



How to read your Vodafone multi-connect 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

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Understanding your bill

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

Discounts
Shows credits that have been added to your account e.g. early re-sign fees.

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

Payment method
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 business 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.

Hardware transactions
This will include charges for hardware items such as mobile phones, Vodems.

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.

Group summary

This breaks down all of the plans you have on your account and clearly shows usage details.

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

Part month payment
If you signed up with us part way through your billing month, you'll see a part month charge as well as the advance fee for the next month. You'll also get part month charges for any new service added or removed during your billing month.

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, WeatherForecast, Sport Updates etc.

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 and customer services.

Info
Information services like news, sports or weather updates.

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

GST zero rated
Roaming and other usage such as donations to charity are GST exempt.

Dashboard

This is a dashboard that graphically highlights key information about your account, so you can better understand your usage.

Top 10 called numbers
These show the numbers that are called the most from your account.

Group usage spend
The graph breaks down your total usage spend to show which services are being used the most.

Top 10 total spend per connection
The graph gives you clarity on which connections on your account have the highest spend so you can understand your usage.

Group current charges

This summarises the monthly activity for all connections on your account.

Connection name
Each connection is listed by name, in alphabetical order, and shows any charges relating to that connection.

Data summary
This shows the total data charges for all connections.

Data charges - Roaming
This shows the total data charges for all connections relating to roaming as this is GST exempt.

Itemisation

This summarises the monthly activity for individual connections on your account.

Savings
This will show the number of calls and TXTs that are zero rated.

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

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

Name and phone number
The name and phone number that these details correspond to. Each connection is itemised.

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