

How to read your One New Zealand bill



1 Your details

These are the billing details we have on record for you. If they're out of date, please contact us to update them.

2 Account information and billing period

This is your unique customer number, which you'll need when paying your bill. You'll also use it to identify yourself if you call us. Billing period is the time period for this bill. The first date is when your plan inclusions (e.g. data, minutes, TXTs etc) renew for the month ahead.

3 Last month's summary

The amount you owed on your last bill and any payments we've received, or credits applied. If this bill wasn't paid in full, the remaining balance is shown on the "Balance carried forward" line and forms part of the "Payment for this invoice" amount shown (section 7).

4 This month's summary (Personal customers only)

A list of all your services on this account and the price per service. The amount shown next to your plan includes the monthly plan price plus any additional extras (e.g., PXTs, roaming, Add-Ons, discounts) you have, including GST. You can click on each individual plan name to see the "Detailed charges" section for a detailed breakdown of your plan inclusions and additional extras.

This month's summary (Business customers only)

"Plan charges" shows the total amount owing for all of the plans you have with us on this account. "Extras" shows any out-of-plan charges incurred during this billing cycle.

5 Companion plan

If you have one or more Companion plans on this account, they're listed under the parent mobile plan they're linked to.

6 Total charges for this month and Rounding

Your total spend this month on all services, including GST.

Rounding: If you sum your bill by service level this can result in a different total amount due. This difference, if any, will be presented as a rounded amount on your bill – so a small adjustment is made to ensure accuracy.

Visit one.nz/rounding for more information.

7 Payment amount and due date

The total amount owed this month and the date payment is due. This total includes this month's charges, any outstanding amounts still owing from last month, and discounts applied.

8 Pay now button

If you don't have an automatic payment set up, you can click on the "Pay now" button to make a one-off card payment online. Your account number and amount owing will pre-populate on the payment page.

You'll only ever see this "Pay now" link in the email sent from onenzbill@billing.one.nz with your monthly bill attached, and on the bill itself. It will always direct you to the online payment page with the above information pre-populated.

Personal customers only

The screenshot shows a personal customer bill. At the top right is the one.nz logo and 'TAX INVOICE' with account number 123456789, invoice number 987654321, and billing period 18 Oct 2023-17 Nov 2023. Section 1 'Your details' lists 101 Street Name, Suburb, and Region 1234. Section 2 'Last month's summary' shows a previous bill balance of \$200.00, a payment of \$200.00 on 2 Oct 2023, and a balance carried forward of \$0.00. Section 3 'This month's summary' lists services: Interest Free Payments (\$36.89), Broadband - Unlimited Fibre Max (\$87.99), Medium Mobile - 021 000 001 (\$80.57), Companion Medium Mobile - 021 000 002 (\$62.12), and Interest free payment (\$55.41). Section 4 'Your total charges for this month (rounded by \$0.01)' is \$322.98, including GST of \$42.13. Section 5 'Payment for this invoice is due on 27 Oct 2023' is \$322.98. A 'Pay now' button is visible. The 'More ways to pay' section includes direct debit, internet banking, and in-store payment with a barcode. Footer includes One New Zealand Group Limited address and contact info.

Business customers only

The screenshot shows a business customer bill. At the top right is the one.nz logo and 'TAX INVOICE' with account number 123456789, invoice number 987654321, and billing period 18 Oct 2023-17 Nov 2023. Section 1 'SME Example' lists 101 Street Name, Suburb, and Region 1010. Section 2 'Last month's summary' shows a previous bill balance of \$1,254.00, a payment of \$1,000.00 on 2 Oct 2023, and a balance carried forward of \$256.00. Section 3 'This month's summary' lists Plan charges (\$1,204.03) and Extras (\$195.18), totaling \$1,399.21 before GST. Total GST amount is \$209.88. Charges not subject to GST are \$122.16, GST zero rated charges are \$0.00, and GST exempt charges are \$0.00. Section 4 'Your total charges for this month (rounded by \$0.01)' is \$1,731.25, including GST of \$197.25. Section 5 'Payment for this invoice is due on 27 Oct 2023' is \$1,987.25. A 'Pay now' button is visible. The 'More ways to pay' section includes direct debit, internet banking, and in-store payment with a barcode. Footer includes One New Zealand Group Limited address and contact info.

How to read your One New Zealand bill *cont.*



9 Direct debit or automatic Credit Card payment set up?

This is the date your scheduled payment is due, if you have a Direct Debit or automatic Credit Card payment set up.

Your total charges for this month (rounded by \$0.01) **\$322.98**
 What's [rounding?](#) Includes GST of \$42.13

9 Direct debit is scheduled for 27 Oct 2023 **\$322.98** There's nothing for you to do.

10 Detailed charges

A detailed breakdown of each service you have, including your monthly plan price and any "Extras" not included in your plan.

10 Detailed charges for this month

How do I read [my bill?](#)
 Where can I see a breakdown of [my usage?](#)

11 INTEREST FREE PAYMENTS

	Billing period	Excl. GST	Incl. GST
Devices & add-ons			
Apple iPhone 13			
Payment 3 of 36, Balance remaining: \$1191.63	18 Oct-17 Nov 2023		\$36.11
\$250 Discount: 3 of 36	18 Oct-17 Nov 2023	-\$6.05	-\$6.95
Accessories			
MOB IPH 13/13 Pro Glass SP CLR 9.01			
Payment 3 of 12, Balance remaining: \$25.38	18 Oct-17 Nov 2023		\$2.82
CM iPhone 13 Case Ombre STAR 0.01			
Payment 3 of 12, Balance remaining: \$44.19	18 Oct-17 Nov 2023		\$4.91
Total charges			\$36.89
			Includes GST of -\$0.90
			Charges not subject to GST: \$43.84
BROADBAND ABCD1234			
	Billing period	Excl. GST	Incl. GST
Your plan charges for this month			
Unlimited Fibre Max	18 Oct-17 Nov 2023	\$97.39	\$112.00
What's included in my plan?			
24 month discount (expires 16 Feb 2025)	18 Oct-17 Nov 2023	-\$13.04	-\$15.00
Mobile + Broadband bundle discount	18 Oct-17 Nov 2023	-\$8.70	-\$10.00
Price adjustment	18 Oct-17 Nov 2023	\$0.86	\$0.99
Total charges			\$87.99
			Includes GST of \$11.48

12 Extras

Services which are not included in your plan eg PXTs/MMS, Donations, Daily roaming charges, International calling.

MOBILE 021 000 002

	Billing period	Excl. GST	Incl. GST
Your plan charges for this month			
Companion Medium Plan	18 Oct-17 Nov 2023	\$30.43	\$35.00
What's included in my plan?			
Phone Insure	18 Oct-17 Nov 2023	\$3.47	\$15.49
12 Extras			
PXT	18 Oct-17 Nov 2023	\$2.98	\$3.43
TXT	18 Oct-17 Nov 2023	\$0.07	\$0.20
Daily roaming charges	18 Oct-17 Nov 2023	\$6.96	\$8.00
Interest free payment			
Payment 1 of 24, Balance remaining: \$775.74	18 Oct-17 Nov 2023		\$55.41
Total charges			\$117.53
			Includes GST of \$11.48
			Charges not subject to GST: \$55.41
			Incl. GST
13 This month's charges (rounded by \$0.01)			\$322.98
What's rounding?			Includes GST of \$42.13

13 Rounding

If you sum your bill by service level this can result in a different total amount due. This difference, if any, will be presented as a rounded amount on your bill – so a small adjustment is made to ensure accuracy.

Visit one.nz/rounding for more information.

How to read your One New Zealand bill *cont.*



14 Part-month charges

Part-month charges relate to services used for only part of the billing period. If you joined us part-way through the month, you'll see a part-month charge for the date you joined us until the end of this billing period (plus the usual full month in advance).

Or, if you've been with us for a while and have changed plans, you'll see a part-month charge for your new plan for the period covering the date you switched until the end of the billing period (plus the usual full month in advance). You'll also see a part-month credit relating to your old plan because you had paid the full month in advance on your last bill but only used it for part of the month.

You can find more information on part-month charges at one.nz/partmonthcharge

Detailed charges for this month

How do I read [my bill?](#)
Where can I see a breakdown of [my usage?](#)

14 Part-month charge Why do I have [part-month charges?](#)
 You made changes to your account recently, so you'll see part-month charges and credits on top of the usual full month in advance.

MOBILE 021 000 001	Billing period	Excl. GST	Incl. GST
14 Part-month charge			
<input type="checkbox"/> Changes made part-way through the last month are reflected by a part-month amount			
Small Mobile Credit	27 Sep-17 Oct 2023	-\$26.09	-\$30.00
Medium Mobile Part charge	27 Sep-17 Oct 2023	\$39.63	\$45.57
Your plan charges for this month			
Medium Mobile	18 Oct-17 Nov 2023	\$56.52	\$65.00
Total charges			\$80.57 <small>Includes GST of \$10.51</small>

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15 Connection level summary

This page is for business customers and shows a summary of charges for each service you have on this account.

15 Connection level summary

Connection name	Connection Identifier	Plan & discounts	Add-ons	Usage	Interest free payment	Total charge (excl. GST)
Firstname Lastname	21 123 0001	\$42.00	\$10.00	\$2.00	\$10.00	\$64.00
Firstname Lastname	abcd1234	\$55.00	\$38.00	\$5.00	\$10.00	\$108.00
Firstname Lastname	21 123 0002	\$42.00	\$15.00	\$38.00	\$25.00	\$120.00
Firstname Lastname	21 123 0003	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0004	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0005	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0006	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0007	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0008	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0009	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0010	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0011	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0012	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0013	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0014	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0015	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0016	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Firstname Lastname	21 123 0017	\$60.00	\$38.00	\$38.00	\$38.00	\$174.00
Total charges		\$1,039.00	\$633.00	\$615.00	\$615.00	\$2,902.00

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