



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 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

Please note: It's important that you include your Vodafone 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. So, if you started part way through your billing month your bill will include one-off part month charges.

Managing your Vodafone 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

You can find answers to your questions by typing them into the Help & Support search box at 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.

VF71332 08/11

Understanding your bill

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

Tax Invoice & Credit Note

Customer Number: xxxxxxx
Invoice Number: 15162061
Invoice Date: 1 Jun 2011
Due Date: 25 Jun 2011
Page Number: 1 of 4

Mr A Sample
PO Box 30003
Albany
North Shore

Your Vodafone fixed line and broadband bill

Recent Transactions

1 May 2011	Opening balance from last statement	\$50.00
17 May 2011	Direct Debit Payment - Thankyou	-\$50.00
Closing balance		\$0.00
Payments received after 31 May 2011 are not shown		

This Invoice

Pack Charges	\$84.00
Internet Charges	\$10.10
Phone Charges	\$86.85
SKY TV Charges	\$210.04
Other Charges	\$53.89
Total	\$444.59

GST Inclusive GST content of \$57.99

GST Zero-Rated and Exempt Charges

Red Cross Donation	-\$5.00	\$5.00
Total Current Month's Charges due 25 Jun 2011		\$449.59
Total Amount Due		\$449.59

Contact

T 0800 438 448
F 09 942 9500
W vodafone.co.nz

Tax Invoice Statement
GST number: 70 719 455

Payment advice

Total amount due: **\$449.59**

Amount enclosed \$.....

000XXXXXXXX+000010537+8001+04

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.

Part month credit
(Credit relating to a Vodafone promotion you may have signed up to). Credit for the part of the month (days) since your broadband was activated.

Promotion credit
Any credit relating to a promotion you may have signed up to.

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.

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

Customer Number: xxxxxxx
Invoice Number: 15162061
Invoice Date: 1 Jun 2011
Due Date: 25 Jun 2011
Page Number: 2 of 4

Pack Charges

Username: example, Phone number: 09 XXXXXXXX	
6 days of Easy Pack Red (broadband)	25 May - 31 May 11 \$6.00
6 days of Easy Pack Red (home phone)	25 May - 31 May 11 \$8.00
Easy Pack Red monthly fee	1 Jun - 30 Jun 11 \$70.00
Total Pack Charges	\$84.00

Internet Charges

Username: example	1 May - 31 May 11 \$5.10
Vodafone Security	
Monthly Fee - PC Protection	1 Jun - 30 Jun 11 \$5.00
Total Internet Charges	\$10.10

Phone Charges

Phone number: 09 XXXXXXXX	
Monthly fee (incl 3)	1 Jun - 30 Jun 11 \$40.89
International Call Charges	1 May - 31 May 11 \$42.55
Land to Mobile Call Charges	1 May - 31 May 11 \$3.41
Total for 09 XXXXXXXX	\$86.85

SKY TV Charges

MY SKY HD Installation (monthly charge)	1 Jun - 30 Jun 11 \$99.00
Basic (part month)	13 May - 31 May 11 \$47.86
MY SKY HD (x1)	1 Jun - 30 Jun 11 \$15.00
SKY Box Office/Pay per view charges	1 May - 31 May 11 \$19.17
Total SKY TV Charges	\$210.04

Other GST Zero-Rated Charges

Red Cross Donation	1 May - 31 May 11 \$5.00
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Pack charges
Depending on the internet service you have with us you may see the following charges.

Part month broadband charges
These are broadband charges for the part of the month (days) since your broadband service was activated.

Part month home phone charges
These are home phone charges for the part of the month (days) since your phone service was activated.

Monthly charges
This is the charge for your pack next month.

Internet charges
Charges for any other internet related services you have on your account (eg, double your data).

Phone charges
This includes charges for talk plans, toll calls and any phone features you may have.

SKY with Vodafone charges
Charges for your SKY TV services that are billed through Vodafone.

Installation charges
This includes any charges for installation of SKY equipment at your home.

Part month charges
These are the charges for the part of the month (days) since your SKY services were activated.

Monthly charges
These are the charges for your SKY subscription services for next month.

One off charges
These are any one off charges that have been applied to your account (e.g. technician call out charges).

SKY Box Office and Pay Per View Charges
These are charges for any movie or event you may have ordered during the month.

Adjustments
This is where you will see any adjustments to the charges for your SKY services.

Call activity

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

Other Charges

Hardware	
1 x Modem	\$49.95
Installation Charges	
1 x Connection Only	\$101.20
1 x HomeLine Setup	\$52.10
1 x \$99 Connection Discount	-\$101.20
Total	\$52.10

Paper Invoice Charge

1 Jun - 30 Jun 11	\$1.50
Total Other Charges	\$53.60

Phone Activity - 09 XXXXXXXX

Date	Time	Place called	Number called	Duration	Cost
International					
04 May	02:02pm	Norfolk Island	0067XXXXXX	2:00	\$0.85
10 May	08:12pm	Norfolk Island	0067XXXXXX	50:00	\$21.25
12 May	11:07am	Norfolk Island	0067XXXXXX	5:00	\$2.13
13 May	01:43pm	Norfolk Island	0067XXXXXX	2:00	\$0.85
17 May	09:46pm	Norfolk Island	0067XXXXXX	41:00	\$17.47
Total International Charges					\$42.55
Land to Mobile					
01 May	08:07pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
01 May	08:02pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
02 May	05:37pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
03 May	01:11pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
03 May	04:20pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
04 May	02:26pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
05 May	08:38am	Vodafone mobile	027XXXXXX	1:00	\$0.31
05 May	12:04pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
05 May	01:36pm	Vodafone mobile	021XXXXXX	1:00	\$0.31
06 May	06:30pm	Vodafone mobile	021XXXXXX	2:00	\$0.62
Land to Mobile Charges					\$3.41

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

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

Phone activity
This shows the type of activity for your connection. Any calls that are zero rated are not shown on the bill.