

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

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

You can handle almost every aspect of your account online, anytime you want without having to call us. Simply go to **My Account** on our website and log in with your username and password.

You'll be able to update your contact details, make payments, check your data usage, keep an eye on any toll calling and view your bills anytime you want to.

Contact us

If you need help or information about any of our products and services, you can access our vast knowledge base online by typing your question or keywords into the Help & Support section at vodafone.co.nz to receive immediate answers.

Alternatively you can call us on 0800 400 888

VF71280/10/10

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.

Tax Invoice & Credit Note

Customer Number: xxxxxxxx
 Invoice Number: 15163061
 Invoice Date: 1 Nov 2010
 Due Date: 25 Nov 2010
 Page Number: 1 of 9

Mr A Sample
 PO Box 30003
 Albany
 North Shore

Your Vodafone fixed line and broadband bill

Recent Transactions

1 Oct 2010	Opening balance from last statement	\$50.00
17 Oct 2010	Direct Debit Payment - Thankyou	-\$50.00
18 Oct 2010	Reverse Phone monthly fee (includes GST of -\$4.66)	-\$41.94
		-\$41.94

This Invoice

Internet Charges	\$35.55
Phone Charges	\$222.01
Other Charges	\$88.00
GST	\$51.83
GST Zero-Rated and Exempt Charges	
Internet Charges	\$14.64
	\$14.64
This Invoice Total due 25 Nov 2010	\$412.03

Payment
 Payment must be made to Vodafone fixed line and broadband using one of the methods listed overleaf.

Contact
 T 0800 400 888
 F 09 962 9300
 W vodafone.co.nz

Tax Invoice/Statement
 GST number: 70-710-455

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 tax credits, however an original tax credit can only be claimed once in relation to this telecommunications service.

Payment advice Total amount due: **\$370.09**

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

Customer Number: xxxxxxxx
 Invoice Number: 15163061
 Invoice Date: 1 Nov 2010
 Due Date: 25 Nov 2010

Post to: Freepost 108449 Vodafone Fixed Line & Broadband, Payment Processing Centre, PO Box 9404, Newmarket, Auckland 1149

Amount enclosed \$.....

This amount will be deducted from your bank account on 25 Nov 2010 or the nearest business day thereafter

00000XXXXXX+0000010537+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.

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.

Customer Number: xxxxxxxx
 Invoice Number: 15163061
 Invoice Date: 1 Nov 2010
 Due Date: 25 Nov 2010
 Page Number: 2 of 9

Invoice Details

Internet Charges

Username: XXXXXXXXX

Monthly Fee (Business Broadband 2)	1 Nov -30 Nov 10	\$44.44
Direct dial discount (Business Broadband 2)	1 Nov -30 Nov 10	-\$8.89
Total Internet Charges		\$35.55

Phone Charges

Phone number: 09 XXXXXX1

Monthly fee (Vodafone Business Access (24 month))	1 Nov - 30 Nov 10	\$39.95
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Phone number: 09 XXXXXX2

Monthly fee (Vodafone Business Access (24 month))	1 Nov - 30 Nov 10	\$39.95
Part month charge	15 Oct - 31 Oct 10	\$19.97
National Call Charges	1 Oct - 31 Oct 10	\$6.58
Land to Mobile Call Charges	1 Oct - 31 Oct 10	\$51.34
Local Call Charges (290 calls, 492 minutes)	1 Oct - 31 Oct 10	\$19.68
Total for 03 XXXXX2		\$137.52

Phone number: 09 XXXXXX3

Monthly fee (Vodafone Business Access (24 month))	1 Nov - 30 Nov 10	\$39.95
National Call Charges	1 Oct - 31 Oct 10	\$3.20
Land to Mobile Call Charges	1 Oct - 31 Oct 10	\$0.87
Local Call Charges (13 calls, 13 minutes)	1 Oct - 31 Oct 10	\$0.52
Total for 03 XXXXX3		\$44.54

Other GST Zero-Rated Charges

Username: asample		
1.91 Global Roaming Hours	1 Oct - 31 Oct 10	\$14.64
Total GST Zero-Rated Internet Charges		\$14.64

Other Charges

Installation Charges		
1x Connection Only		\$88.00
Total Other Charges		\$88.00

Internet charges

Part month broadband charges

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

Monthly fee

This is the monthly charge for your broadband for the next month.

Other

Internet related services you may have on your account (e.g. Internet Pack)

Phone charges

All phone charges are itemised by the phone number of your services.

Part month charges

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

Monthly Fee

This is the monthly charge of your services for next month (e.g. land line access, phone features)

National call charges

These are the national call charges for the phone number listed.

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 calls in minutes. Local call charges are not itemised on your bill.

Other charges & discounts

Any fees for connection, hardware and paper bill charges (if applicable) will show up under other charges. If you've signed up for a promotion, any discounts that apply will appear in the discount section

Call activity

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

Customer Number: xxxxxxxx
 Invoice Number: 15163061
 Invoice Date: 1 Nov 2010
 Due Date: 25 Nov 2010
 Page Number: 3 of 9

Call Activity - 03 XXXXXXX

Date	Time	Place called	Number called	Duration	Total (GST excl)
National					
01 Oct	11:46am	Christchurch	03xxxxxxx	1:00	\$0.10
01 Oct	11:48am	Christchurch	03xxxxxxx	1:05	\$0.11
01 Oct	12:53pm	Auckland	09xxxxxxx	1:00	\$0.10
01 Oct	03:32pm	Auckland	09xxxxxxx	4:41	\$0.47
01 Oct	03:39pm	Auckland	09xxxxxxx	1:02	\$0.10
02 Oct	08:34am	Te Anau	03xxxxxxx	1:00	\$0.10
02 Oct	01:46pm	Christchurch	03xxxxxxx	3:23	\$0.34
02 Oct	02:34pm	Lumsden	03xxxxxxx	1:58	\$0.20
03 Oct	04:48pm	Winton	03xxxxxxx	1:21	\$0.14
04 Oct	04:57pm	Wellington	04xxxxxxx	1:00	\$0.10
04 Oct	05:03pm	Wellington	04xxxxxxx	1:00	\$0.10
07 Oct	10:16am	Auckland	09xxxxxxx	2:49	\$0.29
07 Oct	03:07pm	Winton	03xxxxxxx	1:00	\$0.10
07 Oct	05:42pm	Winton	03xxxxxxx	5:26	\$0.55
08 Oct	09:14am	Lumsden	03xxxxxxx	1:00	\$0.10
08 Oct	09:56am	Auckland	09xxxxxxx	1:00	\$0.10
08 Oct	11:07am	Christchurch	03xxxxxxx	3:47	\$0.38
10 Oct	11:04am	Invercargill	03xxxxxxx	1:00	\$0.04
10 Oct	02:32pm	Te Anau	03xxxxxxx	3:23	\$0.34
11 Oct	10:06am	Christchurch	03xxxxxxx	1:00	\$0.10
14 Oct	08:43am	Winton	03xxxxxxx	1:00	\$0.10
14 Oct	08:55am	Winton	03xxxxxxx	1:00	\$0.10
14 Oct	09:08am	Christchurch	03xxxxxxx	1:00	\$0.10
14 Oct	01:19pm	Christchurch	03xxxxxxx	1:00	\$0.10
14 Oct	04:02pm	Invercargill	03xxxxxxx	2:47	\$0.13
15 Oct	11:04am	Christchurch	03xxxxxxx	1:00	\$0.10
15 Oct	03:54pm	Invercargill	03xxxxxxx	1:00	\$0.04
15 Oct	03:59pm	Invercargill	03xxxxxxx	1:00	\$0.04
16 Oct	10:26am	Invercargill	03xxxxxxx	1:30	\$0.07
16 Oct	10:46am	Invercargill	03xxxxxxx	1:00	\$0.04
17 Oct	10:00am	Warkworth	09xxxxxxx	3:45	\$0.38
17 Oct	10:06am	Christchurch	03xxxxxxx	1:09	\$0.12
18 Oct	09:30am	Christchurch	03xxxxxxx	1:00	\$0.10
18 Oct	11:54am	Christchurch	03xxxxxxx	1:00	\$0.10
18 Oct	01:33pm	Christchurch	03xxxxxxx	1:00	\$0.10
18 Oct	01:37pm	Christchurch	03xxxxxxx	1:00	\$0.10
18 Oct	01:40pm	Auckland	09xxxxxxx	2:52	\$0.29
21 Oct	04:31pm	Warkworth	09xxxxxxx	1:03	\$0.11
22 Oct	09:16am	Warkworth	09xxxxxxx	1:00	\$0.10
22 Oct	09:25am	Queenstown	03xxxxxxx	1:00	\$0.10
22 Oct	09:58am	Christchurch	03xxxxxxx	1:00	\$0.10
22 Oct	10:11am	Christchurch	03xxxxxxx	1:00	\$0.10
22 Oct	02:22pm	Christchurch	03xxxxxxx	3:40	\$0.37
22 Oct	02:53pm	Otautau	03xxxxxxx	1:00	\$0.10
22 Oct	05:36pm	Milton	03xxxxxxx	1:00	\$0.10
23 Oct	09:47am	Otautau	03xxxxxxx	1:00	\$0.10
23 Oct	09:49am	Otautau	03xxxxxxx	1:00	\$0.10
23 Oct	09:57am	Christchurch	03xxxxxxx	1:00	\$0.10
23 Oct	09:59am	Otautau	03xxxxxxx	1:00	\$0.10

Call activity

This shows the type of activity for your connection.