

This guide is to give you answers to the most frequently asked questions regarding Setera invoicing.

**Order identifier** can be added to invoice as additional information if customer has required it.

Name of the company that pays the invoice, delivery (or invoice) address and business ID.

**Billing period** is normally one calendar month, unless the contract begins or ends in the middle of the month.

**Monthly fees** are prepaid charges and usage fees will be charged as postpaid charges from the previous month. For example if a new contract is made on the May 15th the first invoice received in next month will consist of monthly fee from previous month retroactively plus monthly fee from next month charged beforehand.

**VAT summary:** Taxes are separated according to tax rates defined by the VAT laws.

**Usage fees** can be for example domestic calls inside the country, international calls to abroad, usage that has exceeded possible corporate package, calls to value added services, or calls to domestic premium rate numbers.

Setera Spain S.L., Calle Pedro Teixeira 8, 28020 Madrid, Spain

**Company S.L.**  
**Calle Grand 1**  
**28000 Madrid**  
**Spain**

## INVOICE

**Invoice number** 5201000001  
**Invoice date** 16.7.2018

**Payment term** 30 days net  
**Order identifier** Company  
**Customer number** 520100001

**Company S.L.**  
**Calle Grand 1**  
**28000 Madrid**  
**Spain**  
**CIF ESB12345678**

| <b>Summary</b>        |               | <b>Billing period</b> | <b>VAT %</b> | <b>Price VAT 0%</b> |
|-----------------------|---------------|-----------------------|--------------|---------------------|
| <b>Other Fees</b>     |               |                       |              |                     |
|                       | One-time Fees | 1.5.2018 - 31.5.2018  | 21           | 180,00              |
| <b>Monthly fees</b>   |               |                       |              |                     |
|                       |               | 1.5.2018 - 30.6.2018  | 21           | 250,00              |
| <b>Voice Services</b> |               |                       |              |                     |
|                       | Usage Fees    | 1.5.2018 - 31.5.2018  | 21           | 2,31                |

Total excl. VAT 432,31  
VAT 90,79

**INVOICE TOTAL EUR 523,10**

**To be paid until 15.8.2018**

**Pay to Setera Spain S.L.**

**IBAN ES24 0049 1803 5224 1175 3951**

**BIC BSCHEM33**

**Payment reference 52 01000 00001**

### VAT summary

| VAT % | EUR excl. VAT | VAT EUR | Total EUR |
|-------|---------------|---------|-----------|
| 21 %  | 432,31        | 90,79   | 523,10    |
|       | 432,31        | 90,79   | 523,10    |

Remarks concerning the invoice must be done by the due date.

This report show Monthly and Usage Fees by services. It is delivered enclosed with the invoice.

**One-time fees** are single time charges for a specific item or service.

**Monthly Fees** are prepaid charges and usage fees will be charged as postpaid charges from the previous month. For example if a new contract is made on the May 15th the first invoice received in next month will consist of monthly fee from previous month retroactively plus monthly fee from next month charged beforehand.

**Usage Fees** can be for example domestic calls inside the country, international calls to abroad, usage that has exceeded possible corporate package, calls to value added services, or calls to domestic premium rate numbers.

Calls to domestic mobile and fixed line numbers are included to **corporate package**. Premium rate and international calls are charged according to corresponding minute rates.

Domestic Fixed and Mobile Calls have Pcs and Duration calculated for all calls, but charge only for those calls that didn't fit in the corporate package.

|                        |               |                                   | Pcs | Duration | Total         |
|------------------------|---------------|-----------------------------------|-----|----------|---------------|
| <b>Other Fees</b>      |               |                                   |     |          |               |
|                        | One-time Fees |                                   |     |          |               |
|                        |               | Shipping and handling fee         | 2   |          | 180.00        |
|                        |               | National/Geographic DID           | 4   |          | 0.00          |
| <b>Total</b>           |               |                                   |     |          | 180.00        |
| <b>Monthly fees</b>    |               |                                   |     |          |               |
|                        |               |                                   | 2   |          | 250.00        |
|                        |               | Monthly fees                      | 2   |          | 250.00        |
| <b>Total</b>           |               |                                   |     |          | 250.00        |
| <b>System Services</b> |               |                                   |     |          |               |
|                        | One-time Fees |                                   |     |          |               |
|                        |               | Mitel USB dongle for base station | 2   |          | 0.00          |
|                        |               | MITEL Base Station RFP 35 IP      | 2   |          | 0.00          |
|                        |               | MITEL 612 d                       | 4   |          | 0.00          |
|                        |               | Cisco SPA 112                     | 2   |          | 0.00          |
|                        | Monthly Fees  |                                   |     |          |               |
|                        |               | License Basic                     | 6   |          | 0.00          |
| <b>Total</b>           |               |                                   |     |          | 0.00          |
| <b>Voice Services</b>  |               |                                   |     |          |               |
|                        | Usage Fees    |                                   |     |          |               |
|                        |               | Premium rate calls                | 7   | 0:26:07  | 2.18          |
|                        |               | International Fixed Calls         | 4   | 0:02:35  | 0.13          |
|                        |               | Domestic Mobile Calls             | 36  | 0:27:49  | 0.00          |
|                        |               | Domestic Fixed Calls              | 20  | 0:25:54  | 0.00          |
|                        | Monthly Fees  |                                   |     |          |               |
|                        |               | Corporate package 500             | 2   |          | 0.00          |
| <b>Total</b>           |               |                                   |     |          | 2.31          |
| <b>All services</b>    |               |                                   |     |          | <b>Total</b>  |
|                        |               |                                   |     |          | <b>432.31</b> |

This report show Monthly and Usage Fees by subscriptions. It is delivered enclosed with the invoice.

Calls to domestic mobile and fixed line numbers are included to **corporate package**. Premium rate and international calls are charged according to corresponding minute rates. Domestic Fixed and Mobile Calls have Pcs and Duration calculated for all calls, but charge only for those calls that didn't fit in the corporate package.

If a subscriber doesn't have **Usage Fees** visible, it means no calls have been made from that corresponding subscription line.

**Monthly Fees** in the first invoice are being charged two times. For example if a new contract is made on the May 15th the first invoice received in next month will consist of license fee from previous month retroactively plus license fee from next month charged beforehand.

|                             |               | Office 1                          | Pcs        | Duration        | Total                  |
|-----------------------------|---------------|-----------------------------------|------------|-----------------|------------------------|
| <b>34011223344</b>          |               |                                   |            |                 |                        |
| System Services             | Monthly Fees  |                                   | 2          |                 | 0.00                   |
| <b>Total</b>                |               |                                   |            |                 | 0.00                   |
| <b>34011223345</b>          |               | <b>Office 2</b>                   | <b>Pcs</b> | <b>Duration</b> | <b>Total</b>           |
| System Services             | Monthly Fees  | License Basic                     | 2          |                 | 0.00                   |
| <b>Total</b>                |               |                                   |            |                 | 0.00                   |
| <b>34011223346</b>          |               | <b>Office 3</b>                   | <b>Pcs</b> | <b>Duration</b> | <b>Total</b>           |
| System Services             | Monthly Fees  | License Basic                     | 2          |                 | 0.00                   |
| Voice Services              | Usage Fees    | Domestic Fixed Calls              | 20         | 0:25:54         | 0.00                   |
|                             |               | Domestic Mobile Calls             | 36         | 0:27:49         | 0.00                   |
|                             |               | International Fixed Calls         | 4          | 0:02:35         | 0.13                   |
|                             |               | Premium rate calls                | 7          | 0:26:07         | 2.18                   |
| <b>Total</b>                |               |                                   |            |                 | 2.31                   |
| <b>Fees for the Company</b> |               | <b>Company</b>                    | <b>Pcs</b> | <b>Duration</b> | <b>Total</b>           |
| Monthly fees                |               | Monthly fee                       | 2          |                 | 250.00                 |
| Voice Services              | Monthly Fees  | Corporate package 500             | 2          |                 | 0.00                   |
| Other Fees                  | One-time Fees | National/Geographic DID           | 4          |                 | 0.00                   |
| System Services             |               | Cisco SPA 112                     | 2          |                 | 0.00                   |
|                             |               | MITEL 612 d                       | 4          |                 | 0.00                   |
|                             |               | MITEL Base Station RFP 35 IP      | 2          |                 | 0.00                   |
|                             |               | Mitel USB dongle for base station | 2          |                 | 0.00                   |
|                             |               | Shipping and handling fee         | 2          |                 | 180.00                 |
| <b>Total</b>                |               |                                   |            |                 | 430.00                 |
| <b>All subscriptions</b>    |               |                                   |            |                 | <b>Total</b><br>432.31 |