

Here to help with your bill after changing your service





Please note the bill shown is an example and the bill that you receive may not be exactly the same.

Explaining your bill after changing your service

As you've changed your Virgin Media services recently you're bill might be slightly different to what you expected. So we've created this guide to help you to understand each of the sections and the charges.

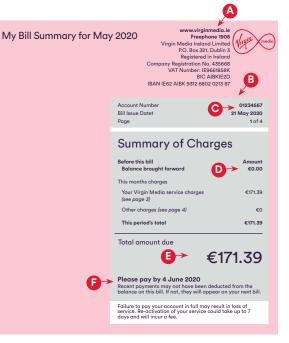
You might notice that your bill includes charges for your old services and your new services. Don't worry this isn't an additional charge, we've explained this further in section

My Bill Summary

A Need to ask about this bill? No problem. You can contact us online using our online chat. Go to virginmedia.ie and select the support tab to see the different ways you can contact us.

- B What's an Account Number? This is your own Virgin Media account number. Your account number will stay the same even if you change your services. Did you know you can manage your account yourself online through virginmedia.ie/myvirginmedia. You will need this account number to register.
- **C** The Issue Date This is the date the bill was issued.
- D Bringing Your Balance Forward If you've any balance left from your previous bills it will be shown here. This will be added to your bill to give you your total amount which is due.
- E So, What's Due?

This is the amount that's due for payment. Here you might notice the amount is larger then what you expected. This is because your bill includes charges from your old service plus your new service. These aren't additional charges, we've explained it further in the Bill Details section to help you understand. H to help you understand. Your bill might also include charges such as equipment activation fees, multi-room viewing and premium subscription fees. This guide will help answer questions like 'What are these charges?', and 'Why is my bill different to what I was expecting?'. Each section of this guide has been labelled with letter and if you look to your left as you read through your guide, each section has been explained. Let's get started.



F Please Pay By

Without meaning to sounds all 'school teacher' this is when your bill must be cleared by. Handily there a few ways to pay your bill including Direct Debit (this is the date we will collect the payment from your bank), through My Virgin Media online, credit or laser card, pay at your bank, by cash or by post.

To sign into My Virgin Media head to virginmedia.ie/myvm or if you haven't registered yet you can do so at virginmedia.ie/register

You can view the details of each payment option at **virginmedia.ie/billing**

Bill Details

G The Virgin Media Price Plan This is the Virgin Media bundle price before any discounts have

been applied (you will find the discounts in the 'Savings and Discounts' section).

H Total Bundle Charges

Here you'll see the monthly charge for your new bundle. You may also see charges for your current service up to the date you got your new services installed.

This means that your first bill after the change may be slightly higher but this isn't an additional charge. It's just because this bill includes charges for your current services up until your new product was installed and then from that date you'll see monthly charges in advance for your new services. We know this might be difficult to understand so we've explained it in a diagram at the bottom of this page.

On your next bill only your new bundle price will be included in this section.

I Television

This is the extra TV products that aren't included in your bundle such as multi-room boxes or premium channels such as Sky Sports.

If you have extra TV products you might see that this part of your bill is slightly larger than expected as well. This is similar to your Total Virgin Media Bundle charge and is because this bill covers a larger period.

J Savings & Discounts Savinas, discounts... whichever

ones apply to your account, you'll find them right here.

K Any Other Charges?

If there are, they will be charges outside the products that you have. This will include activation fees & reactivation fees.

Bill Details for May 2020





YOU JOINED US ON 10TH MAY:

- We activated and started charging for your new services.

YOUR VIRGIN MEDIA SERVICE CHARGES

VIRGIN MED	IA BUNDLES	¥	
Description		Dates	Amount
-		11 May - 18 May 2020	€22.89
•		18 May - 17 Jun 2020	€97.50
Total Virg	in Media Bundle char	ges	€120.39
1			
J	•		
TELEVISION			
Smart Card	Description	Dates	Amount
0791530693	Digital+ Multiroom viewing		€11.00
0008948763	Sky Sports	18 May - 17 Jun 2020	€40.00
Total for Television service charges			€51.00
			
SAVINGS AN	D DISCOUNTS 🗡		
Description		Dates	Amount
		Dates	Amount
	ings and Discounts	Dates	Amount
Total Savi	ings and Discounts		
			Amount €171.39
Total Savi	ings and Discounts		
Total Savi Your tota	ings and Discounts	e charges	
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Total Bundle Charges Explained



bill after change of service and all future bills