

Understanding Your Fixed National Bill



We've tried to make our bill super simple – here's the 1, 2, 3 of reading your bill if you need a little help. It's called a tax invoice for tax purposes – but we'll refer to it as the bill.

1 Your details

This is the information you gave us when your account was set up. It's important that these are correct. To change your details contact your Business Account Manager who will update them for you.

2 Invoice date

The invoice is issued 25 days before the payment is due. This date is based on the number of days in each month, so may change month to month.

3 Customer number

This is the way we identify you in our system.

4 Current charges

Recurring charges are charged one month in advance. See also 'Partial Payment Periods' on the next page. Usage charges are charged in arrears following the end of the usage period e.g. toll and data charges.

5 Total Due

This is the total balance owing on the account. This includes any previous balance brought forward, less any payments made, plus the current month's invoice. This amount may differ from the current monthly charges and shows the total balance due.

6 Fixed Payee details

Two Degrees New Zealand Limited (Broadband) BNZ Account 02-0820-0188002-00

2degrees issues separate bills for Fixed versus Mobile services. If you have both Fixed and Mobile services, then please ensure you make payment to the correct payee. Fixed payment details are bolded above.

PLEASE NOTE: Hardware charges will be invoiced separately. The account number for Hardware charges is different to the account number on this Fixed Service invoice. You can find the different account number on the Hardware charges invoice.

7 Direct Debit payment

If you have setup a direct debit for this account with 2degrees, you will see a note letting you know how much will be debited, and when your monthly payment is due.

8 Credit Card surcharge

The Card Payment Fee is a 1.75% additional fee that is applied by 2degrees to any account charges that you elect to pay by using your credit card or debit card.

9 For your record

This section is for your own record, you don't need to do anything with this.

10 Payment due

This is when your payment is due.

0800 022 022
PO Box 8540, Riccarton
Christchurch 81440
2degrees.nz

Sample Limited
123 Sample Street
Suburb
City 1234
Attention John Customer

Tax Invoice / Statement / Credit Note

Two Degrees New Zealand Limited
Invoice Date 26 May 2017
GST Number 91-223-058
Customer Number 1234567
Invoice Number 3000000

Announcements

Current Charges

Recurring Charges	577.17
One Off Charges	915.00
Toll Calls	1.27
Adjustments	30.00
Subtotal	1503.44
GST at 15.0%	225.52
Total charges for period	1728.96

Account Summary

Previous Bill Balance	201.25
Payments	201.25
Total balance carried forward	0.00
Plus this invoice	1728.96
Total Due	1728.96

Electronic payments can be made to Two Degrees New Zealand Limited, BNZ Account 02-0820-0188002-00. Payment is due by 20 June 2017
Please note that if you wish to pay by credit card there is a card payment fee. Find out more about the card payment fee.

For accounts information and queries please contact customer accounts toll free on 0800 022 022 at any time.

Two Degrees New Zealand Limited
PO Box 8540
Christchurch

Customer Number 1234567
Invoice Number 3000000
Due date 20 June 2017

Total Due 1728.96
Amount Paid _____

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11 Recurring charges

The recurring charges on your bill should align with what was agreed on when your account was setup and agreed changes since then. If you have one main (parent) account with multiple sites connected (child accounts), you should see the term 'transferred from' is followed by child account name e.g. joesample.akl@snap.net.nz. If you have multiple sites this helps you identify the billing for each site.

12 One-off charges

Examples of one-off charges can include installation of new services, charges for professional services or project management, purchased software licenses.

13 Partial payments

For partial periods e.g. a new site installed in the middle of a billing period, we bill from connection date to the beginning of next full billing period and then bill monthly, as normal.

This means your first bill only and for any new sites which are added during the billing period, your invoice may contain more than one month's charges i.e. a recurring charge (which is billed one month in advance) plus a partial period payment.

We also have the option of providing a monthly invoice in excel format (in addition to the pdf format), which displays child account information separately and can be edited for internal use. To arrange this, please contact your Business Account Manager.

14 Toll calls

A CSV file of your call data details (a call summary for the month) is emailed together with your monthly invoice.

15 Reversed charges


Credits applied to your account. For example if we have billed you for a service in advance which you subsequently cancel or reduce the quantities of service you have purchased.

16 Payments

During initial setup of your account, you have the option of having each site billed through to one main account, therefore pay only one invoice each month.

OR

You can have each site invoiced separately. Payment can be applied to each separate invoice/account. However, if payments are to be allocated across multiple main (parent) accounts, it is important that the remittance is sent so payment can be applied to the correct account. The correct email to send remittance advice to is accounts.biz@2degrees.nz

0800 022 022 PO Box 8540, Riccarton Christchurch 8440 2degrees.nz			
Charge Details			
11 Recurring Charges			
9 May 2017	Plan Fee	Interconnect Standard UFB 100 Access 25 Apr - 20 May 2017 (transferred From account joesample.akl@snap.net.nz)	157.17
9 May 2017	Plan Fee	Interconnect Standard UFB 100 Access 20 May - 20 Jun 2017 (transferred From account joesample.akl@snap.net.nz)	185.00
9 May 2017	Plan Fee	Interconnect Standard ADSL Access 20 May - 20 Jun 2017 (transferred From account joesample.chch@snap.net.nz)	175.00
9 May 2017	Service Fee	4x 2degrees SIP Channels 25 Apr - 20 May 2017 (transferred from Account joesample.akl@snap.net.nz)	60.00
One Off Charges			577.17
9 May 2017	Setup Fee	Interconnect Standard UFB 100 (transferred from account Joesample.akl@snap.net.nz)	915.00
Toll Calls			915.00
9 May 2017	Toll Calls	6 National calls on SAMPLE LTD 01 Apr - 01 May 2017 (transferred From account joesample.akl@snap.net.nz)	0.71
9 May 2017	Toll Calls	3 Mobile calls on SAMPLE LTD 01 Apr - 01 May 2017 (transferred from account joesample.akl@snap.net.nz)	0.56
Adjustments			1.27
9 May 2017	Adjustments	Plan Change. Difference in base plans changing from Interconnect Standard ADSL Access to Interconnect Standard UFB 100 Access for the already invoiced period 20 May - 20 Jun 2017 (transferred from account joesample.chch@snap.net.nz)	10.00
			10.00
			Subtotal 1503.44
			GST at 15.0% 225.52
			Total Charges 1728.96
Payment Details			
9 May 2017	Payment	A/P 01/05/2017 Invoice 3123456	-202.25
			-202.25
			Total Payments -202.25
Invoice #3000000		Page 2 of 2	