

Understanding Your Business 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 address log in to Your 2degrees, go to 'Your Account' then 'Your Account Profile'. To update your billing email address (where the bill will be sent) for this account log in to Your 2degrees, go to 'Settings', then 'Manage Notifications'. The billing email address is then found in 'Billing Profile Notifications'.

2 Account number

This is the way we identify you in our system. Whenever you talk to someone at 2degrees they will ask for this number.

3 Billing Period

Each bill is for a specific period. The Billing Period shows the first and last day of your billing period. The first day is the date your minutes, texts and data are topped back up again.

4 Last month's balance

Hopefully you are up-to-date in your payments. If there is anything that was not paid last month it will be added to this month's bill. Any amount more than \$5 needs to be paid immediately – as it will be overdue.

5 See your usage in detail

If you want an in-depth breakdown of your account transactions and charges, follow the link and log in to Your 2degrees; go to 'Your Account', then 'Your Bill'. Each billing period is listed with a link to the downloadable CSV file and invoice.

6 Charge for this month

Here's an overview of all your charges for this month. We've divided the line items into those for which GST is charged and those, such as Business Roaming, where no GST is charged.

You'll see that the summary then lists your month's bill by item type (recurring plan charges, data, value packs, roaming).

If we have credits to apply to your account or there are other adjustments, you'll see them here.

7 Total amount owing

This is the total amount you need to pay this month. It is found by adding together last month's balance (if anything) and your charges this month.

8 Payment is due

The date you need to have paid this month's charges by.

9 Pay this now button

Here's a simple way to make a payment by credit card. If you don't pay automatically, refer to page 2 of the bill to find other ways to pay.

10 Paying your bill

Here you can find details of your automatic payment. If you haven't set one up yet you will be able to pay by credit card or set up a direct debit from here. See page 2 of your bill for all other ways to pay.

11 Monthly information

Each month we'll tell you about something special or new from 2degrees.

Here's your 2degrees tax invoice

Bloggs logs Ltd
111 Sample Street
Suburb
Auckland 1021
joe@gmail.com
[Find out how to update these details](#)

Account number 286595
Invoice number FINV-002744015-11
Invoice date 30 Sep 2017
Billing period 1 Sep 2016 - 30 Sep 2017

Last month's balance

31 Aug 2017 - Previous bill balance	\$189.04	Credit
Payment - Thanks	\$189.04	
Total balance carried forward	0	

Charges for this month

[See your usage in detail](#)

Incl. GST	
Your plans and recurring charges	\$109.90
Your usage charges	\$7.20
Your Value Pack charges	\$10.00
	\$127.10
Nil GST	
Your plans and recurring charges	\$36.25
Your usage charges	\$3.34
	\$39.59

Your total charges for this month **\$166.69**
This includes GST of \$19.07

Your total amount owing **\$166.69**
Payment is due on 30 Sep 2017

[PAY THIS NOW](#)

We've got you covered.
2degrees built its own world class network to give you the best mobile experience. We've got 97.5% of places Kiwis live and work covered.

[FIND OUT MORE](#)

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](#)

Reading your bill
Here's a [quick explanation](#) about how to read your bill.

Two Degrees Mobile Limited PO Box 8355, Symonds Street Auckland, 1150 New Zealand. GST number 80 319 754 Page 1 of 3

12 Payments

Here's a summary of any payments you have made since your last bill.

13 Plans and recurring charges summary

Here's a summary of all the Plan and recurring charges (such as individual Plans, Mobile Repayment Options and Trade Up fees) for your account.

14 Usage Summary

Here's an accumulated summary of all the usage on your account for the month. For individual connection usage, view the Team Member detail pages of the bill for each connection.

14 Roaming Summary

If any team member travelled internationally and used Business Roaming services in the month, you will see an accumulated summary of the charges.

Your account's roaming activity is summarised into usage type (calls, texts, data, value packs, Daily Business Roaming charges).

For individual roaming usage, view the Team Member detail pages for each connection.

15 Value Packs


Here's a summary of all the Value Packs purchased for your account during the month. Value Packs are also known as Add Ons.

16 Included in your plan

This section summarises all of the usage made that was included within your plan or as part of a Value Pack. These items will be shown as Oc charge.

17 Team Member summary

Here you can see all charges made by your connection(s) in one place. It includes all connection related charges but excludes any account level adjustments you may have.



Here's a summary

Payments ¹²		Amount
Payment date	12 Aug 2017	\$189.04
Total payments received since last bill		\$189.04

Plans and recurring charges summary ¹³		Charge
Plan charges		\$109.90
Mobile Repayment		\$36.25
Your plan and recurring charges for this month		\$146.15

Usage summary ¹⁴				Charge
Usage	Quantity	Minutes		
Calls	40	33		\$11.61
Data	16.00MB			\$0.00
International calls	43	43		\$29.33
International texts	4			\$0.60
Texts	3			\$0.00
Your total usage charges for this month				\$41.54

Roaming summary ¹⁴				Charge
Usage	Quantity	Minutes		
Roaming Data	430MB			\$0.00
Roaming incoming calls	8	8		\$3.00
Roaming outgoing calls	27	27		\$12.00
Roaming texts	17			\$3.56
Daily Business Roaming Charges	9			\$49.00
Roaming Value Charges	3			\$150.00
Your total usage charges for this month				\$277.56

Value Packs ¹⁵		Quantity	Charge
Pack type	International chat pack	1	\$10.00
Your total Value Pack charges for this month			\$10.00

Included with your plan ¹⁶				
Type	Calls	Minutes	Text	Data
Free Calling Groups/Frequently Called Numbers	90	300	-	-
Plan/Value Pack Data	-	-	-	8.30GB
Plan/Value Pack Minutes	-	1450	-	-
Carryover Minutes and Carryover Data balances*	-	-	-	12.48 GB

* As at 12:00am 31 Aug 2017

Team Member summary ¹⁷						
Name	Domestic (Incl. GST)			(Nil GST)		Total
	Plans & recurring	Usage	Packs	Other	Int roaming/Other	
Joe Bloggs	\$49.95	\$7.20	\$10.00	\$0.00	\$39.59	\$106.74
Jerry Bloggs	\$59.95	\$0.00	\$0.00	\$0.00	\$0.00	\$59.95
Total team member charges	\$109.90	\$7.20	\$10.00	\$0.00	\$39.59	\$166.69

Two Degrees Mobile Limited PO Box 8355, Symonds Street Auckland, 1150 New Zealand. GST number 80 319 754 Page 2 of 3

18 Team Member summary

Here you can see the detail of each connection. It will include all plan and recurring charges along with individual usage details. There is one page for every connection under your account.

19 Your plan

This is the detail of the current plan that this connection is on. It also shows what plan entitlements are included within this plan.

Team member detail 19

Joe Bloggs is on a **Business Freedom Plus Plan** 022 1234567

Account number: 286595
Phone number: 022 1234567
Billing period: 01 Sep 2017 - 30 Sep 2017

PLAN	MINUTES	TEXTS	DATA	CARRYOVER DATA
Business Freedom Plus Plan	UNLIMITED CALLS <small>(to NZ & Aus) (to NZ & Aus)</small>	UNLIMITED TEXT <small>(to NZ & Aus)</small>	2.5GB <small>(to NZ & Aus)</small>	12.48GB <small>(to NZ & Aus)</small>

* For use only against the selected plan. See your website for full plan details. Entitlement may not be accurate if you change your service or switch your SIM card for current balance.

[See usage in detail](#)

Plans and recurring charges

Pricing plan	Billing Period ^C	Detail	Charge
Business Freedom Plus Plan	1/8/2017 - 31/8/2017	-	\$49.95
MHO Monthly Installment	1/8/2017 - 31/8/2017	-	\$36.25
Total plan and recurring charges			\$86.20

Usage (Incl GST)

Category	Quantity	Charge	
Calls	Calls made	Mins charged	Charge
International calls	3	16	\$7.20
Calls to NZ landlines	40	200	\$0.00
Calls to other mobile networks	210	1000	\$0.00
Calls to Voicemail	10	20	\$0.00
Texts	quantity	Charge	
Texts to 2degrees	120	\$0.00	
Texts to other mobile networks	72	\$0.00	
Data	Quantity	Charge	
Casual data	2.64GB	\$0.00	

Value Packs

International Packs	Quantity	Charge
International Chat Pack	1	\$10.00

Premium services and content

Total usage (Incl. GST)	\$17.20
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Usage (Nil GST)

Category	Quantity	Charge	
Calls	Calls made	Mins charged	Charge
Roaming outgoing calls	106	106	\$63.30
Roaming incoming calls	4	4	\$4.00
Texts	Quantity	Charge	
Roaming texts	21	\$6.33	
Data	Quantity	Charge	
Roaming data	67.00 MB	\$0.00	

Value Packs

Daily Business Roaming Charges	Quantity	Charge
\$7 Daily Business Roaming	20	\$140.00
\$0 Daily Business Roaming	3	\$0.00
Roaming Packs	Quantity	Charge
\$7 Daily Business Roaming	2	\$14.00
\$50 Business Roaming Add-on	3	\$150.00
\$0 Daily Business Roaming	1	\$0.00

Total usage (Nil GST) \$377.63

Total charges for this month \$106.74

Two Degrees Mobile Limited PO Box 6355, Symonds Street Auckland, 1150 New Zealand. GST number 80 319 754 Page 3 of 3