

Understanding Your Mobile 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 Corporate 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' link

If you want to see what usage has made up your charges for this month you can do this in Your 2degrees or by viewing your billing CSV file which details all transactions relating to the bill. To get the CSV file, log in to Your 2degrees, go to 'Your Account', then 'Your Bill'. Each billing period will be listed with a link to the CSV file and invoice.

6 Charges for this month

Here's a summary of all your charges for this month. You can see your Plan charges, your usage charges and your Value Pack charges. Any credits you might get will appear here too.

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.

0800 022 022
PO Box 8540, Riccarton
Christchurch, 8440
2degrees.nz

Bloggs Logs Ltd
111 Sample Street
Suburb
Auckland 1021
joe@gmail.com

Account number
501904
Invoice number
FINV-100008005-1458385201
Invoice date
30/09/18
Billing period
01/09/18 - 30/09/18

Last month's balance
31 Sept 2018 - Previous bill balance \$263.04
Payment - Thanks \$263.04 Credit
Total balance carried forward \$0

Charges for this month
Incl. GST
Your plans and recurring charges \$0.00
Your usage charges \$486.96
Your Value Pack charges \$10.00
\$127.10
Nil GST
Your plans and recurring charges \$37.41
Your usage charges \$115.31
\$39.59

Adjustments for this month
Incl. GST
Your credits \$40.73
Your debits \$3159.16
\$3199.89

Your total charges for this month \$3353.20
This includes GST of \$502.98
Payment is due on 30 Sep 2018
Your total amount owing \$3353.20
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.

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 or see our Help & Support page.

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.

12 Payments

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

13 Adjustments summary

Here's a summary of all the plan and recurring charges for your account. Your Base Monthly Fee and any additional connection or data charges will appear here.

14 Plans and recurring charges summary

Here's a summary of all the Plan and recurring charges (such as Mobile Repayments) for your account.

15 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 for each connection.

16 Additional connection summary

Here's a summary of any connections under your account which have not yet been assigned a cost centre.

17 Cost centre summary

Here you can see your charges by connection in one place. It includes all connection related charges but excludes any account level adjustments you may have. If you have assigned cost centres then connections will be summarised by cost centre.

Here's a summary



Payments 12

Payment date	Amount	
12 Sept 2018	\$2643.00	Credit
Total payments received since last bill	\$2643.00	Credit

Adjustments summary 13

	Quantity	Charge
Add Connection Fee Removed	1	\$40.73
Your current month's credit		\$40.73

Debit Adjustments	Quantity	Charge
Additional Connection Fee	1	\$40.73
Additional Data Connection Fee	1	\$20.43
Base Monthly Fee	1	\$2599.00
Data Charges	1	\$499.00
Your current month's credit		\$3159.16

Plans and account charges summary 14

	Charge
Plan charges	\$0.00
Data plan charges	\$0.00
International calls	\$37.41
Your plan and recurring charges for this month	\$37.41

Usage summary 15

Usage	Quantity	Minutes	Charge
Calls	176	880	\$0.00
Data	14GB		\$0.00
International calls	722	1068	\$470.16
International texts	86		\$16.80
Roaming outgoing calls	339.00MB		\$33.90
Roaming texts	226	226	\$22.60
Roaming texts	228	228	\$22.80
Roaming texts	366		\$36.60
Texts	594		\$0.00
Your total usage charge for this month			\$602.86

Value Packs



Pack Type	Amount
International Chat pack	\$10.00
Your total Value Pack charges for this month	\$10.00

Additional connection summary 16

Name	Domestic (Incl. GST)				(Nil GST)	
	Plans & recurring	Usage	Packs	Other	Int romaing/Other	Total
Harry Wright	\$0.00	\$0.00	\$10.00	\$0.00	\$37.41	\$10.00
Total charges for this month	\$0.00	\$0.00	\$10.00	\$0.00	\$37.41	\$47.41

Cost centre Auckland 17

Name	Domestic (Incl. GST)				(Nil GST)	
	Plans & recurring	Usage	Packs	Other	Int romaing/Other	Total
Sally Reynolds	\$0.00	\$173.47	\$0.00	\$0.00	\$46.36	\$219.83
Donald Farly	\$0.00	\$260.21	\$0.00	\$0.00	\$69.54	\$329.75
Auckland total charges for this month	\$0.00	\$433.68	\$0.00	\$0.00	\$115.90	\$549.58

Cost centre Wellington

Name	Domestic (Incl. GST)				(Nil GST)	
	Plans & recurring	Usage	Packs	Other	Int romaing/Other	Total
Harry Wright	\$0.00	\$42.71	\$0.00	\$0.00	\$0.00	\$42.10
Jerry Jackson	\$0.00	\$11.18	\$0.00	\$0.00	\$0.00	\$11.18
Wellington total charges for this month	\$0.00	\$53.28	\$0.00	\$0.00	\$0.00	\$53.28

Total charges for this month	\$650.27
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