

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

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 between 8am - 8pm, Monday to Saturday on 0800 438 448.

VF71332 10/10

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.

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.

Payment advice
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
Page Number 1 of 4

Mr A Sample
PO Box 30003
Albany
North Shore

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 SkyTV (includes GST of -\$2.25)	-\$15.00
	This Invoice	-\$15.00
	Pack Charges	\$84.00
	Internet Charges	\$10.10
	Phone Charges	\$93.85
	SKY TV Charges	\$210.04
	Other Charges	\$202.74
	Discounts	-\$151.15
	This invoice includes GST content of \$67.49	\$449.58
	GST Zero-Rated and Exempt Charges	
	Red Cross Donation	\$5.00 \$5.00
	This Invoice Total due 25 Nov 2010	\$454.58

Contact
T 0800 438 448
F 09 962 9300
W vodafone.co.nz

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

Total amount due \$439.58

Amount enclosed \$

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

000XXXXXX+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

Pack Charges

Usernames: asample, Phone number 09 XXXXXXXX	
6 days of Easy Pack Red (broadband)	25 Oct - 31 Oct 10 \$6.00
6 days of Easy Pack Red (home phone)	25 Oct - 31 Oct 10 \$8.00
Easy Pack Red monthly fee	1 Nov - 30 Nov 10 \$70.00
	Total Pack Charges \$84.00

Internet Charges

Usernames: asample	
Double your data	1 Oct - 31 Oct 10 \$5.10
Vodafone Security	
Monthly Fee - PC Protection	1 Nov - 30 Nov 10 \$5.00
	Total Internet Charges \$10.10

Phone Charges

Phone number: 09 XXXXXXXX

Monthly fee (talk 3)	1 Nov - 30 Nov 10 \$40.89
International Call Charges	1 Oct - 31 Oct 10 \$49.00
Land to Mobile Call Charges	1 Oct - 31 Oct 10 \$3.96
	Total for 09 XXXXXXXX \$93.85

SKY TV Charges

MY SKY HDi Installation (monthly charge)	
Basic	1 Nov - 30 Nov 10 \$52.69
Basic (part month)	13 Oct - 31 Oct 10 \$25.37
MY SKY HDi (x1)	1 Nov - 30 Nov 10 \$15.00
SKY Box Office/Pay per view charges	1 Oct - 31 Oct 10 \$13.98
	Total SKY TV Charges \$210.04

Other GST Zero-Rated Charges

Red Cross Donation	1 Oct - 31 Oct 10 \$5.00
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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 USB Modem 502T	\$49.95
Installation Charges	
1 x Connection Only	\$101.20
1 x Homeline Setup	\$50.09
	Total for Installation Charges \$151.29
Paper Invoice Charge	
1 Nov - 28 Nov 10	\$1.50
	Total Other Charges \$202.74
Discounts	
Hardware	
1 x \$49.95 Hardware Discount	-\$49.95
Installation Charges	
1 x \$99 Connection Discount	-\$99.00
	Total Discounts -\$148.95

Phone Activity

Call Activity - 09 XXXXXXXX

Date	Time	Place called	Number called	Duration	Cost (GST excl)
International					
04 Oct	02:02pm	Norfolk Island	0067XXXXXX	2:00	\$0.25
10 Oct	08:12pm	Norfolk Island	0067XXXXXX	5:00	\$21.25
12 Oct	11:01am	Norfolk Island	0067XXXXXX	5:00	\$2.13
13 Oct	01:43pm	Norfolk Island	0067XXXXXX	2:00	\$0.85
17 Oct	09:46pm	Norfolk Island	0067XXXXXX	41:00	\$17.47
		Total International charges			\$42.55
Land to Mobile					
01 Oct	08:01pm	Vodafone mobile	021XXXXXX	1.00	\$0.31
01 Oct	08:02pm	Vodafone mobile	021XXXXXX	1.00	\$0.31
02 Oct	05:37pm	Vodafone mobile	021XXXXXX	1.00	\$0.31
03 Oct	01:11pm	Vodafone mobile	021XXXXXX	1.00	\$0.31
03 Oct	04:20pm	Vodafone mobile	021XXXXXX	1.00	\$0.31
04 Oct	03:25pm	Vodafone mobile	021XXXXXX	1.00	\$0.31
05 Oct	08:38am	Vodafone mobile	021XXXXXX	1.00	\$0.31
05 Oct	12:04pm	Vodafone mobile	021XXXXXX	1.00	\$0.31
05 Oct	01:36pm	Vodafone mobile	021XXXXXX	2.00	\$0.31
06 Oct	06:39pm	Vodafone mobile	021XXXXXX	1.00	\$0.62
		Land to mobile charges			\$3.41

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.

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