

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. TV multi-room monthly rental.
- **Other charges:** includes any additional charges incurred outside your basic plan to your account for the previous month e.g. out of bundle call charges or a new modem.

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.

Universal Account Number - this is the 8-digit number that telecoms providers use to identify phone lines.

Circuit reference number - this is the unique identifier for your Vodafone Broadband account. A CRN is provided if you avail of our standalone broadband service which does not include a landline voice service. If you have a voice and broadband bundle from Vodafone then you will have a landline number rather than a CRN.

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 international 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 landline:

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.



John Doe
MountainView
Leopardstown
Dublin 18

3 Your bill information

Bill number: 000000000
Bill period: **1 October 2018 to 31 October 2018**
Bill issue date: 15 November 2018
Account Number: 0000000000
Universal Account Number: 0000_UAN
Circuit Reference Number: 0000000000

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 The below amount will be charged on 29 November €64.15
€41.62	+ €6.46	+ €26.07	- €10	
01 1000000 – John				inc. VAT
/ Your Plan	Vodafone Home VoIP TV Bundle		€41.62	
// Add-ons	Subscribed extras		€6.46	
/// Other charges	Out of plan charges		€26.07	
			€74.15	
Outstanding balance prior to this bill				
Includes any balances you owe or any refunds due to you from previous bills.			- €10.00	

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 29 November **€64.15**

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

Need help

Visit 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 October 2018:

€55.00	+ -€55.00	+ -€10.00	= -€10.00	+ €74.15	= €64.15
Your last bill on 11 Oct 2018	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	11 Oct 2018	€55.00
Payment received	25 Oct 2018	-€55.00
Account level credit	1 Nov 2018	-€10.00

Outstanding balance prior to this bill		-€10.00
This bill	15 Nov 2018	-€74.15
Total amount due	29 Nov 2018	€64.15

6 Your usage in more detail:

Top 10 called numbers from your landline

PHONE SERVICE	NUMBER DIALLED	DURATION	COST before VAT
01 1000000	00420110000000	29m 37s	€11.21
01 1000000	00506100000000	14m 57s	€10.59
01 1000000	00861000000000	6m 0s	€4.27
01 1000000	087 0000000	24m 31s	free
01 1000000	087 0000000	14m 37s	free
01 1000000	087 0000000	13m 21s	free
01 1000000	087 0000000	4m 32s	free
01 1000000	087 0000000	3m 31s	free
01 1000000	087 0000000	2m 10s	free
01 1000000	087 0000000	1m 27s	free

01 1000000 – John		€74.15
Simply Broadband Talk Unlimited IP Unlimited calls to UK landlines Vodafone TV Plus / Your old plan		

Simply Broadband paid in advance credit	-€20.32	23%

/ Your plan		
Vodafone Home VoIP TV Bundle	€40.00	23%
Vodafone Home VoIP TV Bundle (17 days of this bill period)	€21.94	23%

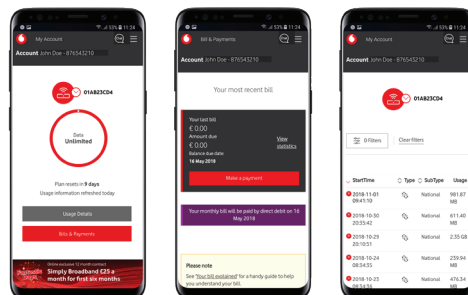
// Add-ons		
Call answering	€1.46	23%
TV multi-room monthly rental	€5.00	23%

/// Other charges		
Calling abroad from Ireland	€26.07	23%

This plan part charges explained		
1 OCT	15 OCT	31 OCT
Billing period without new plan	€21.94	€40.00
		Pay-in-advance for the next month
	-€20.32	
	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

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
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



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 also choose to receive a summary bill. New customers will automatically 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 broadband used outside your plan allowance. Any calls or broadband allowance included in your plan, will not be displayed on your bill. Resulting in less pages for you to read. You can see a breakdown of all your calls and out of bundle broadband usage through My Vodafone online and the app.

What is 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 used during the billing period, those inside and outside your plan allowance.