



**Your Virgin Mobile
bill made easy.
Very easy.**



Your first bill explained

SUMMARY SECTION

What does all this mean?

Don't worry, here's a handy guide to all things billing to help you understand your first one. We've added some letters to the example bill for Joe and have included an explanation below:

THE BILL DETAILS:

- A** Your Virgin Mobile Account Number
- B** Your Bill Date – this is the day your bill was produced
- C** Your Name and Address

THE PLAN COSTS:

- D** Usage: this section shows out of plan charges. So for example, calls, texts, international calls, etc that are not covered by the plan you're on.
- E** This is your plan costs and they are charged one month in advance. So as you will see in this example it covers 19th Jan to 18th Feb.
- F** Extra Day Charges: Virgin Mobile bills start on the 19th of the month and run until the 18th of the next month. If you join before the 19th of a particular month you'll have some Extra Day Charges. In this example, Joe joined on the 9th of January, so his Extra Day Charges start from then and go up until 18th of January.

THE DISCOUNTS:

If you've got a discount on your account, or a special offer this starts as soon as you join and can show on your bill in two parts depending on your join date. But don't worry – both will always total up to your precise discount. Lets look at Joe's example for €25 off for 1 month:

Mobile Bill Details for Jan 2019

Account Number 987654 | Bill Number 1234567 | Bill Date 22 Jan 2019 | Page 1/2

A **B**

MR JOE BLOGGS
1 MAIN STREET
CLONTARF
DUBLIN 3

www.virginmedia.ie
Freephone 1908
Virgin Media Ireland Limited
P.O. Box 321, Dublin 3
Registered in Ireland
Company Registration No. 435666
VAT Number: IE9661858K
BIC AIBKIE2D
IBAN IE10 AIBK 9312 6803 2860 39

C

Summary of Charges

This Month's Charges

	Date	Amount
D → Usage for 353896021234	(up to 18 Feb 19)	€5.20
E → Unlimited Plan - 353896021234	19 Jan 19 to 18 Feb 19	€25.00
H → €25 off for 1 month - 353896021234	19 Jan 19 to 8 Feb 19	€-16.94
F → Unlimited Plan - 353896021234	09 Jan 19 to 18 Jan 19	€8.06
G → €25 off for 1 month - 353896021234	09 Jan 19 to 18 Jan 19	€-8.06
This Month's Total		€8.06

Total Amount Due **€13.26**

Thanks for paying by Direct Debit - the total shown will be charged direct to your bank account as per your instruction. Your payment will be taken on 05 Feb 2019

Recent payments may not have been deducted from the balance on this bill. If not, they will appear on your next bill.

Failure to pay your account in full may result in loss of service. Re-activation of your service could take up to 7 days and will incur a fee.

- G** This is the amount of the discount applied from the moment he joined right up to his first bill.
- H** The remaining days of his discount that will bring him up to a full month of discount. So in this example it's Jan 19th to Feb 8th.

USAGE SECTION

What does all this mean?

The nitty-gritty stuff. This section of your bill gives you a breakdown of the usage charges that show on the first page of your bill.

USAGE:

- J** Itemised details of calls, texts and data usage within your plan.
- K** Itemised details of calls, texts, international calls, premium rate calls and other stuff not covered by your monthly price plan.
- L** Everything outside your price plan all added up.

NEW MOBILE NUMBER:

- M** All Virgin Media Sim cards come with a new number, you can continue to use this number or you can keep your current number. The new number will always show on the first bill from the day you sign up to the end of that billing cycle.

This is a number assigned to you and is the number you will see on your bill unless you choose to keep your current number, then your current number will show on the bill.

If you haven't already and want to keep your current number simply head to virginmedia.ie/loveyournumber

Mobile Bill Details for Jan 2019

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YOUR USAGE SUMMARY LAST MONTH

Phone Number 353896021234

	Calls	Duration	Cost
In Bundle ← J			
Calls to Irish Mobile	25	00:45:51	€0.00
Calls to Irish National	20	00:38:16	€0.00
Texts to Irish Mobile	15		€0.00
National Data Usage	317		€0.00
Out of Bundle ← K			
Calls to International	4	00:03:47	€4.20
Calls to Service Numbers	1	00:01:40	€0.64
Calls to UK	1	00:01:11	€0.36
Texts to Customer Care	1	00:10:00	€0.00
Texts to Voicemail	2	00:04:00	€0.00
Total Charges for 353896021234			€5.20 ← L

M