FibreMax®

CUSTOMER KNOWLEDGE BASE

Understanding your FibreMax Invoice

Start with Total Due and Due Date on the front page. The itemised charges on the following page show how your bill adds up.

EXAMPLE INVOICE

Total Due

$137.70

Due Date 8 Nov 2026

01 Read your account summary

Last bill	The amount on your previous invoice. Read Previous balance and What you paid together to see the balance brought forward and payments recorded.
Outstanding balance	Any amount still owing from earlier bills after recorded payments.
New charges (inc GST)	The charges on this bill, including GST. Invoice Total shows the total of these new charges.
Total Due	The amount payable on your account. It can differ from Invoice Total if an earlier balance is still owing.

02 Check your payment details

Your account number identifies your FibreMax account. Your invoice number identifies this particular bill. The issue date is when we issued it. The due date is when payment is due.

If your bill shows Automatic Payment Details, we collect payment from your nominated bank account or card. To update those details, visit myaccount.fibremax.au.

HOW THE EXAMPLE ADDS UP

$121.07 Phone services + **$16.63** Call charges = **$137.70** Invoice Total

Your itemised charges

Read across each row. Billing Period gives the dates, Quantity counts the services or calls, and Cost is the total charge for that row.

03 FibreMAX-fone Business

These are your recurring phone services. In the example, service charges cover 22 October to 30 November, so they include part of October and all of November.

DirectCall Landline Number	The public number your customers dial. One number can ring several phones.
DirectLine Extension	A desk or cordless phone connection for a person or room.
SmartSync Mobile Extension	An extension that lets staff use the business phone system through a mobile app.
FibreClear Unlimited Call Plan	Includes calls to Australian local, national and mobile numbers. The quantity is the total number of calls you can have at once, including incoming, outgoing and internal calls.

With three plans, reception can answer a customer call while a colleague calls a supplier and two other staff speak to each other. That is three concurrent calls.

04 FibreMax Fone Calls

Here, Quantity counts calls made during the billing period. In this example, calls are counted from 1 to 31 October.

Call type	Quantity	Cost
13/1300 Calls	21	$16.63
1800 Calls	14	$0.00
Mobile Calls	120	$0.00
Local/National Calls	37	$0.00

A zero cost means there was no extra charge for those calls. In this bill, only the 13 and 1300 calls added to the total. The GST shown is already included.