



YOUR BILL EXPLAINED

Phone and Internet bills have a lot of information... so here's what it all means:



WE'RE AWESOME. WE'RE NOW
broadband | calling

Tax Invoice/Statement

GST Registration No: 82-702-911

PO BOX 3033
HB Mail Centre 4142
Hawkes Bay
Ph: 0800 GET NOW
Fax: 068781521
Email: accounts@nownz.co.nz

To Account : 31337XXXXX

John Smith
123 High Street
Napier South
Napier 4110

Page 1 of 3

Statement Date January 31, 2015

Date	Transaction	Number	Debit	Credit	Outstanding
Opening Balance					
					\$298.90 <i>Incl GST</i>
04.01.2015	AP Payment			30.00	
11.01.2015	AP Payment			30.00	
11.01.2015	AP Payment			30.00	
25.01.2015	AP Payment			45.00	
30.01.2015	Invoice	188XXX	102.29		102.29
Closing Balance					
					\$266.19 <i>Incl GST</i>

Account Name: John Smith
Account Number: 31337XXXXX
Amount to Pay: \$266.19
Date to Pay By: 20.02.2015
Ways to Pay: Visit nownz.co.nz/ways-to-pay
How to Contact Us: Phone 0800 438 669

Accounts can be paid directly into our BNZ bank account.
NOW New Zealand Ltd 02-0644-0185581-000.
Please ensure your Account ID is included in the reference fields.

OR

Payment to be Direct Debited
Unless advice to the contrary is received by 17/02/2015 the amount NZ\$266.19 will be directly debited from the credit card account loaded against your account on 20/02/2015 or the next business day.

DISPUTE RESOLUTION
PART OF THE TELECOMMUNICATIONS DISPUTE RESOLUTION SCHEME

dps
direct payment solutions
Page 1 of 3

- 1 **Contact Details:** If you have a query, feel free to get hold of us using our toll-free number or accounts email address.
- 2 **GST:** Our GST number.
- 3 **Account Number:** Your account number is used for all sorts of things, and we'll need it if you give us a call... so keep it handy!
- 4 **Your Address:** Your name and address.

- 5 **Statement Date:** The date your statement and invoice was generated.
- 6 **Opening Balance:** This is the amount outstanding from your previous statement.
- 7 **Payments and Transactions:** These are the payments and transactions we've processed since your last invoice.
- 8 **Total Current Charges:** This is the amount you owe for this billing period.

- 9 **Total Amount Due:** The total amount, including any outstanding charges.
- 10 **Our Bank Account:** This is our BNZ bank account number to direct payments to.
- OR**
- 10a **Monthly Direct Debit:** If you are paying by monthly direct debit or direct debit via credit card, this is the date and amount that will be processed.



YOUR BILL EXPLAINED

Phone and Internet bills have a lot of information... so here's what it all means:



Tax Invoice/Statement

GST Registration No: 82-702-911

PO BOX 3033
HB Mail Centre 4142
Hawkes Bay
Ph: 0800 GET NOW
Fax: 068781521
Email: accounts@nownz.co.nz

To Account : 31337XXXXX

John Smith
123 High Street
Napier South
Napier 4110

Page 2 of 3

Statement Date January 31, 2015

11

123 High Street, Napier South, Napier, 4110

Broadband

Broadband: Period 01.02.2015 - 28.02.2015

\$26.09

12

Total For Broadband

\$26.09

13

6834XXXX

Phone Line: Period 01.02.2015 - 28.02.2015

\$39.13

14

Call charges: Period 01.01.2015 - 31.01.2015

National	2 National calls for 6834XXXX	\$0.95
International	1 International calls for 6834XXXX	\$5.75
Local	37 Local calls for 6834XXXX	\$0.00
Mobile	9 Mobile calls for 6834XXXX	\$10.92
Special Service	3 Special Service calls for 6834XXXX	\$1.76

15

Total For 6834XXXX

\$58.52

16

Site total for 123 High Street, Napier South, Napier, 4110

\$84.60

17

Miscellaneous Charges

Period 01.02.2015 - 28.02.2015

Router Rental - NBXXXX \$4.35

18

Total Miscellaneous

\$4.35

19



Page 2 of 3

- 11 Supply Address:** This is the address to which we're supplying services.
- 12 Broadband Charges:** A breakdown of broadband charges, if any, excluding GST.
- 13 Subtotal:** Subtotal of broadband charges.
- 14 Phone Line Charges:** A breakdown of phone line charges, if any, excluding GST.

- 15 Call Charges:** A breakdown of call charges made during the billing period. For more detailed information on these calls, login to the customer portal (nownz.co.nz/portal) using your Account ID and password.
- 16 Subtotal:** Subtotal of call charges.
- 17 Site Total:** Combined total of broadband and phone line charges, excluding GST.

- 18 Miscellaneous Charges:** A list of miscellaneous charges, if any, that have occurred during the billing period.
- 19 Subtotal:** Subtotal of miscellaneous charges.



YOUR BILL EXPLAINED

Phone and Internet bills have a lot of information... so here's what it all means:



Tax Invoice/Statement

GST Registration No: 82-702-911

PO BOX 3033
HB Mail Centre 4142
Hawkes Bay
Ph: 0800 GET NOW
Fax: 068781521
Email: accounts@nownz.co.nz

To Account : 31337XXXX

John Smith
123 High Street
Napier South
Napier 4110

Page 3 of 3

Statement Date January 31, 2015

Summary of Charges on this Invoice/Statement

Phone Line	\$39.13
Call charges	\$19.38
Broadband	\$26.09
Router	\$4.35

Subtotal \$88.95

Plus GST \$13.34

Invoice Total \$102.29

Remittance Advice

Account : 31337XXXX

NOW
PO BOX 3033
HB Mail Centre 4142
Hawkes Bay
Phone : 0800 GET NOW

John Smith
123 High Street
Napier South
Napier 4110

3+ Months	2 Months	1 Months	Current
\$0.00	\$66.90	\$97.00	\$102.29

Statement Date January 31, 2015

Credit Terms 20th of Month

Total Balance \$266.19

Overdue Balance \$163.90



Page 3 of 3

- 20 Summary:** Summary of charges on this invoice.
- 21 Subtotal:** Subtotal of all charges on this invoice.
- 22 Plus GST:** GST component of charges on this invoice.
- 23 Invoice Total:** Total amount owing on invoice, including GST. This will flow through to the Total Current Charges at Point 8.

- 24 Remittance Advice:** If you're sending us a cheque, please attach the remittance with your payment.
- 25 Ageing Balances:** This splits out all outstanding amounts owing to us from your current billing period up to 90 days and older.
- 26 Total Balance:** This is the total balance owing including GST for all periods.

- 27 Overdue Balance:** This is the total overdue balance older than 30 days.
- 28 Credit Terms:** The due date of this invoice is on the 20th of the month following the statement date.

NOTE

Your monthly **PLAN** is calculated as:

$$12 + 14 + \text{GST (15\%)}$$

end