

Understanding your invoice

1 Invoice details

Find details about this invoice and your account.

2 Your charges overview

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

Overdue

Charges due from previous billing periods that have not been paid, minus any credits or payments.

Current Charges

All charges for this billing period.

Total Due

All charges owing on your account.

'Pay now in MyNow':

Pay your bill in the MyNow portal. If you haven't used it before you will need to register.

Direct debits:

If you have a Direct Debit set up, a sentence will appear under the circles, detailing when and how much your next direct debit will be.

3 Last month's balance

This lists out charges for the previous billing period minus any payments. The labels here mean:

Previous Bill Balance:

Total charges from the previous billing period. This does not include any deductions and may differ from the overdue balance above.

Less Payments:

Any payments you made during the last payment period towards the due amount on your account (appear as a negative). This may also be payments by us eg. refunds, bounced payments, and other payment-related fees (appear as a positive).

Balance carried forward:

Total amount remaining for previous charges.

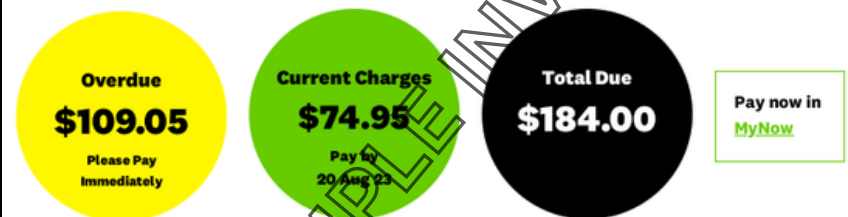
Previous Bill Balance +/- Less Payments = Overdue balance.

Look at you, opening your tax invoice!

Bill to:

Sherlock Holmes
221B Baker Street
London

Invoice Date 31/07/2023
Account Number [REDACTED]
Invoice Number INV00283058
GST Number 82-702-911



LAST MONTH'S BALANCE (INCL. GST)

Previous Bill Balance	\$129.05
Less Payments	-\$20.00
Balance carried forward	\$109.05

CHARGES FOR THIS MONTH (INCL. GST)

Plans and Recurring Charges	\$74.95
Total charges for this month	\$74.95
Your total to pay	\$184.00

4 Charges for this month

This lists out charges for this billing period. Some of the labels you may see are:

Plans and Recurring Charges:

Broadband and phonline monthly charges.

Usage:

Charges for usage above what the plan covers. This could be extra data or call charges.

Hardware:

Any hardware purchases eg. routers.

Other:

One-off credits and charges like postage appear here.

Credits:

Any recurring credits or discounts on a specific product 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.

Understanding your invoice

5 221B Baker Street, London

Item Description	Billing Period	Detail	Quantity	Charge Incl GST
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PLANS AND RECURRING CHARGES

Home Broadband Fibre 300x100 Unlimited	01 Sep 23 - 30 Sep 23	Monthly Fee	1	\$89.00
Home Phone Line (Bundled)	01 Sep 23 - 30 Sep 23	Monthly Fee	1	\$10.00
Total				\$99.00

5b USAGE

Home Phone Line (Bundled)	01 Aug 23 - 31 Aug 23	14 Mobile Min		\$4.65
Total				\$4.65

6 Other Charges

Item Description	Billing Period	Detail	Quantity	Charge Incl GST
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PLANS AND RECURRING CHARGES

BBC74 - Promotion Credit	03 Aug 23 - 03 Aug 23	Month 11/12	1	-\$14.05
Total				-\$14.05

7 TOTAL CHARGES FOR THIS MONTH

\$89.60

5 Address breakdown

See a breakdown of charges by address. Each address will have a total and list Plans and Recurring Charges, and Usage.

5a Plans and recurring charges

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

5b Usage

Usage: Any usage charges that aren't included in your plan eg. Calling minutes or extra broadband data.

6 Other Charges

Some customers may have an Other Charges section - credits and hardware costs appear here.

Promotions and credits for customers who joined prior to 1 August will show the billing period as a single date for the month prior. This is because these are charged in arrears and dated for the day the contract was added to your account.

7 Total charges for this month

This breakdown shows the total amount of charges due for this billing period including GST.

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Last page

Some helpful things

8 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 either monthly on the 20th (or next working day) of each month. Set up your direct debit [here](#).

More ways to pay

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

9 Get in touch

If you need help, have a question, or want to find out more about the possibilities with Now, we're here and ready to chat.



Give us a bell

It's nice to hear a friendly voice at the end of the line, and even nicer to know that voice is only a few kilometres away. Our local support teams (in Christchurch & Napier) are available 8am - 9pm during the week or 8:30am - 5pm on the weekend. [0800 GET NOW \(0800 438 669\)](tel:0800-438-669)



Send us an email

If you'd prefer to email a question, we do that too! You'll receive a speedy, friendly reply from one of our support team.


[Email us](#)


Refer a friend,
reward yourself.


\$100 NOW CREDIT

for every friend
that joins us



 Stalk us on Facebook

 Follow us on Instagram

 Be a grown up on 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

8 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.

9 Contact us

Our contact details - reach out if you have any questions