

Understanding your 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 Broadband is charged in advance, you will be billed for your next month's connection.

Your first and second bill:

Your very first broadband bill will be issued, and payment taken, on the date you connect to 2degrees Broadband. Because we bill in advance, this is to cover your first month of plan charges.

1 Your details

This is the info you gave us during your 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 or you can call our Customer Care team on 0800 022 022.

2 Invoice date

The invoice date is 3 weeks before your payment is due. This is to give you enough notice of the automatic payment.

Note that your very first broadband bill will be issued, and payment taken, on the date of connection.

Because we bill in advance, your first bill will be due the same day it is issued, and your first month's charge will be deducted from your debit/credit card the same day.

3 Total amount owing

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

4 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).

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.

6 Invoice breakdown

Here you will find details of your plan and recurring charges, any extra data and tolls, as well as any discounts or credits.

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 If you have any questions about your bill or want to query any charges please call our Customer Care team on 0800 022 022.

Hi Joe Sample, Here's your 2degrees Broadband tax invoice



Joe Sample

123 Sample Street
Suburb
City

joe@gmail.com

Account number
1234567

Invoice number
3000000

Invoice date
28/02/18

Billing period
01/02/18 - 28/02/18

GST number
00 000 000

[Find out how to update these details](#)

3 Total amount owing
\$159.00

4 Payment due by
28 Mar 2018

5 **OVERDUE**
Please pay
\$79.00
immediately

Last month's balance

Previous bill balance \$79.00

Total balance carried forward **\$79.00**

Charges for this month

Plans and recurring charges \$90.00
Discounts & credits -\$10.00

Total charges for this month **\$80.00**

Your total amount owing **\$159.00**

Make sure your bill is paid on time each month

[Set up Credit Card payment in Your 2degrees](#)

[Set up Direct Debit payment in Your 2degrees](#)

You have an overdue amount of \$79.00 which must be paid immediately to avoid suspension. Find out all the ways to pay your bill [here](#).

Your balance of \$159.00 (inclusive of 15.0% GST) will be charged by direct debit on 28th March 2018 unless paid earlier.

If you have any questions or need any help please give us a call on 0800 022 249 between 8am to 10pm any day of the week. Or contact us [online](#).

Two Degrees New Zealand Limited PO Box 8540, Christchurch, New Zealand.



Here's a summary of your bill

6 A breakdown of this invoice

Plans and recurring charges

03 Mar 2018 Base Plan Fee: 2degrees Broadband 80GB VDSL 28 Mar - 28 Apr 2018 \$75.00

03 Mar 2018 Supplemental Service: 2degrees Home Phone Plus (09 123 4567)
01 Feb - 01 Mar 2018 \$15.00

\$90.00

Discounts and credits

03 Mar 2018 Discount: Pay Monthly Discount (022 123 4567) 28 Feb - 28 Mar 2018 -\$10.00

-\$10.00

Total charges for this month **\$80.00**

This includes GST of \$10.43

Two Degrees New Zealand Limited PO Box 8540, Christchurch, New Zealand.