



Your bill
explained

power to you

Welcome to Vodafone At Home

We'd like to welcome you to Vodafone At Home, your home phone and fixed broadband service.

As this is your first bill, we've included a handy guide detailing all the charges on the right-hand side of this leaflet.

Make yourself at home

Frequently asked questions

When will my direct debit payment be processed?

We will process payment 14 days after the bill date.

Can I receive my bills online?

Yes, you will simply need to register at vodafone.ie/athomeselfcare. Once registered, we will notify you by email when your bill is ready to view.

Can I pay my bills online?

Yes, it couldn't be simpler. All payment methods are explained on the reverse of the first page of each of your bills.

My first bill is higher than I expected

If your bill is higher this month, this is because you have been billed part-month rental charges and one month in advance. This will only be applied

to your first bill. For further details, see full explanation under "part month charges" in section 2 on the page opposite.

How do I know what I am being charged for?

All Vodafone at Home bills are fully itemised to include any service charges and call details.

What does this bill cover?

Your first bill will cover your chosen monthly bundle charge, call usage details and any service charges. Service charges are optional and additional charges, examples of which include 'call waiting', 'call answering' etc. Your service charges will be detailed on the third page of your bill.

For more information on your bill please register online at vodafone.ie/athomeselfcare

Or feel free to talk to one of our customer care team on **1907** or email us at athome.ie@vodafone.com

All you need to register is your email address, landline and customer number (which is located on the first page of your bill).

Your bill explained

The screenshot shows a Vodafone At Home bill for Joe Bloggs at 12 Any Street, Any Town, Co. Dublin. The bill is dated 05 Aug 2009. It includes a quick breakdown with three main sections: Transactions, Summary of New Charges, and Usage Charges. The total amount due is €90.10. Red circles with numbers 1, 2, and 3 are overlaid on the bill to highlight specific sections.

Phone Number	Description	Period Covered	Charge (inc. VAT)
00.00	Previous Balance		€0.00
00.00	Balance Carried Forward		€0.00
Part Month Charges			
9123456789	Vodafone At Home - 1st Month	11 Jul - 27 Jul	€70.00
9123456789	Vodafone At Home - 2nd Month	28 Jul - 31 Jul	€0.00
9123456789	Phone Service Charge	11 Jul - 31 Jul	€2.70
9123456789	Phone Service Charge	28 Jul - 31 Jul	€0.00
Recurring Items			
9123456789	Vodafone At Home - 1st Month	01 Aug - 31 Aug	€10.00
9123456789	Phone Service Charge	01 Aug - 31 Aug	€2.00
9123456789	Phone Service Charge	01 Aug - 31 Aug	€0.00
Usage Charges			
9123456789	Call Charges	01 Jul - 31 Jul	€10.40
VAT Component for this month's charges is €15.94			
Total Amount Due			€90.10

1. Transactions

Previous balance – this is the total of your previous bill. As this is your first bill, this will appear as zero.

Payments received – payments received from the previous month will be displayed here. As this is your first bill, this will appear as zero.

Balance carried forward – any balance from previous bills will be listed here. As this is your first bill, it will appear as zero.

Adjustments – if there are any credits or adjustments made to your account for the previous month, they will be displayed here. As this is your first Vodafone At Home bill, there are no adjustments applicable.

2. Summary of new charges

Part-month charges – these are simply rental charges for your Vodafone At Home services. They are charged from the date it went live, to the end of that month. If you have ordered a home phone and broadband package, the home phone service goes live first and you will only be charged for this service until your broadband service goes live. Take a look at the example above. Here, the home phone service went live on the 11th July and the broadband service went live on the 28th July.

Recurring items – this is the total amount due for your rental package for the billing period. It is charged monthly in advance.

Usage charges – this is the total amount due for calls made in the billing period.

3. Total amount due

This is your total amount due for this bill.

4. Account details

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

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

Invoice date – this is the date on which the bill was issued to you.

5. Will I still receive my social welfare allowance?

Because the line rental is paid in advance your social welfare allowance for this month may have already been given to your previous supplier. On future bills you will receive your social welfare allowance as normal.