



Business fixed line and broadband

# How to read your bill

power to you

## Important information

### Ways to pay

You need to make sure you pay for your Vodafone business fixed line and broadband services using one of the methods of payment listed on the back of your bill. Or you can visit our website [vodafone.co.nz/billing](http://vodafone.co.nz/billing)

**Please note:** It's important that you include your Vodafone business fixed line and broadband customer number (up to a 7 digit number, without a # symbol, located at the top of your bill) as a reference when paying your account as this helps us process your payment quicker. Not using this reference could cause a delay with your payment which may result in your services being restricted.

If you also have Vodafone mobile services then you'll get a separate bill for these services that you need to continue to pay separately.

### Your first bill

Like most utility companies, we charge for monthly access in advance – so your bill also covers the month ahead. If you started part way through your billing month your bill will include one-off part month charges.

### Managing your Vodafone business fixed line and broadband account Online

View and pay your bill, track your usage, double your data and manage all aspects of your account at [vodafone.co.nz/myaccount](http://vodafone.co.nz/myaccount)

You can find answers to your questions by typing them into the Help & Support search box at [vodafone.co.nz/help](http://vodafone.co.nz/help)

### Phone

For home phone and broadband call **0800 438 448**

For business (landline, broadband & mobile) call **888** free from your Vodafone mobile, or **0800 400 888** from any other phone.

For support with your personal mobile or mobile broadband, call **777** free from your Vodafone mobile or **0800 800 021** from any other phone.

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## Understanding your bill

This gives you an overview of your total business fixed line and broadband charges incurred. Details of ways to pay are located on the back of your bill.

**Your details**  
Your customer number, bill number and bill due date are shown here.

**Your address**  
If your address is incorrect or has recently changed, you can update your contact details online in My Account.

**Recent transactions**  
This shows your payments and charges since your last bill.

**This Invoice**  
Your current charges are listed here. These appear in more detail on the following bill pages.

**Contact information**  
If you need to contact us regarding your bill the contact details are shown here.

**Monthly information**  
Promotions, updates and information can be found here.

**Total amount due**  
This is the amount you need to pay, made up of any balance remaining on your previous bill, plus the 'This invoice' (current month's) charges.

**Amount enclosed (if paying by cheque)**  
Fill in the amount you're paying, tear off and return with your cheque in the supplied envelope or alternatively, use one of the other methods of payment listed on the back of the bill.

**Payment advice**  
Detach this slip and include with your cheque. Please watermark customer number on the back of the cheque and make payable to Vodafone Fixed Line & Broadband.

**Customer Number** xxxxxxxx  
**Invoice Number** 15163061  
**Invoice Date** 1 Jun 2011  
**Due Date** 25 Jun 2011  
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**Your Vodafone fixed line and broadband bill**

**Recent Transactions**

1 May 2011	Opening balance from last statement	\$0.00
17 May 2011	Direct Debit Payment - Thankyou	-\$0.00
	<b>Closing balance</b>	<b>\$0.00</b>
Payments received after 31 May 2011 are not shown		

**This Invoice**

Internet Charges	\$35.55
Phone Charges	\$222.01
Other Charges	-\$88.00
<b>Total</b>	<b>\$345.56</b>
GST at Standard Rate	\$51.83
<b>GST Zero-Rated and Exempt Charges</b>	<b>\$397.39</b>
Internet Charges	\$14.64
Internet Charges	\$14.64
<b>Total Current Month's Charges due 25 Jun 2011</b>	<b>\$412.03</b>
<b>Total Amount Due</b>	<b>\$412.03</b>

**Contact**  
T 0800 438 448  
F 09 962 9300  
W [vodafone.co.nz](http://vodafone.co.nz)

**Payment advice**  
Detach this slip and include with your cheque. Please watermark customer number on the back of the cheque and make payable to Vodafone Fixed Line & Broadband.

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**Amount enclosed \$** \_\_\_\_\_

This amount will be deducted from your bank account on 25 Jun 2011 or the nearest business day thereafter.

00000XXXXXX+0000010537+8001+04

Note: All prices shown in this booklet are indicative and should only be used as a guide.

## Invoice details

This summarises the monthly activity on your account.

**Invoice Details**

**Internet Charges**

Monthly Fee (Business Broadband 2)	1 Jun - 30 Jun 11	\$44.44
Direct dial discount (Business Broadband 2)	1 Jun - 30 Jun 11	-\$8.89
<b>Total Internet Charges</b>		<b>\$35.55</b>

**Phone Charges**

**Phone number: 09 XXXXXXX1**

Monthly fee (Vodafone Business Access (24 month))	1 Jun - 30 Jun 11	\$39.95
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**Phone number: 09 XXXXXXX2**

Monthly fee (Vodafone Business Access (24 month))	1 Jun - 30 Jun 11	\$39.95
Part month charge	15 May - 31 May 11	\$19.97
National Call Charges	1 May - 31 May 11	\$2.58
Land to Mobile Call Charges	1 May - 31 May 11	\$51.34
Local Call Charges (200 calls, 492 minutes)	1 May - 31 May 11	\$19.68
<b>Total for 03 XXXXXXX2</b>		<b>\$137.52</b>

**Phone number: 09 XXXXXXX3**

Monthly fee (Vodafone Business Access (24 month))	1 Jun - 30 Jun 11	\$39.95
National Call Charges	1 May - 31 May 11	\$3.20
Land to Mobile Call Charges	1 May - 31 May 11	\$0.67
Local Call Charges (13 calls, 13 minutes)	1 May - 31 May 11	\$0.52
<b>Total for 03 XXXXXXX3</b>		<b>\$44.54</b>

**Other GST Zero-Rated Charges**

1.91 Global Roaming Hours	1 May - 31 May 11	\$14.64
<b>Total GST Zero-Rated Internet Charges</b>		<b>\$14.64</b>

**Other Charges**

Installation Charges 1x Connection Only		\$88.00
<b>Total Other Charges</b>		<b>\$88.00</b>

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**Phone charges (continued)**  
**International call charges**  
These are international call charges for the phone number listed.

**Land to mobile charges**  
These are mobile call charges for the phone number listed.

**Local call charges**  
These are the local call charges for the phone number listed. It also shows the number of local calls made and duration of those call in minutes. Local call charges are not itemised on your bill.

**Discounts**  
If you've signed up for a promotion, any discounts that apply will appear in the related section.

**Other charges**  
Any fees for connection, hardware and paper bill charges (if applicable) will show up under other charges.

## Call activity

This page breaks down your individual usage, e.g. local, national and international calls, etc.

**Call Activity - 03 XXXXXXXX**

Date	Time	Place called	Number called	Duration	Total (GST incl)
<b>National</b>					
01 May	11:46am	Christchurch	03xxxxxx	1:00	\$0.10
01 May	11:48am	Christchurch	03xxxxxx	1:05	\$0.11
01 May	12:32pm	Auckland	03xxxxxx	1:00	\$0.10
01 May	03:32pm	Auckland	09xxxxxx	4:41	\$0.47
01 May	03:39pm	Auckland	09xxxxxx	1:02	\$0.10
02 May	08:34am	Tu Ararau	03xxxxxx	1:00	\$0.10
02 May	01:46pm	Christchurch	03xxxxxx	3:23	\$0.34
02 May	02:34pm	Lumsden	03xxxxxx	1:58	\$0.20
03 May	04:48pm	Winton	03xxxxxx	1:21	\$0.14
04 May	04:57pm	Wellington	04xxxxxx	1:00	\$0.10
04 May	05:03pm	Wellington	04xxxxxx	1:00	\$0.10
07 May	10:16am	Auckland	09xxxxxx	2:49	\$0.29
07 May	03:07pm	Winton	03xxxxxx	1:00	\$0.10
07 May	05:42pm	Winton	03xxxxxx	5:26	\$0.55
08 May	09:14am	Lumsden	03xxxxxx	1:00	\$0.10
08 May	09:56am	Auckland	03xxxxxx	1:00	\$0.10
08 May	11:07am	Christchurch	03xxxxxx	3:47	\$0.38
10 May	11:04am	Invercargill	03xxxxxx	1:00	\$0.10
10 May	02:32pm	Tu Ararau	03xxxxxx	2:23	\$0.34
11 May	10:56am	Christchurch	03xxxxxx	1:00	\$0.10
14 May	08:43am	Winton	03xxxxxx	1:00	\$0.10
14 May	08:50am	Winton	03xxxxxx	1:00	\$0.10
14 May	09:20am	Christchurch	03xxxxxx	1:00	\$0.10
14 May	01:19pm	Christchurch	03xxxxxx	1:00	\$0.10
14 May	04:21pm	Invercargill	03xxxxxx	2:47	\$0.13
15 May	11:04am	Christchurch	03xxxxxx	1:00	\$0.10
15 May	03:54pm	Invercargill	03xxxxxx	1:00	\$0.10
15 May	03:53pm	Invercargill	03xxxxxx	1:00	\$0.10
15 May	10:25am	Invercargill	03xxxxxx	1:30	\$0.17
16 May	10:46am	Invercargill	03xxxxxx	1:00	\$0.10
17 May	10:00am	Warkworth	09xxxxxx	3:45	\$0.38
17 May	10:56am	Christchurch	03xxxxxx	1:00	\$0.10
18 May	09:30am	Christchurch	03xxxxxx	1:00	\$0.10
18 May	11:54am	Christchurch	03xxxxxx	1:00	\$0.10
18 May	01:53pm	Christchurch	03xxxxxx	1:00	\$0.10
18 May	01:37pm	Milton	03xxxxxx	2:52	\$0.29
18 May	01:40pm	Auckland	09xxxxxx	1:03	\$0.11
21 May	04:21pm	Warkworth	09xxxxxx	1:00	\$0.10
22 May	09:16am	Warkworth	03xxxxxx	1:00	\$0.10
22 May	09:25am	Queenstown	03xxxxxx	1:00	\$0.10
22 May	09:58am	Christchurch	03xxxxxx	1:00	\$0.10
22 Oct	10:11am	Christchurch	03xxxxxx	1:00	\$0.10
22 May	02:22pm	Christchurch	03xxxxxx	3:40	\$0.37
22 May	02:53pm	Chateau	03xxxxxx	1:00	\$0.10
22 May	02:56pm	Milton	03xxxxxx	1:00	\$0.10
23 May	09:47am	Chateau	03xxxxxx	1:00	\$0.10
23 May	09:49am	Chateau	03xxxxxx	1:00	\$0.10
23 May	09:57am	Christchurch	03xxxxxx	1:00	\$0.10
23 May	09:59am	Chateau	03xxxxxx	1:00	\$0.10

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**Call activity**  
This shows the type of activity for your connection.