

# UNDERSTANDING YOUR MOBILE BILL

# THE BASICS...

The first page tells you all the main things about your bill.

#### Your mobile bill

This bill only tells you your mobile charges. If you've got any other services from Virgin Media, you'll be sent a separate bill for these.

#### Your mobile number

If your bill is for more than one mobile number, this will be blank and you'll find details for all the mobile numbers on page 3 instead.

#### Your last bill

This is the balance as it appeared on the previous bill you received from us.

#### You paid

This is the total amount that you paid or were credited by us since your last bill.

#### Amount still owing

This will usually be zero but if there was a problem taking payment last month then you might still need to pay some money – if you do, this will show here. 'Cr' next to the amount means the balance was in credit.

#### New monthly charges

The total charge for all your monthly packages, like your tariff price or bundles, if you have them.

#### Other charges

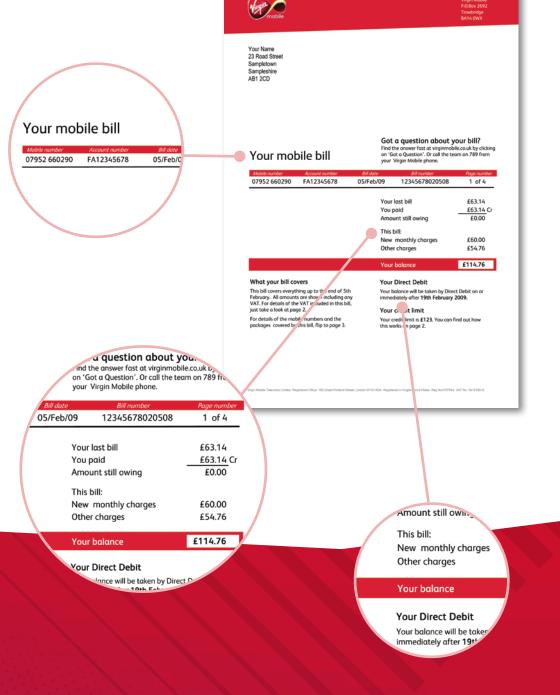
Anything not covered by a monthly package will be shown here, like phone calls not included in your package.

#### Your balance

This is the amount that you'll pay for this bill, by Direct Debit. If the amount has a 'Cr' next to it, your account is in credit and no payment is needed. We'll apply this credit to your next bill.

#### Your Direct Debit

So you know when to expect the bill payment to leave your bank, we'll show you the date on which your Direct Debit will be taken for this bill. And don't worry, we'll never take any payment before this date.



# LET'S HAVE A CLOSER LOOK

This section shows you the activity on your account, but in a bit more detail.

#### **Payments**

Any payments are listed here with the date that we recorded them.

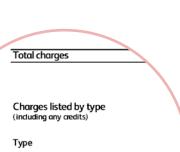
For Direct Debits, this is the date that we sent the request to your bank – the actual paid date is always two working days later.

#### Charges

Charges for each mobile number on this bill are shown separately.

#### Charges listed by type

Here, we break down what you've spent by 'type' - that's different types of calls, texts, etc. plus the total charge for each type.



#### Monthly Charge Standard call Call to another network International call Premium rate call Text to a Virgin Mobile Text to another network International text Text service received



Allowances Minutes Texts Pictures

300

300

150 150

Date

3GB

### Let's have a closer look...

Mobile number	Account number	Bill date	Page number
07952 660290	FA12345678	05/Feb/09	3 of 4
Payments	Date		£
You paid by Direct Debit - thank you	19/Jan/09		£63.14C
Your bank returned the Direct Debit unpai	d 22/Jan/09		£63.14
We credited your balance	02/Feb/09		£10.000
You paid by credit card - thank you	03/Feb/09		£ 53.140
Total payments			£63.140

#### Charges

		Allowance		Allowan	ices		
Mobile number	Tariff	start date	Minutes	Texts	Pictures	Data	£
07914 402618	Mobile Braupand 3GB	26/Jan/09				3GB	£15.00
	other charges						£0.00
	Τοταί						£15.00
07952 660290	Virgin 25 300+300	15/Jan/09	300	300	-		£25.00
	Other charges						£55.56
	Τοταί						£80.56
07913 230292	Virgin 20 150+150	18/Jan/09	150	150			£20.00
	Other charges						£0.80

#### Total charges

£114.76

#### Charges listed by type (including any credits)

Туре	Number of transactions	Usage	£	
Monthly Charge	3		£60.00	
Standard call	45	72m 12s	£5.02	
Call to another network	12	110m 56s	£4.04	
International call	11	70m 55s	£39.88	
Premium rate call	2	5m 52s	£0.64	
Text to a Virgin Mobile	123		£0.00	
Text to another network	227		£0.00	
International text	9		£2.25	
Text service received	1		£1.50	
Using the internet	12	113MB	£9.73	
Credit	3		£8.30C	
Total charges	448		£114.76	

	e number		ccount numb	er				Bill date		Page nu				s for this ne escription
07952	660290	F	A12345678					05/Feb/09		4	of 4		06/Jan/09 V	irgin 25 300+300
		this mobile numb	er											otal monthly charg
Date 06/Jan/09	Descri Virgin	ption 25 300+300									£ £25.00	1	Credits for this pate D	mobile number escription
	Total	monthly charges									£25.00			ree airtime from Crave
Credits f	or this mob										-			redit
06/Jan/09		rtime from Crave	·								£5.00Cr		т	otal credits
12/Jan/09	Credit Total	credits									£2.50Cr £7.50Cr		Other charges f	or this mobile nu
Other ch	arges for th	is mobile number											Date Time T	ype/Destination
Date	Time Type/I	Destination	Number	Usage	í	Dote	Time	Type/Destination	Number	Usage	6			all to another network all to another networ
07/Jan/09	12:15 Call to	another network another network	07760000000 07760000000	35:00 • 55:15 •	£0.00 £0.00	23/Jan/09	11:05 12:15	Text sent in Switzerland Call made in Switzerland	+441656X00000	05:15	£0.25 £3.15			all to another networ
		another network another network	07760XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	05:15 • 07:20 •	£0.00 £0.00	26/Jap/09		Text sent in Switzerland Call made in Switzerland	+441656X00000		£0.25 £12.60		12.0	all to a
		rd call to Bridgend	016563000000	05:30 •	60.00		13:17	Text sent in Switzerland	+447760000000	¢ -	60.25			
	21:17 Call to	rd call to Bridgend another network	01656X00000X 07971X00000X	01:00 • 00:09 •	£0.00 £0.00	1	16:07	Text sent in Switzerland Text sent in Switzerland	+44776000000	¢ -	£0.25 £0.25			
		rd call to Skyport rd call to London	02087/00000X 02085/00000X	00:58 • 09:31 •	£0.00 £0.00	I		Call made in Switzerland Text sent in Switzerland	+441656X00000 +447760X00000		£9.36 £0.25			
	10:16 Stands	rd call to Skyport	02087X00000X	00:29 •	£0.00	1		Call made in Switzerland	+441656X00000		£1.14			
	13:58 Call to	another network another network	07779X00000X 07779X00000X	06:48	£0.00 £0.00		19:38	Call made in Switzerland Call made in Switzerland	+44776000000		£0.63 £3.30			
		another network Virgin Mobile phone	07970000000 077890000000	04:06	£0.00 £0.00			Call to another network Call to another network	07970X00000X 07779X00000X	165:58 • 12:47 •	£0.00 £0.00			
11/00/00		Wrgin Mobile phone	07789X00000X 01273X00000X	00:14 •	£0.00 £0.00		10:04	Standard call to Trowbridge Call to another network	01225X0000X 07789X0000X	00:29 • 00:14 •	£0.00 £0.00			
	11:51 Standa	rd call to Trowbridge	012253000000	00:05 •	£0.00		23:46	Using the internet		1KB	£0.30			
	12:00 Using1 12:30 Using1			1KB 500KB	£0.30 £0.00	28/Jan/09		Using the internet Using the internet		21.96MB 1KB	£0.00 £0.30			
	12:34 Call to 13:02 Interne	another network ational call to France	077790000000 0033241300000	01:00 • X 02:44	£0.00 £1.10	1	09:15	Using the internet Using the internet		2MB 250KB	£0.00 £0.00			
	13:47 Text to	another network	07786/000000	- •	£0.00	1	11:51	Standard call to Bath	01225X, XXXX	31:05	£4.67			
	14:00 Using 1 14:15 Using 1	he internet		725KB 2.05MB	£0.00 £0.00	1	13:02	Call to another network Text to another network	07760XX, XXX 07786XXX, XX	10:00	£4.04 £0.00			
	17:52 Call to 19:30 Using 1	another network he internet	077890000000	01:00 • 250KB	£0.00 £0.00	I		Text to another network Using the internet	07786X000C X	13MB	£0.00 £0.00			
	08:00 Using !	the internet ational call to France	003324130000	1KB	£0.30	29/Jan/09	08:00	Using the internet		1KB	£0.30 £0.00			
	10:25 Using	the internet	003324130000	700KB	£5.54 £0.00	30/Jan/09	09:25	Using the internet Text to another network	07789X00000X	1MB	60.00			
13/Jan/09	18:25 Using 1 18:56 Using 1			1KB 10.00MB	£0.30 £0.00	1		Text to another network Standard call to Trowbridge	07789X00000X 01225X00000X	0.51	£0.00 £0.13			
	19:28 Using 1 20:01 Using 1	he internet		15.00MB 15KB	£0.00 £0.03	31/Jan/09		Using the internet Using the internet		294	£0.30 £0.00			
14/Jan/09	21:30 Using!	he internet		1KB	£0.30	1	21:34	Local Toll Rate call	0844400000X	00:35	£0.10			
	21:40 Using 21:47 Using	he internet		79KB 50KB	£0.00 £0.00		22:47	Using the internet Using the internet		79KB 68KB	£0.00 £0.00			
	22:48 Using 1 22:59 Using 1	he internet		23.00MB 2.87MB	£0.00 £1.00		23:48	Using the internet Using the internet		150KB SMB	£0.00 £0.00			
15/Jan/09	12:45 Using	he internet		1KB	£0.30	01/Feb/09	12:45	Using the internet		1KB	£0.30			
		rd call to West Worthing		71KB 02:30 •	£0.00 £0.00		14:27	Using the internet Using the internet		71KB 55KB	60.00 0.00			
		another network another network	077890000000 077890000000		£0.00 £0.00		15:39	Using the internet Local Toll Rate call	0844400000X	45KB 05:19	E. 00 E0. 4			
19/Jan/09	21:00 Stands	rd call to Trowbridge he internet abroad	01225000000	00:14 • 1.00MB	£0.00 £5.00	02/Feb/09	21:00	Using the internet Text service sent	80160	125KB	£0.3 £0.10			
	19:30 Text se	nt in Switzerland ade in Switzerland	+447760000X +4416560000	•	£0.25 £0.96		19:02	Text service received Using the internet	700034423	1KB	£1.50 £0.30			
	19:50 Text so	nt in Switzerland	+4477600000 0	х.	£0.25		19:50	Using the internet		13MB	60.00			
21/Jan/09		ade in Switzerland nt in Switzerland	+441656300 30		£1.14 £0.25	04/Feb/09		Text to Virgin Mobile phone Standard call to Trowbridge		01:25	£0.00 £0.22			
22/Jan/09	10:15 Call m	ade in Switzerland	+44165630 000	X 01:36	£0.96			Total other charges			£63.06			
		ded in your allow			h a dot	•								
P	art of this	item came out o	of you allow	rance. O										
										5	Date 23/Jan/09		Type/Destination Text sent in Switzerland	Number +441656XXXXXX
										.00	23/30/103		Call made in Switzerland	+447760XXXXXXX
										20.00			Text sent in Switzerland	+441656X00000
		1KB	£0.30							£0.00	24/Jan/09	10:07	Call made in Switzerland	+441656XXXXX
		10.00MB	£0.00	1/Ja					/	£0.00 £0.00			Text sent in Switzerland Text sent in Switzerland	+447760XXXXXX +447760XXXXXX
			£0.00 P	*** JUL						£0.00			Text sent in Switzerland	+447760XXXXX
		15.00MB 15KB	£0.00 3 £0.03							£0.00	1		Call made in Switzerland	+441656XXXXXX +447760XXXXXX
		15.00MB							- P				Text sent in Switzerland	
_		15.00MB 15KB 1KB 79KB	£0.03 £0.30 £0.00							£0.00				
		15.00MB 15KB 1KB 79KB 50KB	£0.03 £0.30 £0.00 £0.00									18:03	Call made in Switzerland Call made in Switzerland	+447760XXXXX +441656XXXXXX +447760XXXXXX
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07	789XXXXX	15.00MB 15KB 1KB 79KB 50KB 2.87MB 1KB 71KB 71KB X 02:30 X - • X - • X 00:14 •	£0.03         £0.30           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00	1/Feb/09						£0.00 £0.00 £0.00 £0.00 £0.00 £0.00 £0.00 £0.00	26/Jan/09 27/Jan/09	18:03 19:14 19:38 14:47 13:58 10:04 10:10 23:46 23:47 02:00	Call made in Switzerland Call made in Switzerland Call made in Switzerland Call to another network Call to another network Standard call to Trowbrid Call to another network Using the internet Using the internet Using the internet	+441656XXXXXX +447760XXXXXX +441656XXXXXX 07970XXXXXXX 07779XXXXXXX 07779XXXXXXX 07779XXXXXXX 07789XXXXXXX
07	789XXXXX 789XXXXX	15.00MB 15KB 1KB 79KB 50KB 23.00MB 2.87MB 1KB 71KB X 02:30 • X • •	£0.03         £0.30           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.30         0           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00           £0.00         £0.00	1/Feb/09						£0.00 £0.00 £0.00 £0.00 £0.00 £0.00 £0.00 £0.00	26/Jan/09 27/Jan/09	18:03 19:14 19:38 14:47 13:58 10:04 10:10 23:46 23:47 02:00 09:15	Call made in Switzerland Call made in Switzerland Call made in Switzerland Call to another network Call to another network Standard call to Trowbrid Call to another network Using the internet Using the internet	+441656XXXXXX +447760XXXXXX +441656XXXXXX 07970XXXXXXX 07779XXXXXXX 07779XXXXXXX 07779XXXXXXX 07789XXXXXXX

# **EVEN CLOSER**

+447760XXXXXX 05:15

+441656XXXXXX 15:36

+441656XXXXXX 01:54 +447760XXXXXX 01:03

+441656XXXXXX 05:30

07970XXXXXX 165:58 •

07779XXXXXXX 12:47 •

00:29 •

00:14 • 1KB 21.96MB

Here you'll find the real detail of your phone bill, broken down into all the calls and texts you've made, and any other charges.

#### Monthly charges for this mobile number That's the package charge for this bill

#### Credits for this mobile number

Any credits that have been applied to this mobile number will be shown here. If you don't have any credits this month, this section won't be shown.

#### Other charges for this mobile number

All the activity on your mobile is listed here, with full details of:

- The start date and time
- Type of usage see over the page for an explanation of the most common types of charges
- Number dialled, if it's available
- Amount of time or data used
- An indicator to show if that usage came from an allowance. Usage which is fully covered by your allowance is marked with a
- If it's partly covered by our allowance, it'll be marked with a O
- Charge amount

#### Types of charges

Standard call to a Virgin Mobile: Calls to other Virgin Mobiles

Standard call to [Place name]: Any calls to a UK landline are listed with the name of the local telephone exchange, for example 'Basingstoke'.

Call to another network: Calls made in the UK to another UK mobile network

Call made in [Country name]: Roaming calls (when you're abroad) are listed with the country/countries normally covered by the roaming network. Some networks offer a service out of their home country, so this won't necessarily match your geographic location when you made the call. This could happen on ferries, cruise ships or aircraft.

Call received in [Country name]: When you're roaming, there's a charge to receive calls too.

**Premium Rate call:** Calls to premium rate numbers. These usually begin '09' or '08'.

Premium text message: Texts to premium rate numbers. These usually begin '09' or '08' or they could be to a 4 to 6-digit shortcode.

Text to a Virgin Mobile or Text to another network: SMS Text messages sent

Text service received: Texts received from a Text Service number. These usually begin with a '7'.

Using the internet: Each internet session will be shown separately. A new session will begin each time you reconnect to the internet.

Just so you know, all the phone numbers, package info and other details we've used are only to help show how your bills works.