

# Understanding your Wireless Broadband 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. As 2degrees Wireless Broadband is charged in advance, you will be billed for your next month's connection.

## Your first and second bill:

Your first Wireless Broadband bill will be issued when your monthly bill cycle is run. Payment will be due within 7 business days. If you're a Business customer, your payment will be due on the 20th of each month. The first day of your Billing Period is the date your data balance is renewed again.

## 1 Your details

This is the info you gave us during your Wireless Broadband set up including the Account Holder name. It's important these are correct – to change or update your details visit [Your 2degrees at 2dm.co.nz/y2d](http://Your 2degrees at 2dm.co.nz/y2d) or you can call our Customer Care team on 0800 022 022.

## 2 Invoice date

Note that your wireless broadband bill will be issued when your monthly bill cycle is run.

Payment will be due within 7 business days. If you're a Business customer, your payment will be due on the 20th of each month.

As we bill in advance, you will be charged for your Wireless Broadband from the day your service is activated until the end of the billing period and for the next billing period on your first bill. Your invoice date will be 7 working days before payment is due. Business customers will be invoiced 20 working days before payment is due.

## 3 Due date

Your due date is your automatic payment date, when your monthly bill payment will be deducted from your credit or debit card (unless you have paid the invoice amount in full, at least 3 business days prior to the due date). Billing periods differ for Personal and Business customers.

## 4 Total amount owing

This amount includes all your charges for the current billing period as well as any amounts that may be overdue from last month. Any discounts or credits will also be included in this amount owing.

## 5 Overdue

If you have a balance still to be paid from last month, this amount will appear here. You'll need to pay this amount immediately to avoid any services being suspended. If you have any questions about overdue charges give us a call on 0800 022 022 or 0800 022 249 if you are a business customer.

## 6 Invoice breakdown

Here you will find details of your plan and recurring charges, usage and add-ons, as well as any discounts.

## Hopefully this is now all clear

Your 2degrees is an easy way to manage your bill and account online. You can sign up at [www.2dm.nz/your2degrees](http://www.2dm.nz/your2degrees) if you have any questions about your bill or want to query any charges please call our Customer Care team on 0800 022 022 or 0800 022 249 if you are a business customer.

### Here's your 2degrees tax invoice

**Joe Sample**

1 123 Sample Street  
Suburb  
City

joe@gmail.com  
[Find out how to update these details](#)

Account Number  
1234567

Billing Profile  
1-IPV1MO

Invoice Number  
1000000

2 Invoice date  
28/02/22

Billing Period  
01/02/22 - 28/02/22

5 **Last month's balance**

**YOUR ACCOUNT IS OVERDUE**  
Please pay \$84.53 immediately which includes any credits received on this bill

\$84.53

Total balance carried forward \$84.30

**Charges for this month**

Incl. GST

Your plans and recurring charges \$85.00

\$85.00

Your total charges for this month \$85.00  
This includes GST of \$9.48

Your total amount owing \$149.33

3 Payment is due on 06 March 2022. Please ensure you pay by then to avoid a \$9.95 late payment fee.

PAY THEM NOW

Make sure your bill is paid on time each month.

The easiest way to manage your bill is to set up an automatic payment. It only takes a few minutes to arrange Credit Card or Direct Debit payment, and then you'll have one less thing to remember each month.

[Find out more](#)  
[Set up Credit Card payment in Your 2degrees](#)  
[Set up Direct Debit payment in Your 2degrees](#)

YOUR USAGE  
WAYS TO PAY  
YOUR BILL EXPLAINED  
CONTACT US

We welcome customer feedback. Please email [feedback@2degrees.co.nz](mailto:feedback@2degrees.co.nz) or call our customer care team on 0800 022 022. Free and independent consultation of the manager on 0800 99 99 99 or at [www.2dm.co.nz](http://www.2dm.co.nz)

Two Degrees Mobile Limited PO Box 5330, Symonds Street Auckland, 1150 New Zealand. GST number: 92 319 754 Page 1 of 2

### Here's a bit more detail

6 Joe Sample is on a: **300GB Wireless Broadband 12mth Term**

PLAN	MINUTES	TEXTS	DATA
300GB Wireless Broadband 12mth Term			300GB

[See usage in detail](#)

**Plans and recurring charges**

Pricing plan	Billing Period	Detail	Charge
300GB Wireless Broadband 12mth Term			\$85.00
<b>Total plan and recurring charges</b>			<b>\$85.00</b>

**Total charges for this month** \$65.00

Account number  
1234567

Billing Profile  
1-IPV1MO

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If you have Mobile services with us, you'll see it on the same bill but on another page. Business customers may have their 300GB Wireless Broadband Business plan billed on a separate bill.