

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.

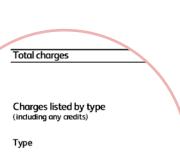
For Direct Debits, this is the date that we sent the request to your bank – the actual paid date is always two working days later.

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 |
| | | 15.00MB 15KB 1KB 79KB 50KB 23.00MB | £0.03 £0.30 £0.00 £0.00 £0.00 | | | | | | | £0.00 £0.00 £0.00 £0.00 | | 18:03 19:14 19:38 | Call made in Switzerland Call made in Switzerland Call made in Switzerland | +441656XXXXXX +447760XXXXXX +441656XXXXXX |
| | | 15.00MB 15KB 79KB 50KB 23.00MB 2.87MB | £0.03 £0.30 £0.00 £0.00 £0.00 £1.00 | | | | | | | £0.00 £0.00 £0.00 £0.00 £0.00 | | 18:03 19:14 19:38 14:47 | Call made in Switzerland Call made in Switzerland Call made in Switzerland Call to another network | +441656XXXXXX +447760XXXXXX +441656XXXXXX 07970XXXXXXXX |
| | | 15.00MB 15KB 1KB 79KB 50KB 23.00MB | £0.03 £0.30 £0.00 £0.00 £0.00 £1.00 | 1/Feb/09 | | | | | | £0.00 £0.00 £0.00 £0.00 £0.00 £0.00 | 26/Jan/09 | 18:03 19:14 19:38 14:47 13:58 | Call made in Switzerland Call made in Switzerland Call made in Switzerland Call to another network Call to another network | +441656XXXXXX +447760XXXXXX +441656XXXXXX 07970XXXXXXX 07779XXXXXXX |
| | 903XXXXX | 15.00MB 15KB 1KB 79KB 50KB 23.00MB 2.87MB 1KB 71KB X 02:30 ● | £0.03 60.30 £0.00 60.00 £0.00 60.00 £0.00 60.00 £1.00 0 £0.00 60.00 £0.00 0 | | | | | | | £0.00 £0.00 £0.00 £0.00 £0.00 | 26/Jan/09 | 18:03 19:14 19:38 14:47 13:58 10:04 | Call made in Switzerland Call made in Switzerland Call made in Switzerland Call to another network | +441656XXXXX +447760XXXXXX +441656XXXXXX 07970XXXXXXX 07779XXXXXXX |
| 07 | 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 £0.00 £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 | 26/Jan/09 | 18:03 19:14 19:38 14:47 13:58 10:04 10:10 23:46 | 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 | +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 | 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 07779XXXXXXXX 1225XXXXXXXX 1225XXXXXXXXX 1225XXXXXXXXX |
| 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.