  
Singapore 900708

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## Account Summary

Important billing information such as overdue charges, new charges, total amount and due date are highlighted here. You will be billed on the same date every month.

## Previous Bill

This states the amount payable from your previous bill. Overdue charges, if any, are also shown. For Giro payments, the date of deduction from your Giro account is shown.

## Total New Charges

This is the total amount of new charges for all your connections.

Account No.	Invoice No.	Date of Bill
5256XXXXX	0236457578	14 Oct 2013

**Mobile: 8611XXXX 3G LiteSurf+**

- Free 300 mins local outgoing voice and video calls • Free 800 local SMS/MMS
- Free 3GB local data bundle • Unlimited free calls to 3 M1 numbers
- All day free local incoming calls • Per second billing

**Subscription Charges****\$61.87**

LiteSurf+ Plan	14 Oct 2013 - 13 Nov 2013	\$55.14
Less: 15% Multi-Service Saver Discount		-\$8.27
Caller Number Display	14 Oct 2013 - 13 Nov 2013	\$5.00
Roaming*	14 Oct 2013 - 13 Nov 2013	\$10.00
4G VAS	14 Oct 2013 - 13 Nov 2013	\$10.00
Less: 100% Discount		-\$10.00

**Usage Charges****\$48.88**

<b>Local Calls</b>		<b>\$0.00</b>
Local Incoming Voice Calls		Free
Local Outgoing Voice Calls		\$10.56
Less: Free Calls to 3 M1 Numbers		-\$3.21
Less: Free Local Outgoing Calls Bundle		-\$7.35
<b>Local SMS/MMS</b>		<b>\$0.00</b>
Local SMS	30 message(s) sent	\$1.50
Less: Free Local SMS/MMS Bundle		-\$1.50
<b>Local Data</b>		<b>\$15.00</b>
Local Data Usage (After Discounts/Free Bundle)		\$20.00
Less: Additional Free Local Data Bundle		-\$5.00
<b>IDD Calls*</b>		<b>\$9.74</b>
IDD 002		\$6.46
IDD 021	5256XXXXX	\$3.28
<b>Roaming*</b>	Mobile: 8611XXXX 3G LiteSurf+	<b>\$24.14</b>
Roaming Usage		\$24.14

**ABBREVIATION USED**

D = Day Rate  
P = Peak Rate  
Sub. = Subscription  
Rev. = Reversal  
SR = SmartRoam  
F = Family & Friends no.

N = Night Rate  
NP = Non-Peak Rate  
Reg. = Registration  
Adj. = Adjustment  
PU = Pay Per Use Roaming

**OVERDUE ACCOUNT**

If any charges remain unpaid after becoming due, M1 may suspend your service. A connection fee of \$20 (before GST) will be chargeable for each reconnection. Please pay any overdue amount immediately to avoid service disruption.

**BILLING / GOODS & SERVICES TAX**

M1 Limited is authorised to invoice and collect payment of all charges on behalf of M1 Net Ltd and M1 Connect Pte Ltd. All goods and services provided by M1 Limited, M1 Net Ltd and/or M1 Connect Pte Ltd are subject to GST, and this invoice may serve as a tax invoice (if applicable).

**PAYMENT**

Payment can be made via AXS, SAM, 7-Eleven Stores, ATM, Internet Banking for all major Banks, Cheque, Interbank Giro, Credit Card Giro, M1 website online credit card or IVRS via 1627. Crossed cheque by mail should be made payable to M1 Limited. Payments by Cash, NETS, Credit Card and Cheque are also accepted at M1 Shops or Singapore Post Offices. Cheque payments at M1 Shops or Singapore Post Offices should be made payable to M1 Shop Pte Ltd or Singapore Post Ltd respectively.

**BILLING CURRENCY**

All items, prices, charges & any costs in this tax invoice are in Singapore Dollars (SGD).

**CONTACT US**

To access your account and know more about M1 services, please visit our website [www.m1.com.sg](http://www.m1.com.sg) or call 24-hour Customer Service hotline at 1627 / 1622 (Corporate).

Correspondence should be addressed to:  
Robinson Road Post Office, P.O. Box 2688,  
Singapore 904688

**Service Plan**

Listed here are the benefits you enjoy with your service plan.

**Subscription Charges**

Monthly fees for all your service plans and value-added services are listed here. Charges are stated for each plan or service that you've subscribed to, less any discounts applicable.

**Usage Charges**

This shows usage charges for voice calls, SMS/MMS, IDD, data and value-added services. Detailed charges are shown for each category, including any discounts that you enjoy.



Bill

Account No.	Invoice No.	Date of Bill
5256XXXX	0236457578	14 Oct 2013

Amount before GST \$110.75  
 GST at 7% \$4.68  
**Total New Charges for 861XXXX** **\$115.43**

**Itemised Details for 861XXXX**

IDD 002						\$6.46
Date	Time	Dur (mm:ss)	Called No.	Rate	Country	Amount
19 Sep	03:42:47	8:27	603217XXXX	NP	Peninsular Malaysia	\$2.96
21 Sep	10:34:51	0:02	601082XXXX	P	Malaysia - Mobile Phone	\$0.02
25 Sep	15:48:08	4:58	601271XXXX	P	Malaysia - Mobile Phone	\$3.48
IDD 021						\$3.28
Date	Time	Dur (mm:ss)	Called No.	Rate	Country	Amount
20 Sep	21:41:47	1:23	603784XXXX	N	Peninsular Malaysia	\$0.28
20 Sep	21:43:24	14:43	603784XXXX	N	Peninsular Malaysia	\$2.94
21 Sep	10:14:45	0:02	601651XXXX	D	Malaysia - Mobile Phone	\$0.01
21 Sep	10:15:24	0:03	601651XXXX	D	Malaysia - Mobile Phone	\$0.01
21 Sep	10:32:46	0:02	601651XXXX	D	Malaysia - Mobile Phone	\$0.01
21 Sep	10:33:27	0:07	601651XXXX	D	Malaysia - Mobile Phone	\$0.03
Roaming Outgoing Calls						\$6.50
Date	Time	Dur (mm:ss)	Called No.	Country	Operator	Amount
21 Sep	11:17:44	0:04	601651XXXX	Malaysia	Celcom	\$0.35
21 Sep	11:25:10	1:50	601279XXXX	Malaysia	Celcom	\$0.70
21 Sep	11:48:22	1:12	601651XXXX	Malaysia	Celcom	\$0.70
21 Sep	12:10:46	0:55	601278XXXX	Malaysia	Celcom	\$0.35
21 Sep	12:19:00	0:03	601651XXXX	Malaysia	Celcom	\$0.46
21 Sep	12:44:54	0:51	601651XXXX	Malaysia	Celcom	\$0.35
01 Oct	14:57:39	0:39	601279XXXX	Malaysia	Celcom	\$0.46
01 Oct	14:58:54	1:47	601651XXXX	Malaysia	Celcom	\$0.92
02 Oct	22:05:14	0:52	601278XXXX	Malaysia	Celcom	\$0.46
08 Oct	12:49:02	1:01	601651XXXX	Malaysia	Celcom	\$0.70
08 Oct	15:03:03	1:03	601278XXXX	Malaysia	Celcom	\$0.70
08 Oct	15:04:44	0:27	601651XXXX	Malaysia	Celcom	\$0.35
Roaming Incoming Calls						\$17.64
Date	Time	Dur (mm:ss)	Called No.	Country		Amount
21 Sep	11:07:37	3:51	866XXXX	Malaysia		\$2.52
21 Sep	11:20:19	0:25	866XXXX	Malaysia		\$0.63
21 Sep	11:37:18	0:02	601651XXXX	Malaysia		\$0.63
21 Sep	12:38:50	1:25	601278XXXX	Malaysia		\$1.26
21 Sep	17:16:25	3:14	Incoming	Malaysia		\$2.52
21 Sep	17:31:50	0:56	Incoming	Malaysia		\$0.63
21 Sep	17:46:45	0:38	911XXXX	Malaysia		\$0.63
23 Sep	23:28:45	0:23	923XXXX	Malaysia		\$0.63
01 Oct	15:26:43	0:39	923XXXX	Malaysia		\$0.63
01 Oct	19:25:33	2:23	911XXXX	Malaysia		\$1.89
02 Oct	16:32:08	3:40	967XXXX	Malaysia		\$2.52
02 Oct	22:00:16	0:20	911XXXX	Malaysia		\$0.63
08 Oct	11:07:25	1:46	916XXXX	Malaysia		\$1.26
08 Oct	12:16:25	0:24	866XXXX	Malaysia		\$0.63
08 Oct	17:00:56	0:34	923XXXX	Malaysia		\$0.63

**Itemised Details**

Look here for details on usage of various services including IDD and roaming. Information is given for each IDD or roaming call you've made. The total number of Global SMS/MMS you sent is also shown here.

Mobile: 9325XXXX mData 1GB  
• 1GB data bundle for local usage

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5256XXXXX	0236457578	14 Oct 2013

Subscription Charges		\$0.00
mData 1GB Plan Less: 100% Disc	14 Oct 2013 - 13 Nov 2013	\$11.21 -\$11.21

Amount before GST \$0.00  
 GST at 7% \$0.00  
**Total New Charges for 9325XXXXX \$0.00**

**User / Service ID: ispXXXXX970 HomePac 100Mbps (Fibre)**  
 • Unlimited data bundle

Subscription Charges		\$36.45
HomePac 100Mbps (Fibre) Less: 33.9% Discount	14 Oct 2013 - 13 Nov 2013	\$55.14 -\$18.69

Amount before GST \$36.45  
 GST at 7% \$2.55  
**Total New Charges for ispXXXXX970 \$39.00**

**Fixed Voice Number: 6966XXXXX Fixed Voice**

Subscription Charges		\$0.00
Fixed Voice Less: 100% Discount	14 Oct 2013 - 13 Nov 2013	\$10.00 -\$10.00

Amount before GST \$0.00  
 GST at 7% \$0.00  
**Total New Charges for 6966XXXXX \$0.00**

#### SunPerks Rewards Programme - Points Summary

Balance b/f	Earned this statement	Redeemed	Adjustment	Bonus	Total Balance	Expiry Date
385	130	0	0	0	515	13 Aug 2015

**Mobile/Home Broadband Plan**  
 The bill consolidates charges of all your connections, including any broadband plan that you've signed on.