# Understanding your 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.



#### Your details

The info you gave us during your Pay Monthly set up. It's important these are correct - to change or update click on the 'update these details' button on the bill, or visit the 'Your details' page in Your 2degrees.

#### 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 Invoice details

Each bill is for a specific period. The Billing Period shows the first day and last day of your billing period, the first day is the date your minutes and texts 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 pay it immediately – as it will be overdue.

## See your usage in detail button

Click this to see what usage has made up your charges for this month.

## 6 Charge 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 Packs charges. Any credits you might get will appear here too.

## Payment is due

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

#### 8 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.

## 9 Pay this now button

Here's a simple way to get directly to the payment page in Your 2degrees.

## 40 Auto payment reminder

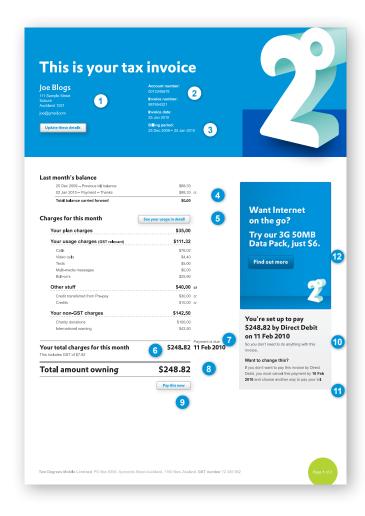
If you have set yourself up for automatic payment, details of this will be displayed here.

## 11 Ways to pay box

If you haven't set up an automatic payment, this handy box tells you how to pay your bill and the links take you through to the relevant payment pages.

## Monthly information

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



43 Your plans

Here you can see the Pay Monthly Plan that you are on.

Your usage (GST relevant & Non GST relevant)

We summarize your monthly usage by service type in this section. You can see a total charge for the calls, texts and data you have used. Usage that does not attract GST (e.g. international roaming) is listed below.

Value Pack

If you have purchase a Value Pack during the month, or have a recurring Value Pack such as \$10Text, you can see it here.

**16** View remaining balances button

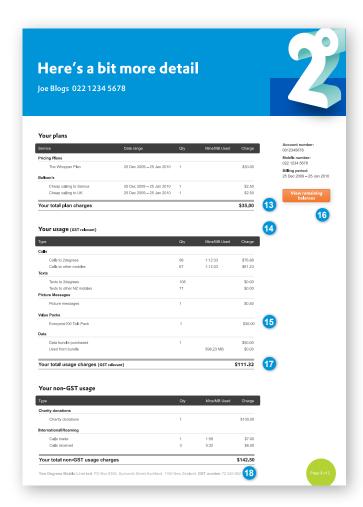
Click this to see what you have used and what balances you have left on your included Plan minutes, Value Packs or bonus minutes.

Your total usage charges

This combines all your usage for the month into one charge.

Our details

Here's our details in case you need to direct any written correspondence to us. Two Degrees Mobile Limited is our legal name. Please remember, you can't pay your bill by postage.



## Hopefully this is now all clear.

We've designed Your 2degrees to be user friendly so that you can manage your bill and your account yourself, so that you are in control. If you have any questions about your bill, or want to query any charges, please call us anytime on 200 from mobile.