How to read your Vodafone mobile bill

power to you

Useful information

Ways to pay
You can pay your bill via Direct Debit, Internet Banking, Telephone Banking, Cheque, Direct Credit, NZ Post or Credit Card.

There is full information on ways to pay on the second page of your bill. Or you can visit our website **vodafone.co.nz/billing**

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.

Contact us
For full information and answers to any questions you may have regarding your bill please visit **vodafone.co.nz/billing**

Phone
Personal: Call our customer service on **777** from your mobile or **0800 800 021** from any other phone.

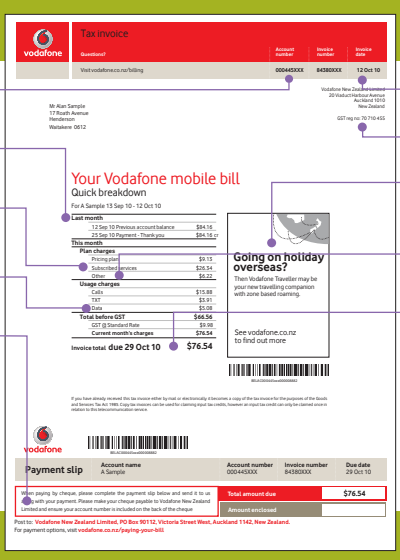
Business: Call our business customer service on **888** from your mobile or **0800 400 888** from any other phone.

Post
Vodafone Customer Service, Private Bag 92161, Victoria Street West, Auckland 1142.

Email
Please use our email contact form at **vodafone.co.nz/contactus**

VF71323 12/10

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



Tax invoice

vodafone | Questions? | Account number | Invoice number | Invoice date
Visit vodafone.co.nz/billing | 000445XXX | 843808XXX | 12 Oct 10

Vodafone New Zealand Limited
20 Viaduct Harbour Avenue
Auckland 1010
New Zealand

GST reg no: 70 710 455

Mr Alan Sample
17 Routh Avenue
Henderson
Waitakere 0612

Your Vodafone mobile bill
Quick breakdown

For A Sample 13 Sep 10 - 12 Oct 10

Last month	
12 Sep 10 Previous account balance	$84.16
23 Sep 10 Payment - Thank you	$84.16 cr
This month	
Plan charges	
Pricing plan	$9.15
Subscribed services	$26.34
Other	$6.22
Usage charges	
Calls	$15.88
TXT	$3.91
Data	$5.08
Total before GST	**$66.56**
GST @ Standard Rate	$9.98
Current month's charges	**$76.54**
Invoice total due 29 Oct 10	**$76.54**

Going on holiday overseas?
Then Vodafone Traveller may be your new travelling companion with zone based roaming.

See vodafone.co.nz to find out more

If you have already received this tax invoice either by mail or electronically it becomes a copy of the tax invoice for the purposes of the Goods and Services Tax Act 1985. Copy tax invoices can be used for claiming input tax credits, however an input tax credit can only be claimed once in relation to this telecommunication service.

vodafone | Payment slip | Account name: A Sample | Account number: 000445XXX | Invoice number: 843808XXX | Due date: 29 Oct 10

When paying by cheque, please complete the payment slip below and send it to us with your payment. Please make your cheque payable to Vodafone New Zealand Limited and ensure your account number is included on the back of the cheque.

Total amount due: $76.54
Amount enclosed:

Post to: **Vodafone New Zealand Limited, PO Box 90112, Victoria Street West, Auckland 1142, New Zealand.**
For payment options, visit **vodafone.co.nz/paying-your-bill.**

Account number
This is your account number. Please include this on all correspondence with us.

Last month
This shows your account activity last month, and highlights any outstanding amount.

Subscribed services
Shows charges for additional services that are being applied e.g Vodafone Family, Weather Forecast, Sport Updates etc.

Data
Includes costs associated with internet use such as Vodafone live, e-mail and online browsing.

Payment message
This message relates to the type of payment method you are using.

Invoice date
Your bill will be produced on this day each month.

GST number
Vodafone's GST number for tax purposes.

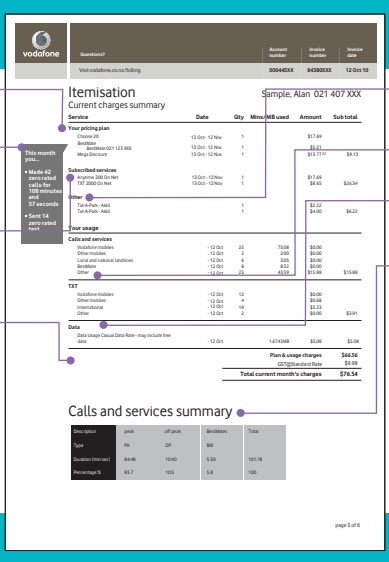
Message box
Check this space for details on our new products, campaigns, discounts and other important information.

Other
This will include services such as ringtones, TXT-a-park, mTicket purchase etc.

Due date & amount due
The date your account is due to be paid by and the amount including GST.

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

Itemisation
This summarises the monthly activity on your account.



vodafone | Questions? | Account number | Invoice number | Invoice date
Visit vodafone.co.nz/billing | 000445XXX | 843808XXX | 12 Oct 10

Itemisation
Sample, Alan 021 407 XXX

Current charges summary

Service	Date	Qty	Mins/MB used	Amount	Sub total
Your pricing plan					
Choose 20	13 Oct - 12 Nov	1		$17.69	
Bestdate					
Bestdate 021 123 XXX	13 Oct - 12 Nov	1		$5.21	
Merge Discount	13 Oct - 12 Nov	1		$13.77-*	$9.13
Subscribed services					
Anytime 200 On Net	13 Oct - 12 Nov	1		$17.69	
TXT 2000 On Net	13 Oct - 12 Nov	1		$8.65	$26.34
Other					
Txt-A-Park - Adult		1		$3.22	
Txt-A-Park - Adult		1		$4.00	$6.22
Your usage					
Calls and services					
Vodafone mobiles	- 12 Oct	25	75:08	$0.00	
Other mobiles	- 12 Oct	2	2:00	$0.00	
Local and national landlines	- 12 Oct	6	3:00	$0.00	
Bestdate	- 12 Oct	9	8:32	$0.00	
Other	- 12 Oct	23	45:59	$15.88	$15.88
TXT					
Vodafone mobiles	- 12 Oct	12		$0.00	
Other mobiles	- 12 Oct	4		$0.68	
International	- 12 Oct	19		$3.23	
Other	- 12 Oct	2		$0.00	$3.91
Data					
Data Usage Casual Data Rate - may include free data	- 12 Oct		1.474MB	$5.08	$5.08
			Plan & usage charges		**$66.56**
			GST@Standard Rate		$9.98
			Total current month's charges		**$76.54**

Calls and services summary

Description	peak	off peak	Bestdates	Total
Type	PK	OP	BM	
Duration (mm:ss)	84:48	10:40	5:50	101:18
Percentage %	83.7	10.5	5.8	100

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Your pricing plan
Your Vodafone pricing plans which are charged a month in advance.

Savings
This shows the number of zero-rated calls and TXTs you have made - some of the added value of being with Vodafone.

Subscribed services
Shows charges for additional services that are being applied e.g Vodafone Family, Weather Forecast, Sport Updates etc.

Roaming
If you have been using roaming overseas then a breakdown of these charges will appear here.

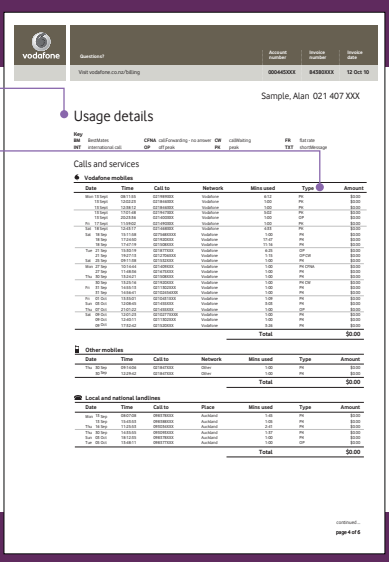
Other
This will include services such as ringtones, TXT-a-park, mTicket purchase etc.

Other services
This will include services such as calls to voicemail, toll free numbers.

Data
Includes costs associated with internet use e.g. Vodafone live!, e-mail and online browsing.

Call and services summary
This gives you a breakdown of your calling usage and percentage by type.

Itemisation continued
This page breaks down your individual usage, e.g. calls to Vodafone mobiles; calls to local and national landlines etc.



vodafone | Questions? | Account number | Invoice number | Invoice date
Visit vodafone.co.nz/billing | 000445XXX | 843808XXX | 12 Oct 10

Sample, Alan 021 407 XXX

Usage details

Key
BM Bestdates | **CFNA** callforwarding - no answer | **CW** callwaiting | **FN** flat rate
INT international call | **OP** off peak | **PK** peak | **TXT** txtmessage

Calls and services

Vodafone mobiles

Date	Time	Call to	Network	Mins used	Type	Amount
Mon 13 Sep	08:11:05	0274669005	Vodafone	6:12	PK	$0.00
13 Sep	12:08:12	0274669005	Vodafone	1:00	PK	$0.00
13 Sep	12:08:12	0274669005	Vodafone	1:00	PK	$0.00
13 Sep	17:07:48	0274670565	Vodafone	5:02	PK	$0.00
13 Sep	17:09:50	0274670565	Vodafone	1:00	PK	$0.00
Fri 17 Sep	11:09:00	0274585000	Vodafone	1:00	PK	$0.00
Sat 18 Sep	12:45:17	0274568900	Vodafone	4:03	PK	$0.00
18 Sep	15:11:08	0274685000	Vodafone	1:00	PK	$0.00
18 Sep	17:24:50	0275020000	Vodafone	11:47	PK	$0.00
18 Sep	17:24:50	0275020000	Vodafone	1:00	PK	$0.00
Tue 21 Sep	15:50:19	0274677000	Vodafone	4:35	OP	$0.00
21 Sep	19:27:15	0212706000X	Vodafone	1:15	OPCW	$0.00
Sat 25 Sep	09:11:08	0212633000	Vodafone	1:00	PK	$0.00
Mon 27 Sep	10:14:44	0274690000	Vodafone	1:00	PK CFNA	$0.00
27 Sep	10:14:44	0274690000	Vodafone	1:00	PK	$0.00
Thu 30 Sep	15:24:21	0212680000	Vodafone	1:00	PK	$0.00
30 Sep	15:25:16	0212620000	Vodafone	1:00	PK CW	$0.00
Fri 01 Oct	14:04:47	0212634000X	Vodafone	1:00	PK	$0.00
01 Sep	14:04:47	0212634000X	Vodafone	1:00	PK	$0.00
Fri 01 Oct	13:50:01	0210451000X	Vodafone	1:08	PK	$0.00
Sun 08 Oct	13:08:45	0210320000	Vodafone	3:00	PK	$0.00
Thu 07 Oct	21:01:20	0210320000	Vodafone	1:00	OP	$0.00
Tue 12 Oct	12:40:11	0211302000X	Vodafone	1:00	PK	$0.00
09 Oct	12:40:11	0211302000X	Vodafone	1:00	PK	$0.00
09 Oct	17:02:42	0210200XX	Vodafone	3:36	PK	$0.00
			Total			**$0.00**

Other mobiles

Date	Time	Call to	Network	Mins used	Type	Amount
Thu 30 Sep	09:14:06	0210470XX	Other	1:00	PK	$0.00
30 Sep	13:29:42	0210470XX	Other	1:00	PK	$0.00
			Total			**$0.00**

Local and national landlines

Date	Time	Call to	Place	Mins used	Type	Amount
Mon 13 Sep	08:07:06	0985785XX	Auckland	1:40	PK	$0.00
13 Sep	15:49:55	0985880XX	Auckland	1:00	PK	$0.00
Thu 30 Sep	14:03:03	0985880XX	Auckland	1:00	PK	$0.00
30 Sep	14:05:05	0985890XX	Auckland	1:37	PK	$0.00
Sun 08 Oct	18:12:05	0985785XX	Auckland	1:00	PK	$0.00
Tue 05 Oct	15:08:11	0985777XX	Auckland	1:00	OP	$0.00
			Total			**$0.00**

continued ...

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Usage details
This shows the type of activity for your connection.

Type
Please refer to the key above for the description of activity.