

A man with dark hair and glasses, wearing a grey sweater, is sitting at a desk in an office. He is looking down at a stack of papers he is holding in his hands. In the background, there is a window with blinds and a computer monitor. The overall scene is dimly lit, suggesting an office environment.

## Billing

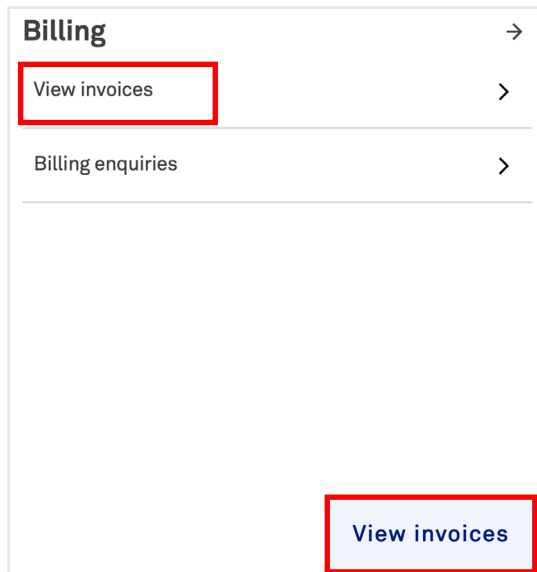
With Billing you can:

- Download bills for all your products and services
- Access the past 13 months of invoices, see when they were issued and the total amount due
- Raise and track billing enquiries for invoices, credit and debit notes

# Billing

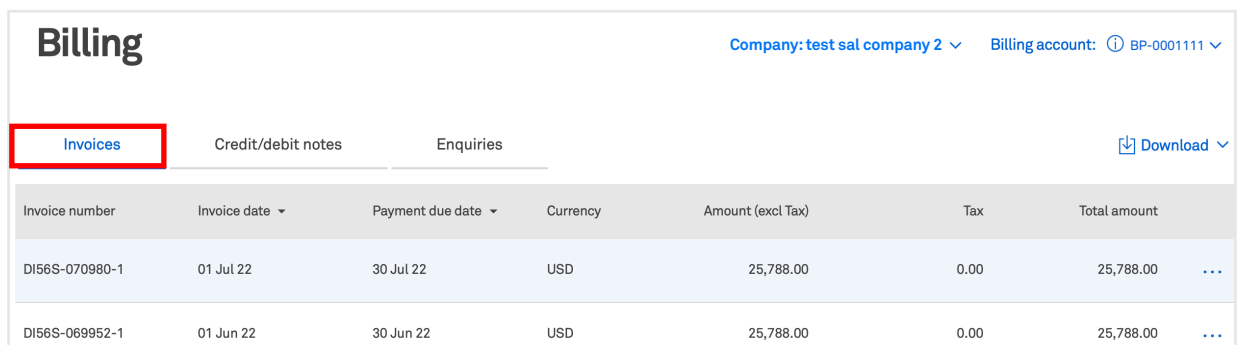
## How to view invoices and credit / debit notes

- 1 On the main dashboard, from the 'Billing' tile, select 'View invoices'.



The screenshot shows a 'Billing' dashboard with a list of options. The 'View invoices' option is highlighted with a red box. Below the list, there is a 'View invoices' button, also highlighted with a red box.

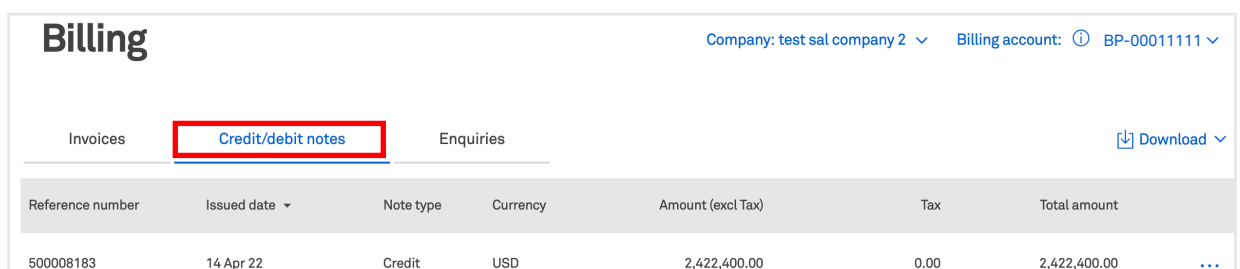
- a Select 'Invoices' tab. A list of your invoices will appear including invoice date, payment due date, currency, amount (excl Tax), tax and total amount.



The screenshot shows the 'Billing' dashboard with the 'Invoices' tab selected. The table below displays a list of invoices with columns for Invoice number, Invoice date, Payment due date, Currency, Amount (excl Tax), Tax, and Total amount.

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	...

- b Select 'Credit/Debit notes' tab. A list of all your credit and debit notes will appear with a reference number, issued date, note type, currency, amount (excl Tax), tax and total amount.



The screenshot shows the 'Billing' dashboard with the 'Credit/debit notes' tab selected. The table below displays a list of credit and debit notes with columns for Reference number, Issued date, Note type, Currency, Amount (excl Tax), Tax, and Total amount.

Reference number	Issued date	Note type	Currency	Amount (excl Tax)	Tax	Total amount	
500008183	14 Apr 22	Credit	USD	2,422,400.00	0.00	2,422,400.00	...



Note: If you have multiple companies or billing accounts, select them in the top right corner (if applicable).

**Billing** Company: test sal company 2 ✓ Billing account: BP-00011111 ✓

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Amount	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	...

## How to download invoices and credit / debit notes



Note: All downloaded files will be in the local download folder in your PC

- To download a single invoice, select 'Invoices' tab (highlighted in red), select the 'three dots' in the right column and choose PDF or CSV format. To download a single credit/debit notes (highlighted in yellow), select the 'Credit/debit notes' tab before selecting the 'three dots' in the right column

**Billing** Company: test sal company 2 ✓ Billing account: BP-00011111 ✓

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00	...
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	110.00	...

**Billing** Company: test sal company 2 ✓ Billing account: BP-00011111 ✓

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00	...
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00			Download Invoice (PDF) Download Invoice (CSV)
DI47S-029509-1	01 Mar 22	30 Mar 22	USD	100.00			

Invoice enquiry

- 2** To download multiple invoices, select 'Invoices' tab (highlighted in red), select 'Download', choose the format and select the 'Invoices' (up to 20). Select 'Continue'. To download multiple credit/debit notes, select the 'Credit/debit notes' tab (highlighted in yellow) before selecting the three dots in the right column.

**Billing** Company: test sal company 2 Billing account: BP-00011111

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	Invoice (PDF) Invoice (CSV) Summary
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	

**Billing** Company: test sal company 2 Billing account: BP-00011111

Invoices Credit/debit notes Enquiries Download

You've selected 2 items to download (max 20) Cancel Continue

<input type="checkbox"/>	Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
<input checked="" type="checkbox"/>	DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00	...
<input checked="" type="checkbox"/>	DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	110.00	...

- 3** To download an invoice summary, select 'Invoices' tab (highlighted in red), select 'Download' and select 'Summary'. To download a credit/debit notes summary, select the 'Credit/debit notes' tab (highlighted in yellow) before selecting 'Download'.

**Billing** Company: test sal company 2 Billing account: BP-00011111

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	
DI56S-070903-1	01 Jul 22	30 Jul 22	USD	25,000.00	1,750.00	Invoice (PDF) Invoice (CSV) Summary
DI56S-068373-1	01 Apr 22	30 Apr 22	USD	25,000.00	1,750.00	

**Note:** If you have multiple companies or billing accounts, select them in the top right corner (if applicable).

**Billing** Company: test sal company 2 Billing account: BP-00011111

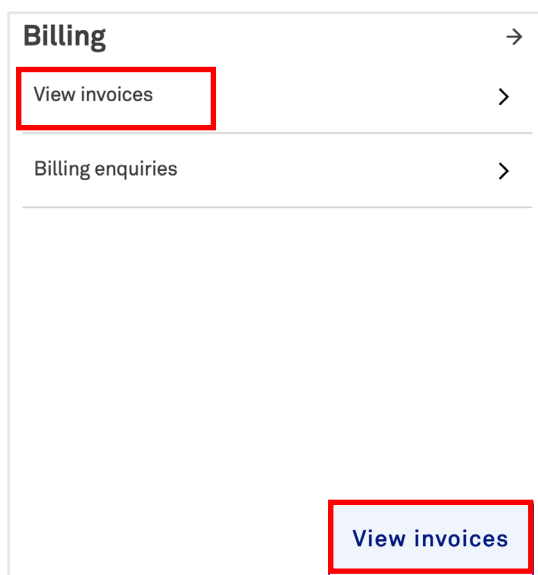
Invoices Credit/debit notes Enquiries Download

test sal company 2  
Test Account

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	...

# How to raise a billing / invoice / credit / debit note enquiry

- 1 Select 'View invoices' from the Billing tile in the main dashboard.



- 2 To raise an 'Invoice enquiry' select 'Invoices' tab (highlighted in red), select the 'three dots' from the right column and select 'Invoice enquiry'.

The screenshot shows a table with three tabs: 'Invoices' (highlighted in red), 'Credit/debit notes', and 'Enquiries'. A 'Download' button is in the top right. The table has columns: Invoice number, Invoice date, Payment due date, Currency, Amount (excl Tax), Tax, and Total amount. A dropdown menu is open for the first row, showing options: 'Download Invoice (PDF)', 'Download Invoice (CSV)', and 'Invoice enquiry' (highlighted in red).

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00		
DI47S-029509-1	01 Mar 22	30 Mar 22	USD	100.00		

- 3 To raise an 'Credit/debit note enquiry', select 'Credit/debit notes' tab (highlighted in yellow), select the 'three dots' from the right column and select 'Credit/debit notes enquiry'.

The screenshot shows a 'Billing' section with three tabs: 'Invoices', 'Credit/debit notes' (highlighted in yellow), and 'Enquiries'. A 'Download' button is in the top right. The table has columns: Reference number, Issued date, Note type, Currency, Amount (excl Tax), Tax, and Total amount. A dropdown menu is open for the first row, showing options: 'Download Credit/debit note (PDF)', 'Download Credit/debit note (CSV)', and 'Credit/debit note enquiry' (highlighted in red).

Company: test sal company 2 | Billing account: BP-0001111

Reference number	Issued date	Note type	Currency	Amount (excl Tax)	Tax	Total amount
500008183	14 Apr 22	Credit	USD	2,422,400.00	0.00	2,422,400.00

- 4 To raise an 'Enquiry' directly, select 'Billing', select 'Enquiries' tab, select 'New enquiry'. Choose relevant category, you will be redirected to a form.

**Billing** Company: test sal company 2 ✓ Billing account: ⓘ BP-0001111 ✓

Invoices    Credit/debit notes    **Enquiries**    **New enquiry →**

Case ID	Status	Subject	Invoice or credit/debit number	Assigned to	Date raised
00670357	✔ Closed	Billing enquiry	DI56S-069681-1	Telstra	14 Jul 22

1-1 of 1    Items per page 25 ✓    [← Previous](#)    1    [Next →](#)

- 5 A pre-populated support enquiry form will open. Complete the form and select 'Submit enquiry'.

**Help and support** [Track support enquiries →](#)

**What is your enquiry related to?**  
Billing

**Contact name**  
John  
Enter your first and last name

**Subject**  
Billing enquiry

**Email address**  
John@example.com

**Category**  
Others

**Email a copy of this enquiry to (Optional)**  
Enter one or more email addresses, separated by comma

**Account name**  
test sal company 2 - 45107

**Phone number**  
Enter the country code followed by the full phone number

**Related Telstra account number**  
BP-0001111

**Back**    **Submit enquiry**

Enter your Telstra account number. You'll find your account number at the top of your billing invoices.

**Invoice number(s)**  
Invoice number(s)

**What is your enquiry?**  
Tell us about your enquiry

**Attachments (optional) 0 / 5 files** ⓘ

Drop files here  
or  
[Upload from your device](#)

Upload any relevant images or files to support your enquiry or request.

We'll respond to you as soon as possible.  
Our support team is available Monday to Friday, 9am - 6pm (UTC+8),  
except on Hong Kong public holidays.


- 6 Your enquiry has now been submitted. Track the enquiry by selecting the enquiry number or selecting 'Track billing enquiries'.

**Enquiry submitted**


You will receive an email shortly with more information

Enquiry number: **00677676**


**Track billing enquiries**




- 7 A confirmation email will be sent to the corresponding email address and copied to the additional email (optional).



## Your Telstra billing enquiry



Hi Test,

Thanks for your enquiry. We're looking into this and will confirm the outcome as soon as possible. As part of our follow-up, we may need to contact you or  the primary billing contact on your account.

**Your enquiry details**

Account name: test sal company 2  
Billing account: BP-0001111  
Invoice or credit/debit number: DI47S-030012-1  
Enquiry: test

**Check the status of your enquiry**

[Sign in to Telstra Connect](#)

**Need help?**

[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.

# How to track my billing enquiries?

- 1 On the main dashboard, from the 'Billing' tile, select 'Billing enquiries'.

**Billing** →

View invoices >

**Billing enquiries** >

View invoices

- 2 Select 'Enquiries' tab to view the full list of your enquiries.

 Note: 'On hold' status refers to a pending action from you as the customer.

**Billing** Company: test sal company 2 ↓ Billing account: BP-0001111 ↓

Invoices Credit/debit notes **Enquiries** New enquiry →

Case ID ↓	Status ↓	Subject	Invoice or credit/debit number	Assigned to ↓	Date raised ↓
00677676	✔ Closed	Billing enquiry	DI47S-030012-1	Telstra	31 Aug 22
00674814	✔ Closed	Billing enquiry	DI47S-030012-1	Telstra	17 Aug 22
00674811	⚠ On Hold	Billing enquiry	DI47S-030012-1	Customer	17 Aug 22
00662968	● New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22

- 3 Select the case ID you would like to view further information for.

**Billing** Company: test sal company 2 ↓ Billing account: BP-0001111 ↓

Invoices Credit/debit notes **Enquiries** New enquiry →

Case ID ↓	Status ↓	Subject	Invoice or credit/debit number	Assigned to ↓	Date raised ↓
<b>00677676</b>	✔ Closed	Billing enquiry	DI47S-030012-1	Telstra	31 Aug 22
00674814	✔ Closed	Billing enquiry	DI47S-030012-1	Telstra	17 Aug 22
00674811	⚠ On Hold	Billing enquiry	DI47S-030012-1	Customer	17 Aug 22
00662968	● New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22



4

You will be redirected to the Billing enquiry detail page. In the activity section you can view updates from Telstra, add comments and attachments to communicate with the team.



**Note: 'Telstra attachments' are uploaded by the Telstra team. Attachments uploaded by yourself will be under 'Your attachments'.**

Dashboard > Billing enquiries > 00677676

## 00677676

### Summary

**Status**

In progress

**Subject**

Billing enquiry

**Assigned to**

Telstra

**Submitted**

12 Oct 21 13:02

12 Oct 21 07:32 UTC

**Requested by**

Billing User26

**Telstra attachments**

[60000468DI61S04464612.csv](#)

**Your attachments**

[60000468DI61S044646131.cs...](#)

### Details

Category: Invoice details enquiry

Enquiry: sdkjfnkjdsf

Account name: test sal company 2

Billing account: BP-0001111

Invoice number(s): DI47S-030012-1

Email address: John@example.com

Phone number: 8785765

### Activity

**Add a comment**

0

[Attach file](#)

[Send](#)

12 Oct 21

Vicky Desai from Telstra

12 Oct 21, 01:05pm

tcon dep test

File attached from Telstra

12 Oct 21, 01:05pm

[60000468DI61S04464612.csv](#)

File attached from test sal company 2

12 Oct 21, 01:02pm

[60000468DI61S044646131.csv](#)

Ticket created

12 Oct 21, 01:02pm

- 5 When an update is made to your enquiry, you will receive an email to check the enquiry in Telstra Connect.

When the enquiry is complete, the status will be changed to 'Closed' and new comments will be disabled.



Note: If you want to reject your enquiry, you can communicate this to the Telstra team in the comments of the enquiry. Comments will be disabled and you will receive an email to confirm this.



## An update on your Telstra billing enquiry



Account name: test sal company 2  
Billing account: BP-0001111  
Invoice or credit/debit number: DI47S-030012-1  
Enquiry: test  
Our latest comment: comments

**To reply or check the status of your enquiry**

[Sign in to Telstra Connect](#)

**Need help?**

[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.



## We've Rejected your Telstra billing enquiry case



Hi Test Account,

Based on the latest updated provided to you in Telstra Connect, your case has been Rejected.

Account name : test sal company 2  
Billing account: BP-0001111  
Invoice or credit/debit number: DI47S-030012-1  
Enquiry: test

You can check back on this resolution and any other enquiries at any time by [signing in to Telstra Connect](#).

### Need help?

[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.



## We've Closed your Telstra billing enquiry case



Hi Test Account,

Based on the latest updated provided to you in Telstra Connect, your case has been Closed.

Account name : test sal company 2  
Billing account: BP-0001111  
Invoice or credit/debit number: DI47S-030012-1  
Enquiry: test

You can check back on this resolution and any other enquiries at any time by [signing in to Telstra Connect](#).

### Need help?

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Please do not reply to this email. It's been sent from an automated system.



**Note: If you have multiple companies or billing accounts, select them in the top right corner (if applicable).**

## Billing

Company: test sal company 2 ✓

Billing account: BP-0001111 ✓

test sal company 2

Test Account

Download

Invoice number	Invoice date	Payment due date	Currency		Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	...

Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra representative

 [telstra.com/international/TelstraConnect](https://telstra.com/international/TelstraConnect)

The icon is a white outline of a computer mouse with a cord that loops back to form a stylized 'S' or 'C' shape.