

# Understanding your Business 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 Business 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 due, on the date you sign up to 2degrees Business Broadband. This is a deposit payment that will then be credited towards your second bill. Once you get connected, your second bill will be issued on the 2nd of the following month. This bill will include charges from the date your connection is activated to the end of that month, and will also include recurring charges for the following month.

### 1 Your details

This is the info you gave us during your broadband set up including your business name. It's important these are correct – to change or update your details call our Customer Care team on 0800 022 249.

### 2 Invoice date

After your broadband is connected, your invoices will be generated on the 2nd of each month and will be due on the 20th of the month.

### 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 will always be the 20th of the month. This is the date the automatic payment will be deducted from your bank account, credit or debit card, if you have this set up. If you are paying manually, please make sure you pay your bill on, or before, this 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.

### 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. The detailed charges are exclusive of GST, and you can see GST inclusive sub-totals and totals at the bottom of each section.

## Hopefully this is now all clear

Your 2degrees is an easy way to manage your bill and account online. You can sign up at [2dm.co.nz/your2degrees](http://2dm.co.nz/your2degrees). If you have any questions about your bill or want to query any charges please call our Customer Care team on 0800 022 249.

If you're on a retired broadband plan and have switched to a new 2degrees business plan, please contact our Customer Care team on 0800 022 249 as your billing dates will be diferent.

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

**Attention: Joe Sample**  
123 Sample Street  
Suburb  
City  
joe@sample.co.nz

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

Account number  
1234567  
Invoice number  
3000000  
Invoice date  
30/09/18  
Billing period  
01/02/18 - 28/02/18  
GST number  
00 000 000

3 **Total amount owing**  
**\$542.00**

4 **Payment due by**  
**28 Dec 2018**

5 **OVERDUE**  
Please pay  
**\$138.00**  
immediately

**Last month's balance**

Previous bill balance	\$138.00
<b>Total balance carried forward</b>	<b>\$138.00</b>

**Charges for this month (excl. GST)**

Plans and recurring charges	\$360.00
Discounts & credits	-\$8.70
Subtotal	\$351.30
GST at 15.0%	\$52.70
<b>Total charges for this month</b>	<b>\$404.00</b>
<b>Your total amount owing</b>	<b>\$542.00</b>

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.

**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](#)

### Here's a summary of your bill

**6 A breakdown of this invoice**

**Plans and recurring charges**

02 Jan 2018	Base Plan Fee: Smart Fibre Unlimited 01 Jan - 01 Feb 2018	\$110.00
02 Jan 2018	Supplemental Service: Smart Phone Line (09 123 4567) 01 Jan - 01 Feb 2018	\$10.00
02 Jan 2018	Base Plan Fee: Smart Fibre Unlimited 01 Jan - 01 Feb 2018	\$110.00
02 Jan 2018	Supplemental Service: Smart Phone Line (09 123 4568) 01 Jan - 01 Feb 2018	\$10.00
02 Jan 2018	Base Plan Fee: Smart VDSL Unlimited 01 Jan - 01 Feb 2018	\$110.00
02 Jan 2018	Supplemental Service: Smart Phone Line (09 123 4569) 01 Jan - 01 Feb 2018	\$10.00
		<b>\$414.00</b>

**Usage charges**

02 Jan 2018	Tolls: 9 calls billed 28 Jan - 25 Feb 2017 on line 04 260 1370	\$0.00
		<b>\$0.00</b>

**Discounts and credits**

02 Jan 2018	Discount: Pay Monthly Discount (0221234567) 01 Jan - 01 Feb 2017	-\$8.70
		<b>-\$10.01</b>

<b>Total</b>	<b>\$351.30</b>
<b>Plus GST of 15.0%</b>	<b>\$52.70</b>
<b>Total charges for this month</b>	<b>\$404.00</b>

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