

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.



1 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.

5 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.

7 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.

10 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.

12 Monthly information

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

This is your tax invoice

Joe Blogs
111 Sample Street
Salford
Auckland 1021
joe@gmail.com

Account number: 0112345678
Invoice number: 987654321
Invoice date: 25 Jan 2010
Billing period: 25 Dec 2009 – 25 Jan 2010

Update these details

Last month's balance
25 Dec 2009 – Previous bill balance \$88.33
02 Jan 2010 – Payment – Thanks \$88.33 cr
Total balance carried forward \$0.00

Charges for this month [See your usage in detail](#)
Your plan charges \$35.00
Your usage charges (gst relevant) \$111.32
Calls \$76.02
Video calls \$4.40
Texts \$5.00
MMS+media messages \$0.00
Browsers \$25.90
Other stuff \$40.00 cr
Credit transferred from Pre-pay \$30.00 cr
Credits \$10.00 cr
Your non-GST charges \$142.50
Charity donations \$100.00
International roaming \$42.50

Your total charges for this month \$248.82 Payment is due 11 Feb 2010
This includes GST of \$7.82

Total amount owing \$248.82
[Pay this now](#)

Want Internet on the go?
Try our 3G 50MB Data Pack, just \$6.
[Find out more](#)

You're set up to pay \$248.82 by Direct Debit on 11 Feb 2010
So you don't need to do anything with this invoice.

Want to change this?
If you don't want to pay this invoice by Direct Debit, you must cancel this payment by 10 Feb 2010 and choose another way to pay your bill.

Two Degrees Mobile Limited PO Box 8355, Symonds Street Auckland, 1150 New Zealand. GST number 72 345 962
Page 1 of 2

13 Your plans

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

14 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.

15 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.

17 Your total usage charges

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

18 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.

Here's a bit more detail

Joe Blogs 022 1234 5678



Account number: 0012345678
Mobile number: 022 1234 5678
Billing period: 25 Dec 2009 - 25 Jan 2010

[View remaining balances](#)

Your plans

Service	Date range	Qty	Min/MB Used	Charge
Pricing Plans				
The Whopper Plan	25 Dec 2009 - 25 Jan 2010	1		\$30.00
Bonus's				
Cheap calling to Samoa	25 Dec 2009 - 25 Jan 2010	1		\$2.50
Cheap calling to UK	25 Dec 2009 - 25 Jan 2010	1		\$2.50
Your total plan charges				\$35.00

Your usage (gst relevant)

Type	Qty	Min/MB Used	Charge	
Calls				
Calls to 2degrees	98	1:12:33	\$76.88	
Calls to other mobiles	67	1:12:33	\$61.23	
Texts				
Texts to 2degrees	108		\$0.00	
Texts to other NZ mobiles	77		\$0.00	
Picture Messages				
Picture messages	1		\$0.50	
Value Packs				
Everyone100 Talk Pack	1		\$30.00	
Data				
Data bundle purchased	1		\$50.00	
Used from bundle		598.23 MB	\$0.00	
Your total usage charges (gst relevant)				\$111.32

Your non-GST usage

Type	Qty	Min/MB Used	Charge	
Charity donations				
Charity donations	1		\$100.00	
International Roaming				
Calls made	1	1:59	\$7.00	
Calls received	3	5:32	\$6.00	
Your total non-GST usage charges				\$142.50

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Page 2 of 2

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.