

Understanding your invoice

1 Invoice details

Invoice and your account details. If you have an overall Purchase Order number, this will appear here. If you have a PO for specific items, it will appear against the line item.

2 Your charges overview

You may have two or three circles depending on your account balance.

Overdue

Charges which were due from previous billing periods which have not been paid.

Current Charges

All charges for this billing period.

Total Due

All charges owing on your account.

'Pay now in MyNow' will take you straight to our customer portal to pay. You will need to have registered for an account.

3 Upcoming payments

When you have a Direct Debit or Credit Card set up, this sentence will appear to let you know the amount and date that we will action a payment from you.

4 Last month's balance

Previous Bill Balance: Charges from previous billing period.

Less Payments: Any payments you made during the last payment period towards the due amount on your account.

5 Charges for this month

Plans and Recurring Charges: Charges for this billing period eg. Broadband and phone lines.

Credits: Any one-off credits will appear here as a negative number.

There are more labels which may appear under this section (see below).

nowbusiness.

Here's your tax invoice

Bill To:
Business Invoice NZ Ltd
[Redacted]

Invoice Date: 31/07/2023
Account Number: 3133 [Redacted] 00
Invoice Number: INV00271098
GST Number: 82-702-911

Overdue \$131.64
Please Pay Immediately

Current Charges \$119.60
Pay by 20 Aug 23

Total Due \$251.24

Pay now in MyNow

You have a Direct Debit / Credit Card payment method setup so the balance of \$251.24 will be taken on the 20th of this month.

| LAST MONTH'S BALANCE (INCL. GST) | |
|----------------------------------|----------|
| Previous Bill Balance | \$131.64 |
| Less Payments | \$0.00 |
| Balance carried forward | \$131.64 |

| CHARGES FOR THIS MONTH (INCL. GST) | |
|-------------------------------------|-----------------|
| Plans and Recurring Charges | \$119.60 |
| Credits | \$0.00 |
| Total charges for this month | \$119.60 |
| Your total to pay | \$251.24 |

Need help, give us a call
We love to help. That's just who we are. So if you need anything, please call us on **0800 NOW BIZ** (0800 669 249). Or send us an email nowbusiness@nownz.co.nz.

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| CHARGES FOR THIS MONTH (INCL. GST) |
|---|
| Plans and Recurring Charges |
| Usage |
| Hardware |
| Credits |
| Other |
| Total charges for this month |
| Your total to pay |

Charges for this month breakdown

Plans and Recurring Charges:

Broadband and phonenumber monthly charges.

Usage:

Charges for usage above what the plan covers. This could be extra data or call charges. Toll-free charges appear here.

Hardware:

Any hardware purchases eg. routers, phones and headsets.

Credits:

Any recurring credits or discounts on a specific product appear here.

Other:

Credits and discounts and some add-ons like voice recording services might appear here.

NOTE: ANY CREDITS OR DISCOUNTS WILL BE A NEGATIVE NUMBER - This is because it is subtracting the credit amount from the amount you owe.

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6 Address

| Item Description | Billing Period | Detail | Quantity | Unit Price Excl GST | Charge Excl GST |
|---|-----------------------|-------------|----------|------------------------|--------------------|
| PLANS AND RECURRING CHARGES | | | | | |
| Business D-Series Fibre 300x300 Unlimited | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$99.00 | \$99.00 |
| Business D-Series Phone Line | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$10.00 | \$10.00 |
| Total | | | | | \$109.00 |
| SUB TOTAL | | | | | \$109.00 |
| GST | | | | | \$16.35 |
| TOTAL CHARGES FOR THIS MONTH (INCLUDING GST) | | | | | \$125.35 |

[Pay now](#)
Thank you.

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6 Site breakdown

Each site/location will have a breakdown. These will be labelled with the service address of the site. There may be an Other Charges section after the individual locations; credits and hardware costs appear here.

8 Charges for this month

This breakdown shows the subtotal (total excluding GST), the GST amount, and the total charge including GST.

7 Plans and recurring charges

Plans and Recurring Charges: All plans and recurring monthly charges for this billing period eg. Broadband and phone.

Usage like call charges will appear under here too. For example:

Address

| Item Description | Billing Period | Detail | Quantity | Unit Price Excl GST | Charge Excl GST |
|------------------------------------|-----------------------|------------------|----------|------------------------|--------------------|
| PLANS AND RECURRING CHARGES | | | | | |
| SD-WAN Fibre | 01 Jul 23 - 31 Jul 23 | Monthly Fee | 1 | \$296.93 | \$296.93 |
| Total | | | | | \$296.93 |
| USAGE | | | | | |
| Business D-Series Phone Line | 01 Jun 23 - 30 Jun 23 | 4 National Min | | | \$0.32 |
| Business D-Series Phone Line | 01 Jun 23 - 30 Jun 23 | 4284 Mobile Min | | | \$642.71 |
| Business D-Series Phone Line | 01 Jun 23 - 30 Jun 23 | 890 National Min | | | \$71.16 |
| Total | | | | | \$714.19 |

Usage like toll free charges will appear under 'Other Charges' and labelled as Usage too. For example:

Other Charges

| Item Description | Billing Period | Detail | Quantity | Unit Price Excl GST | Charge Excl GST |
|-----------------------|-----------------------|----------------|----------|------------------------|--------------------|
| USAGE | | | | | |
| Tollfree Call Charges | 01 Aug 23 - 31 Aug 23 | 0 TollFree Min | | | \$19.95 |
| Total | | | | | \$19.95 |

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From page 2 onwards, charges on your account will be broken down by **location and type**.

Under each location, the **Plans and Recurring Charges** associated with them are listed - normally broadband plan and/or phone line.

Some usage charges may appear too eg. extra data and call charges.

The hierarchy of breakdowns is as follows:

Address one

- PLANS AND RECURRING CHARGES
- USAGE

Address two

- PLANS AND RECURRING CHARGES
- USAGE

Other charges

- PLANS AND RECURRING CHARGES
- USAGE
- HARDWARE

Other Charges are charges that aren't location specific.

| nowbusiness. | | | | | | |
|---|-----------------------|----------------------------|----------|------------------------|--------------------|--|
| Address One | | | | | | |
| Item Description | Billing Period | Detail | Quantity | Unit Price Excl GST | Charge Excl GST | |
| PLANS AND RECURRING CHARGES | | | | | | |
| Business D-Series Fibre 300x300 Unlimited | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$99.00 | \$99.00 | |
| Business D-Series Phone Line (Bundled) - 66503679 | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$10.00 | \$10.00 | |
| Total | | | | | \$109.00 | |
| Address Two | | | | | | |
| Item Description | Billing Period | Detail | Quantity | Unit Price Excl GST | Charge Excl GST | |
| PLANS AND RECURRING CHARGES | | | | | | |
| Business D-Series Fibre 900x400 Unlimited | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$129.00 | \$129.00 | |
| Business Phone Line 6€ | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$5.00 | \$5.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Reach Premium User (NZ/AU Calling) - | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$31.00 | \$31.00 | |
| Total | | | | | \$537.00 | |
| Other Charges | | | | | | |
| Item Description | Billing Period | Detail | Quantity | Unit Price Excl GST | Charge Excl GST | |
| PLANS AND RECURRING CHARGES | | | | | | |
| Liquid Voice Recording Monthly User Charge - Users x 14 | 01 Sep 23 - 30 Sep 23 | Call Recording Storage Fee | 1 | \$140.00 | \$140.00 | |
| Reach IVR - Advanced - Advanced IVR | 01 Sep 23 - 30 Sep 23 | Monthly Fee | 1 | \$12.00 | \$12.00 | |
| Total | | | | | \$152.00 | |
| SUB TOTAL | | | | | \$793.00 | |
| GST | | | | | \$718.95 | |
| TOTAL CHARGES FOR THIS MONTH | | | | | \$911.95 | |
| <small>(INCLUDING GST)</small> | | | | | | |
| | | | | | Pay now | |
| | | | | | Thank you. | |

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Final Page

Some helpful things

9 How can I pay my bill?

You can pay your Now bill in a number of ways.

Pay online with MyNow

Manage your account and make payments online with www.nownz.co.nz/mynow.

Internet banking

Now account number: 38-9018-0625106-000
Reference: 3133xxxxxx00
Internet Banking: NOWNZ

Direct Debit

You can opt to pay by direct debit monthly on the 20th of each month. Set up your direct debit [here](#).

Get in touch

If you need help, or want to find out more about how Now can help your business, please get in touch.

Give us a call

Our local business team are available 8am – 9pm during the week and 8.30am – 5pm on the weekends. Give us a call on 0800 NOW BIZ (0800 669 249).

Send us an email

If you'd prefer to email, contact us at nowbusiness@nownz.co.nz and one of our friendly business team will be in touch soon.

More ways to pay

Didn't find what you were looking for? See our other [payment options](#) available.

Notice something different here?

You're right!

We've freshened up our invoices to make them easier to understand.

  Follow us on Facebook or LinkedIn

We welcome customer feedback. If you have a complaint, please call us on 0800 438 669 or email us at help@nownz.co.nz. If we cannot resolve your complaint, you can contact Telecommunication Dispute Resolutions for free and independent consideration of the matter on 0508 98 98 98 or at www.tdr.org.nz.

9 Ways you can pay

Information on how you can pay your bill.
If paying by internet banking please ensure you include your account number in the 'Their Details' reference field.

10 Contact us

Our contact details - reach out if you have any questions