

# Your bill explained



We'd like to welcome you to your new bill. Designed by our customers, the layout makes it easy for you to see exactly what you owe and when you need to pay. This handy guide will help you understand all the charges on your monthly bill.

## 1 Payment due date

The amount you owe and the date your payment is due will be displayed here. VAT is included in the final amount due.

## 2 Your bill summary

A summary of your charges will be displayed here. The summary includes 3 sections, each one colour coded to make it simple to read.

- **Your plan:** this is the total amount due for your plan for the billing period. It is charged monthly in advance.
- **Add-ons:** this includes any additional services you subscribed to for the billing period e.g. additional data
- **Other charges:** includes any additional charges incurred outside your basic plan to your account for the previous month e.g. out of bundle data charges

Any credit or discounts on your account will be displayed in your bill summary.

Outstanding balance prior to this bill - includes any balances you owe or any refunds due to you from previous bills.

## 3 Your bill information

**Bill number** – this is the unique bill number which will assist you in identifying a specific bill should you have a query.

**Bill period** – this is the period you will be charged for.

**Bill issue date** – this is the date on which the bill was issued to you.

**Account number** – it is useful to keep your Vodafone account number to hand when contacting Vodafone with queries or to avail of new products and services.

## 4 Your account history

This includes your bill for the current period and any outstanding charges not paid from a previous bill.

## 5 Your bill in more detail

This provides more detail on your Vodafone plan and includes a breakdown of your plan, any additional services you subscribe to and any charges incurred when you exceed the allowance on your plan e.g. calls to premium rate numbers.

### Plan part charges explained:

This chart will be displayed on your bill if you change or add a plan in the middle of your bill period. Changes to your plan can result in a part month charge and as a new customer you will pay a month in advance on your first bill. You will be billed from the date your new plan/add on started, and, if applicable, you will be credited for the element of the previous plans that you paid for in advance.

## 6 Your usage in more detail

### Top 10 called numbers from your mobiles

This provides detail of the top 10 voice numbers you called during the bill period, including the total call duration for each number. Numbers are sorted based on chargeable calls and call duration.



### 3 Your bill information

Bill number: 000000000  
Bill period: **22 October 2017 to 21 November 2017**  
Bill issue date: 29 November 2017  
Account Number: 0000000000

John Doe  
MountainView  
Leopardstown  
Dublin 18

**Hello John,**

Please find below a summary of your current bill.

### 2 Your bill summary (details on the following pages):

/YOUR PLANS	//ADD-ONS	/// OTHER CHARGES	CREDITS/ DISCOUNTS	1
€72.90	+ €23.99	+ €0.90	- €10	The below amount will be charged on <b>13 December</b> <b>€87.79</b>
<b>087 1000000 – John</b>				inc. VAT
/ Your Plan	Red Connect			€72.90
// Add-ons	Subscribed extras			€23.99
/// Other charges	Out of plan charges			€0.90
				<b>€97.79</b>
<b>Outstanding balance prior to this bill</b>				
Includes any balances you owe or any refunds due to you from previous bills.				<b>- €10.00</b>

#### Payment Details (no action required)

Customer name: John Doe  
Your account number: 0000000000  
The below amount will be charged from your  
bank account on/after 13 December **€87.79**

You are paying by Direct Debit however if you have any problems please contact us.

#### Need help

Visit [www.vodafone.ie/support](http://www.vodafone.ie/support) to access all of our help options

#### Information you may need

**000000000**      **000000000**  
Account Number      Bill Number

#### 4 Your account history:

Amount due for November 2017:

<b>€100.18</b>	<b>+ -€100.18</b>	<b>+ -€10.00</b>	<b>= -€10.00</b>	<b>+ €97.79</b>	<b>= €87.79</b>
Your last bill on 27 October 2017	Payment received	Credit in your favour	You have credit in your favour	were deducted for this bill charges	The total amount due

#### 5 Your bill in more detail:

Account History Details		
Your last bill	27 Oct 2017	<b>€100.18</b>
Payment received	10 Nov 2017	<b>-€100.18</b>
Account level credit	22 Nov 2017	<b>-€10.00</b>
-----		
Outstanding balance prior to this bill		<b>-€10.00</b>
This bill	29 Nov 2017	<b>-€97.79</b>
Total amount due	13 Dec 2017	<b>€87.79</b>

#### 6 Your usage in more detail:

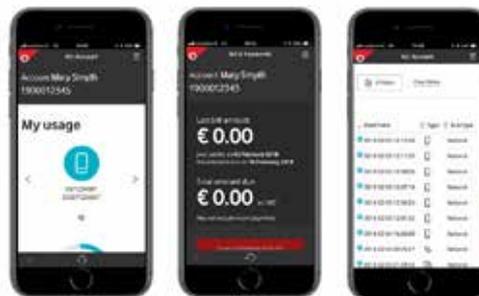
##### Top 10 called numbers from your mobiles

PHONE SERVICE	NUMBER DIALLED	DURATION	COST before VAT
087 1000000	087 0000000	0m 4s	€0.24
087 1000000	087 0000000	0m 4s	€0.24
087 1000000	087 0000000	0m 3s	€0.24
087 1000000	087 0000000	24m 31s	free
087 1000000	087 0000000	14m 37s	free
087 1000000	087 0000000	13m 21s	free
087 1000000	087 0000000	4m 32s	free
087 1000000	087 0000000	3m 31s	free
087 1000000	087 0000000	2m 10s	free
087 1000000	087 0000000	1m 27s	free

087 10000000 – John			€97.79
/ Your old plan <span style="float:right">inc. VAT</span>			
Red Connect Essentials Paid in advance	<b>-€25.81</b>	23%	Credit
/ Your plan <span style="float:right">inc. VAT</span>			
Red Connect (pay in advance)	<b>€60.00</b>	23%	
Red Connect (20 days of this bill period)	<b>€38.71</b>	23%	
// Add-ons <span style="float:right">inc. VAT</span>			
1GB instant data bundle	<b>€8.00</b>	23%	
3GB instant data bundle	<b>€15.00</b>	23%	
Secure Net	<b>€0.99</b>	23%	
/// Other charges <span style="float:right">inc. VAT</span>			
Calling abroad from Ireland	<b>€0.90</b>	23%	
This plan part charges explained			
<b>22 OCT</b>	<b>02 NOV</b>	<b>21 NOV</b>	
Billing period without new plan	<b>€38.71</b>	<b>€60.00</b>	
	<b>-€25.81</b>		Credit for old plan pay-in-advance

### My Vodafone App for iPhone and Android

Take control of your account with the My Vodafone App.



#### Useful information

**How to change your details**  
Update personal details such as address and contact email address online. Log into My Vodafone via the App or at [www.vodafone.ie/myv](http://www.vodafone.ie/myv)

**Payment methods**  
To set up Direct Debit or pay by Credit Card log into My Vodafone via the App or at [www.vodafone.ie/myv](http://www.vodafone.ie/myv)  
Alternatively pay via your internet/phone banking or in your local post office.

**What are out of plan charges**  
These cover any charges related to services used outside of your plan and add-ons. For example, premium rate calls and multimedia messages. For more information please visit [www.vodafone.ie/support](http://www.vodafone.ie/support)



## Frequently asked questions

### How do I analyse my bill?

You can analyse your bills for the previous 12 months through My Vodafone online and the app. By clicking “Billing statistics”, you can view your bill history and total spend. You can also view a breakdown of your calls, analyse your top ten called numbers or top ten longest calls. For greater insight, you can download your detailed call usage and more.

### What are part charges?

Part charges occur when you change or add a plan/add-on in the middle of your bill period. Such changes will result in a part month charge. This means you will be billed from the date your new plan/add on started, and, if applicable, you will be credited for the element of the previous plans that you paid for in advance.

### What is a summary bill?

You can choose to receive a summary bill. You will clearly see your plan details and bill charges, however, on a summary bill you will only see charges for calls and data used outside your plan allowance. Any calls or data included in your plan, will not be displayed on your bill. You can see a breakdown of all your calls and data through My Vodafone online and the app.

### What is a detailed bill?

You can also choose to receive a detailed bill. Similar to the summary bill, your plan details and bill charges will be clearly displayed. However, your detailed bill will include all calls and data used during the billing period, those inside and outside your plan allowance.