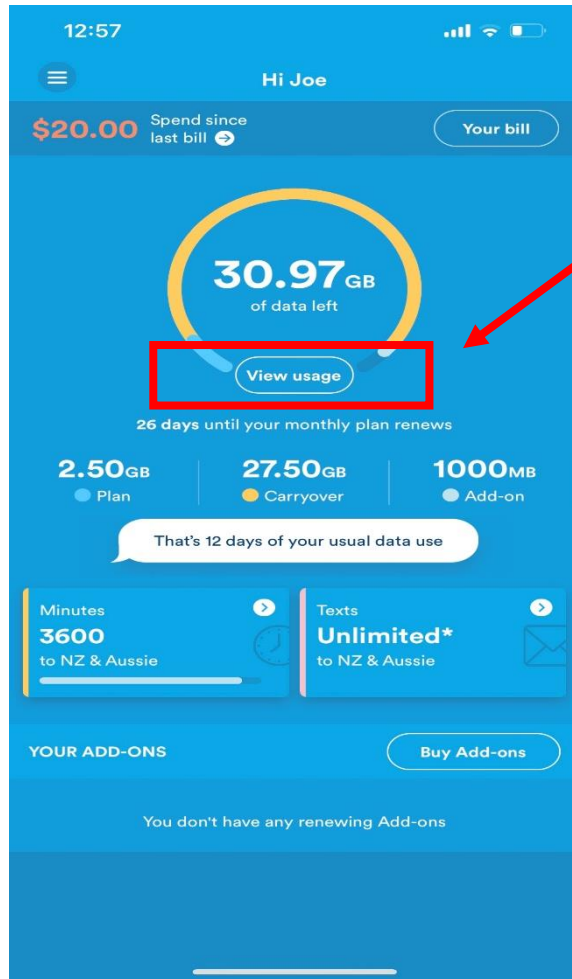


The 2degrees mobile app – transparency in action

Annex A – Mobile Billing Review response
November 30, 2020



App dashboard & access to usage



Usage is available from the center of the screen in premium position.

This allows you to view your usage across calls, texts and data.

Customized prompt based on usage (examples):

Go crazy, you've got loads of data.

Your balance is low, time to top up to renew your Add-ons

That's 12 days of your usual data use

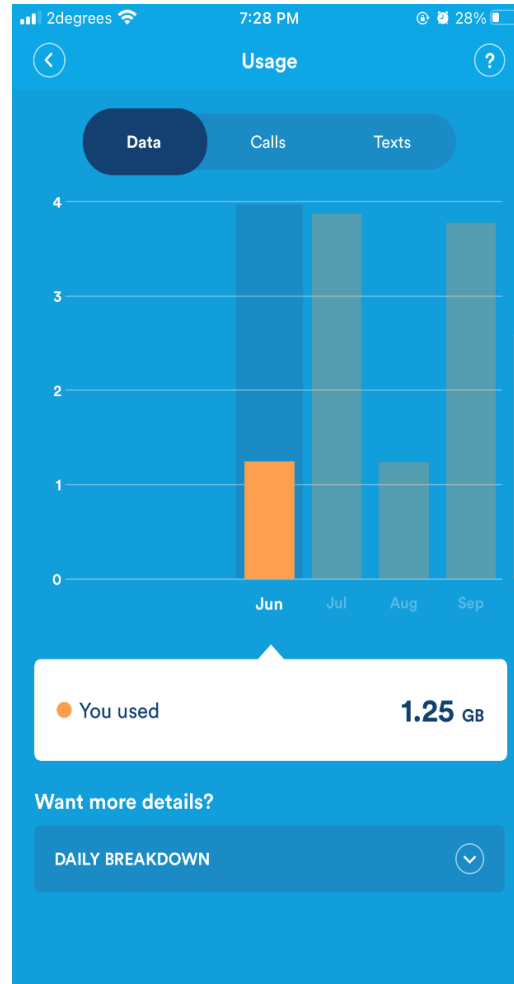
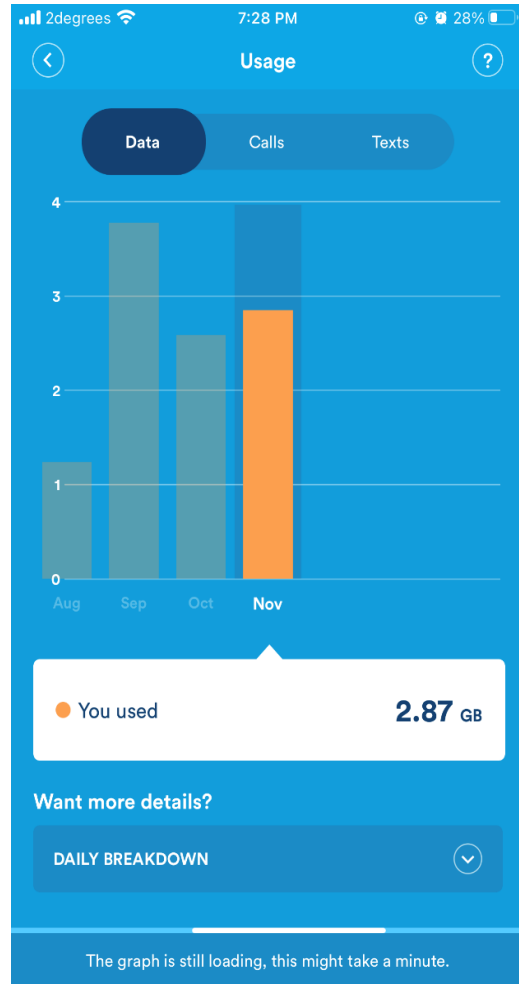
App Home Page – 'dashboard'

Shows Minutes, Texts & Data left, including Plan Data & Carryover Data

**This is an example of a Pay Monthly Account*



Data usage at a glance

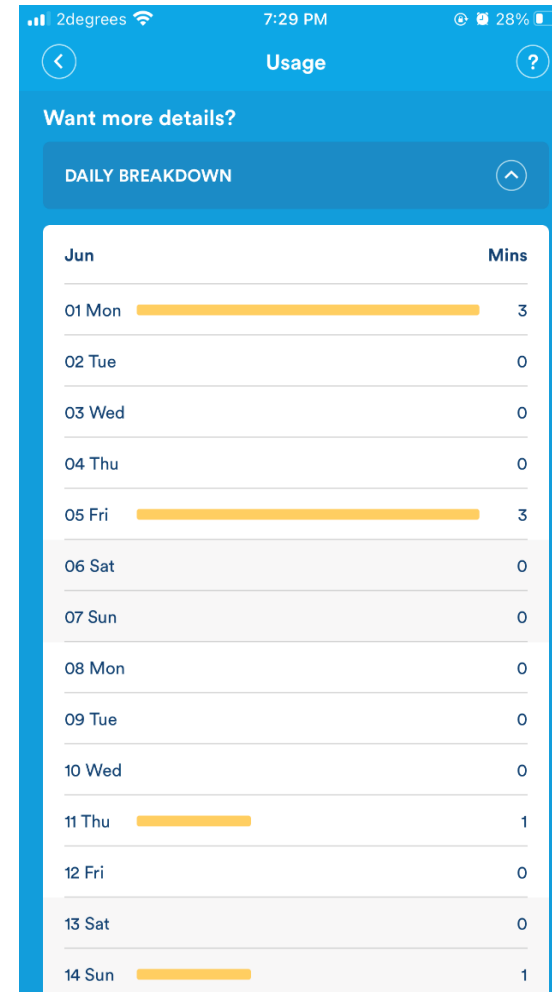
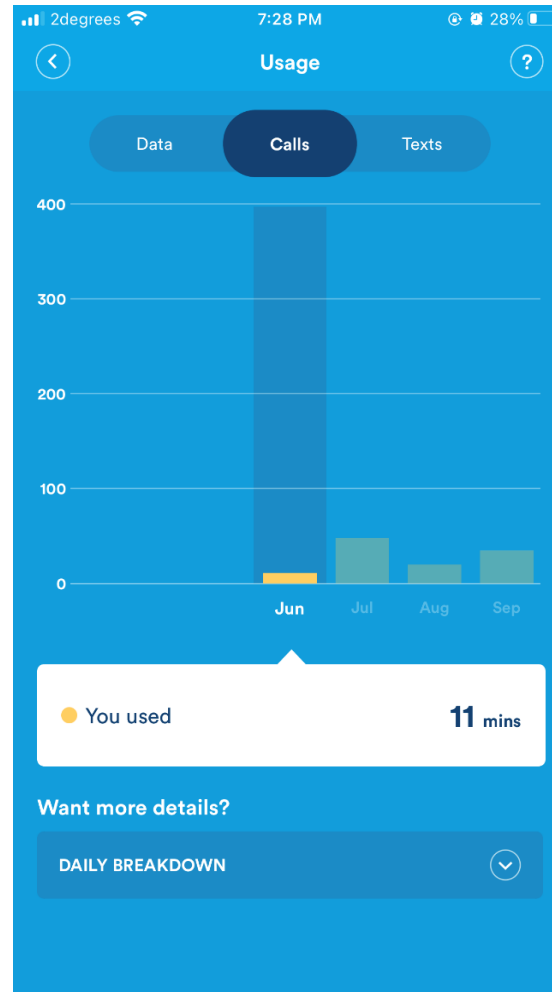
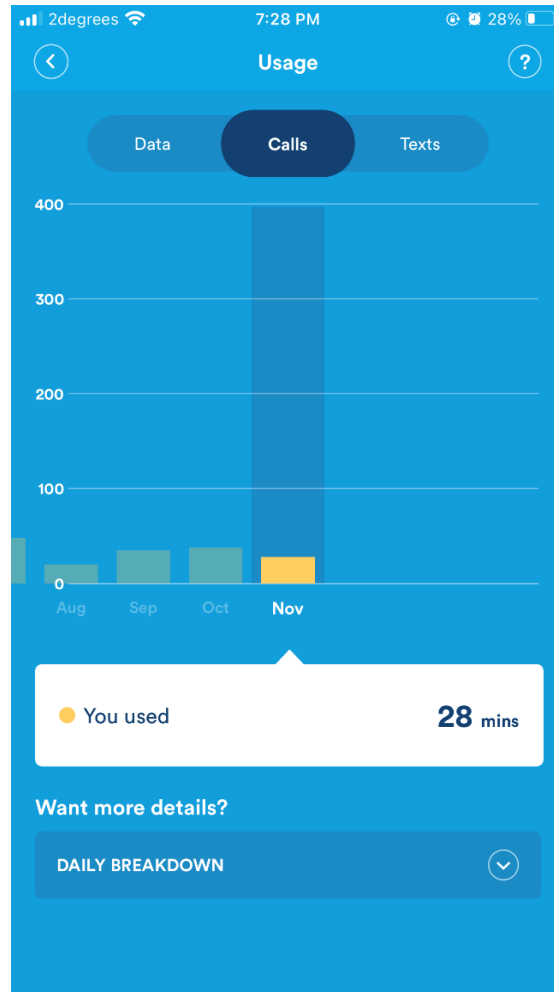


Shows data usage for the last six months

Delve into daily usage if desired



Call usage at a glance

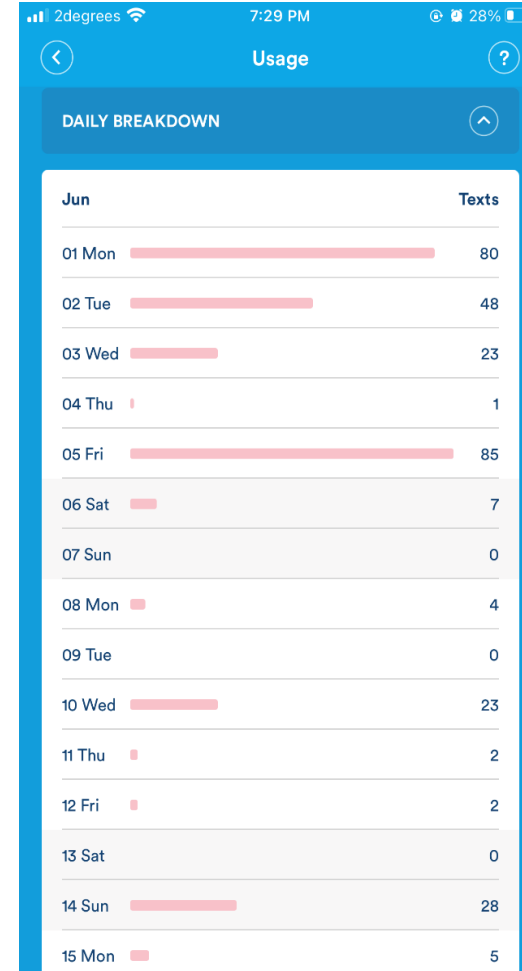
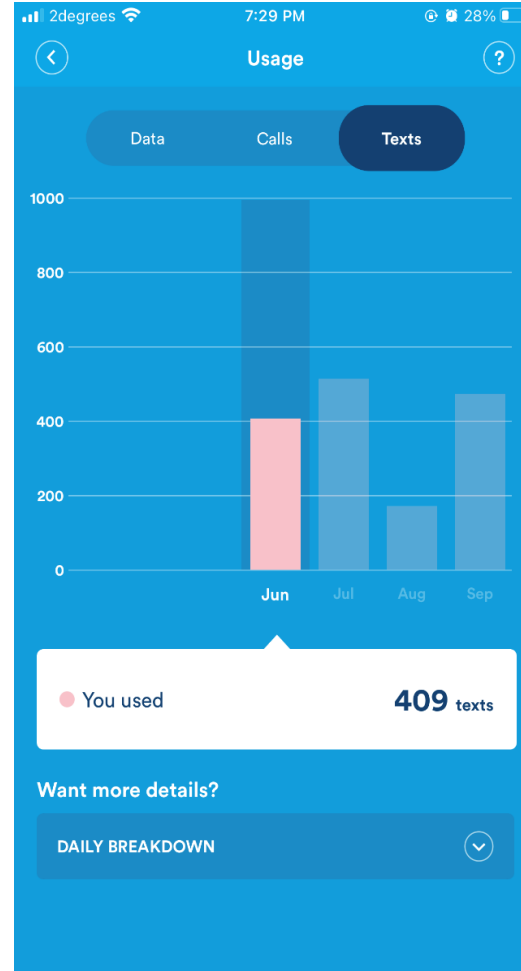
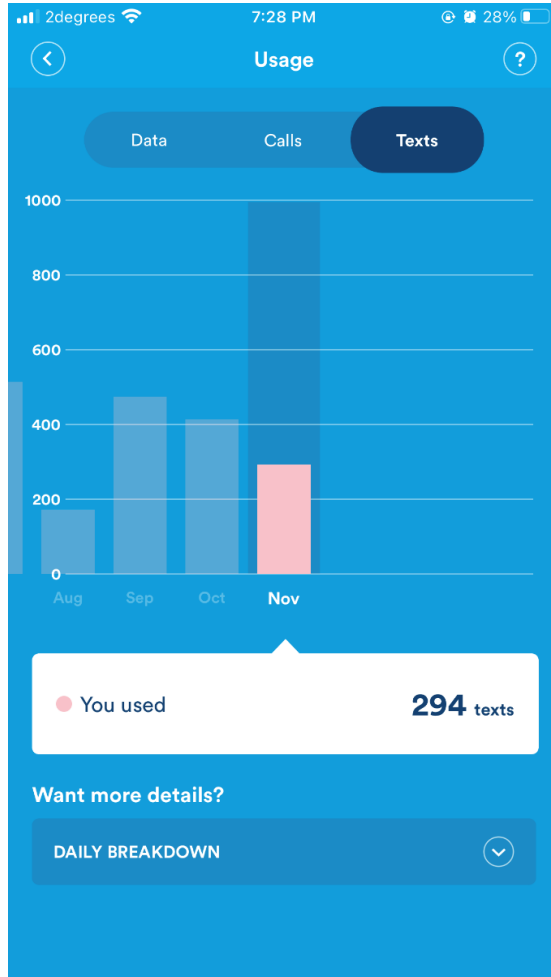


Shows voice usage for the last six months

Daily calling minutes also available



Text usage at a glance

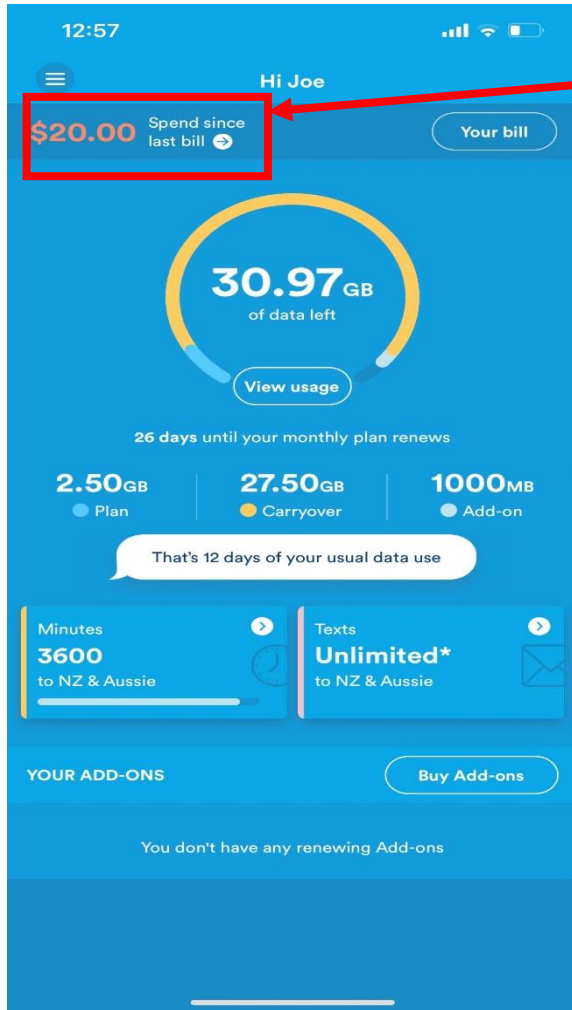


Shows text usage for the last six months

Daily usage also available

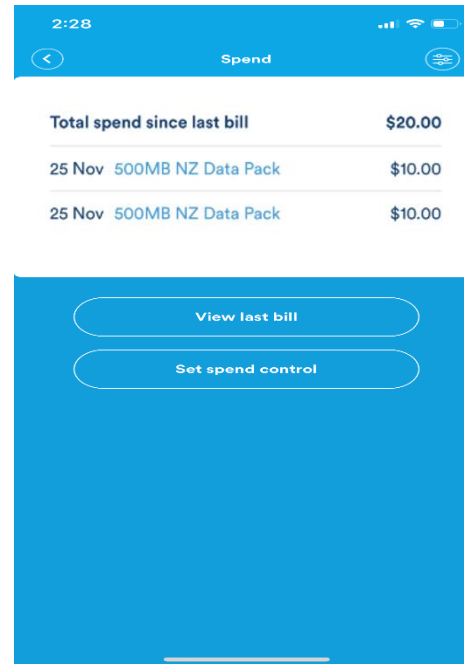


Easy access to your current spend

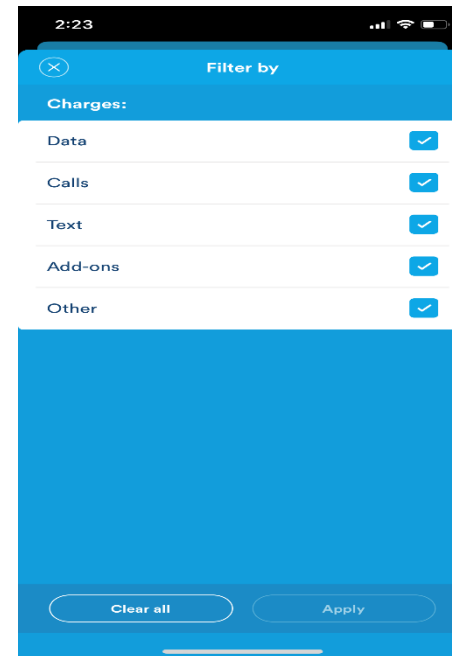


Spend information is available from the top of the 'dashboard' screen

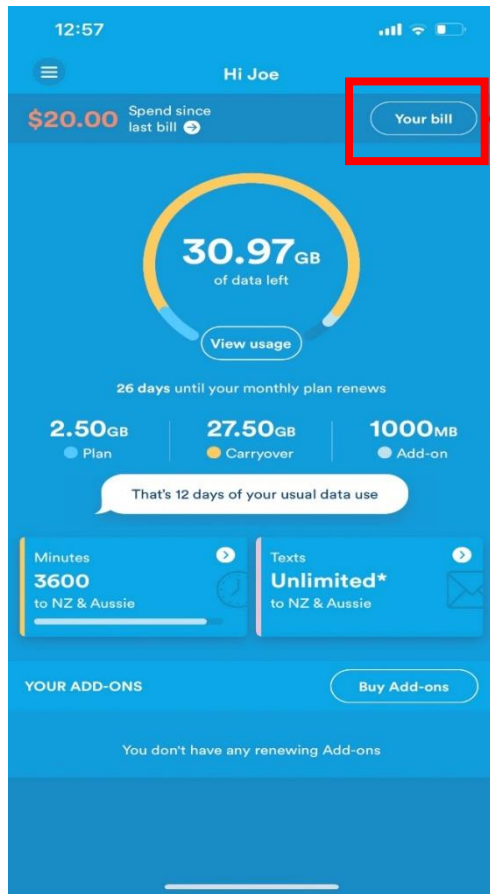
'Spend since last bill' shows chargeable events & associated costs:



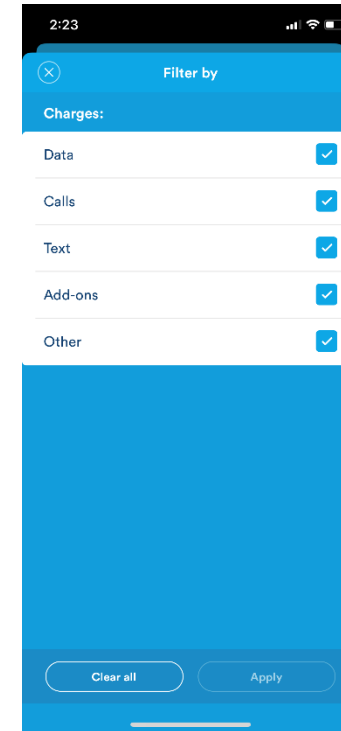
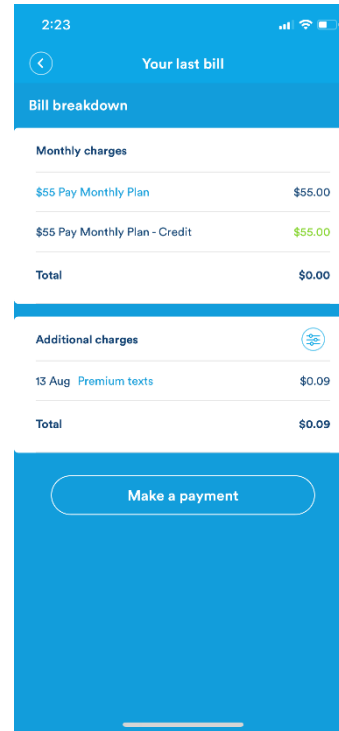
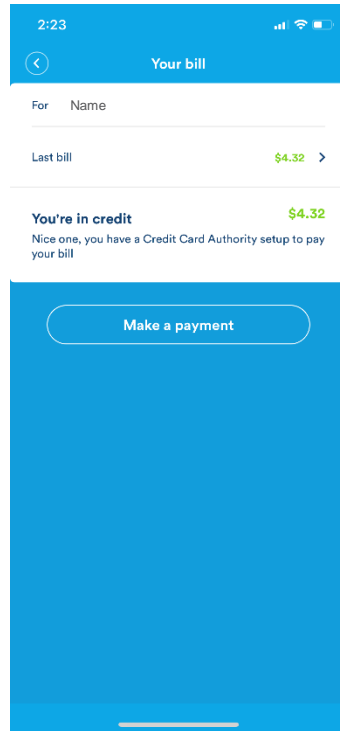
This can be easily filtered by charge type:



Access your previous bills too...



You can also access your previous bill from the dashboard



From your bill you are able to view your current and previous bill, clicking through to a greater bill breakdown.

This can also be filtered by charge type.

12 months of billing history is available on Your 2degrees (our online self-care portal)



Lots of additional features...

- Easy access to multiple connections: manage your sharing with 'one click' from dashboard
- Set your spend control
- Change your plan
- Top up Yourself or Someone Else
- Purchase add-ons
- Review purchases
- Access 2degrees fixed broadband-related information
....as well as the usual account/app settings etc you'd expect

