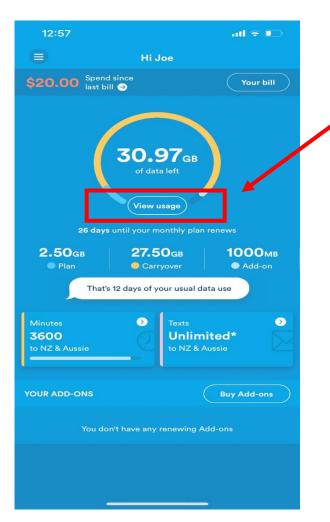
The 2degrees mobile app – transparency in action

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):

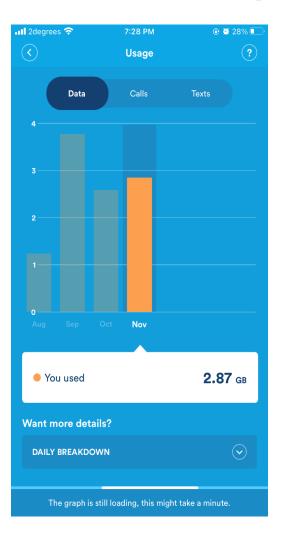
Go crazy, you've got loads of data. Your balance is low, time to top up to renew your Add-ons App Home Page – 'dashboard'

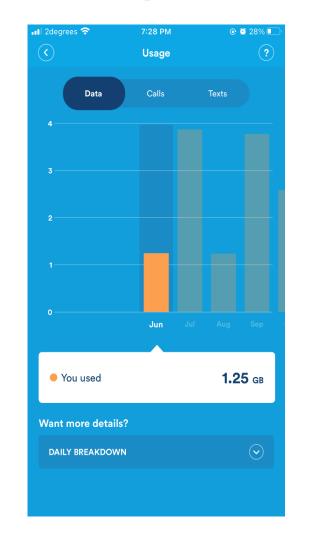
Shows Minutes, Texts & Data left, including Plan Data & Carryover Data

*This is an example of a Pay Monthly Account



Data usage at a glance





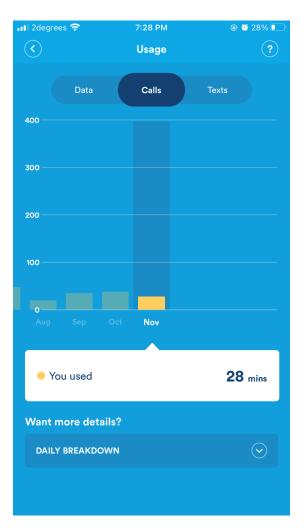


Shows data usage for the last six months

Delve into daily usage if desired



Call usage at a glance



📶 2degrees 奈	7:28 PM	۲	28%
\checkmark	Usage		?
Data	Calls	Texts	
400			
300			
200			
100			
	Jun		Sep
 You used 		11	mins
Want more details?			
DAILY BREAKDOWN			$\overline{\mathbf{v}}$

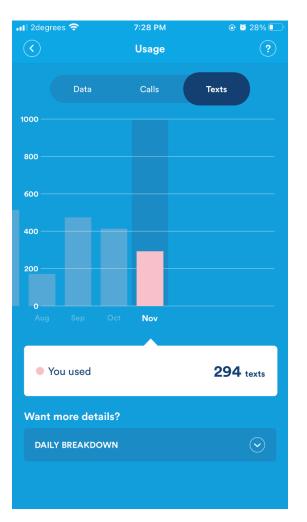
🛿 2degrees 奈	7:29 PM	🕑 🖸 28% 🔲 '
<	Usage	?
Want more details	s?	
DAILY BREAKDOW	Ν	\odot
Jun		Mins
01 Mon		3
02 Tue		0
03 Wed		0
04 Thu		о
05 Fri		3
06 Sat		0
07 Sun		0
08 Mon		0
09 Tue		0
10 Wed		0
11 Thu		1
12 Fri		0
13 Sat		0
14 Sun	-	1

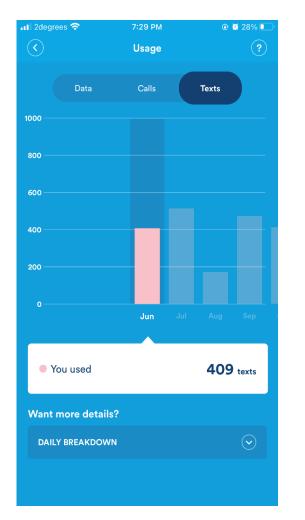
Shows voice usage for the last six months

Daily calling minutes also available



Text usage at a glance





1 2degrees	रि 7:2	9 PM	@ 🦉 28% 🔲
\checkmark	Us	age	?
DAILY B	REAKDOWN		\odot
Jun			Texts
01 Mon			80
02 Tue			48
03 Wed			23
04 Thu	1		1
05 Fri			85
06 Sat	-		7
07 Sun			0
08 Mon	-		4
09 Tue			0
10 Wed			23
11 Thu	•		2
12 Fri	•		2
13 Sat			0
14 Sun			28
15 Mon	-		5

Shows text usage for the last six months

Daily usage also available



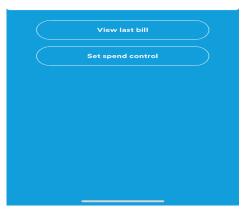
Easy access to your current spend



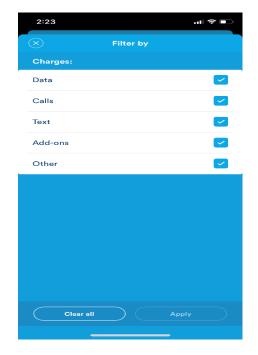
Spend information is available from the top of the 'dashboard' screen

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

2:28		🗢 💼
\checkmark	Spend	
Total spend si	nce last bill	\$20.00
25 Nov 500M	B NZ Data Pack	\$10.00
25 Nov 500M	B NZ Data Pack	\$10.00



This can be easily filtered by charge type:





Access your previous bills too...

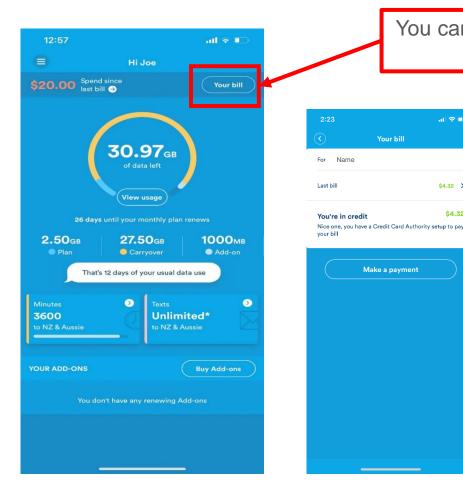
al 🗢 🗖

\$4.32 >

\$4.32

Your bill

Make a payment



You can also access your previous bill from the dashboard

Your last bill Bill breakdown Monthly charges \$55 Pay Monthly Plan \$55 Pay Monthly Plan - Credit \$55 Pay Monthly Plan - Credit <th></th> <th>al 🗢 💶</th> <th>2:23</th> <th></th>		al 🗢 💶	2:23	
Monthly charges Monthly Plan S55.00 S55 Pay Monthly Plan S55.00 Total S0.00 Additional charges S0.09 Total S0.09 Total S0.09	Your last bill		\otimes	Filter by
\$55 Pay Monthly Plan \$55.00 Calls \$55 Pay Monthly Plan - Credit \$55.00 Text Total \$0.00 Add-ons Additional charges \$0.09 Other Total \$0.09 Total	ill breakdown		Charges:	
\$55 Pay Monthly Plan - Credit \$55.00 Text Total \$0.00 Add-ons Additional charges (a) Other 13 Aug Premium texts \$0.09 Total \$0.09	Monthly charges		Data	
Total \$0.00 Text Add-ons Additional charges (2) Total \$0.09 Total \$0.09	\$55 Pay Monthly Plan	\$55.00	Calls	
Additional charges (2) 13 Aug Premium texts \$0.09 Total \$0.09	\$55 Pay Monthly Plan - Credit	\$55.00	Text	
13 Aug Premium texts \$0.09 Total \$0.09	Total	\$0.00	Add-ons	
Total \$0.09	Additional charges		Other	
	13 Aug Premium texts	\$0.09		
Make a payment	Total	\$0.09		
	Make a payment			
Clear all			Clear all	

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

