

My Bill Summary for August 2014

www.upc.ie
Freephone 1908
UPC Communications Ireland Limited
P.O. Box 321, Dublin 3
Registered in Ireland
Company Registration No. 435668
VAT Number: IE9661858K
BIC AIBKIE2D
IBAN IE62 AIBK 9312 6802 0213 87



MR AMARASINGHE MUDIYANSELAGE
CHAMINDA AMARASINGHE
APT 3 CARBERRY HOUSE
ARDRI
BRIDESWELL
ATHLONE
CO WESTMEATH

Account Number **79296220**
Bill Number **75203474**
Bill Date **7 Aug 2014**
Page **1 of 3**

This is your first bill. You are billed in advance on the 07th of each period. As your new services were installed on 28 Jul 2014, this bill includes a charge for 10 extra days up to the 6 Aug 2014 as well as your standard period subscriptions. This is the only time you will see this extra charge unless you change your service.

Summary of Charges

Before this bill	Amount
Balance brought forward	0.00
This month's charges	
Your UPC service charges (see page 3)	18.79
This period's total	18.79

Total amount due **€18.79**

Please pay by 21 Aug 2014

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.

euro bank giro credit

Customer name

AMARASINGHE MUDIYANSELAGE CHAMINDA

AIB Bank
BankCentre Branch
Ballsbridge, Dublin 4
Account: 02021387

Bank date/brand

Customer Account Number

79296220



notes / coins

total cash

cheques etc.

€ 18 79

euro euro euro

Please do not write or mark below this line. Please do not fold this counterfoil

00001 100792962205 0018791 931098

Paying your bill

Direct Debit: This is the hassle-free way to pay your bills. It's simple to set up - just go to www.upc.ie/myupc and follow the instructions, or complete the mandate below.

Debit/Credit Card: To make a payment instantly online, have your account number and bank details to hand and go to www.upc.ie/myupc. Then all you have to do is log in and select the 'Make a Payment' button. You can also call our automated telephone service on 1908 and select option 1 for card payments.

Bank: You can make a payment at an ATM, through your bank account online, or with phone banking.

Cash: You can make a payment at any retail outlet where you see the Payzone, Paypoint or Postpoint sign. Don't forget to bring your bill or your UPC payment card with you.

eBilling: Sign up for paperless bills with eBilling to view and pay your bills online. Simply go to www.upc.ie/myupc and follow the instructions to register for My UPC. As an eBilling customer you can still pay in cash or online by using a UPC payment card. To request a card, please call us on freephone 1908.

Cancelling Your Account

If you cancel services within the Minimum Period as set out in your contract a cancellation fee will be applied. If you do wish to cancel your service, you must give us 30 days notice in writing and you remain liable for your services until such time as acceptable official notification is received by us. Please speak to a member of our Customer Care team who will advise you of your options.

How to Contact Us

Our aim is to provide all of our customers with a quality customer care service. If you have any questions visit the help section on www.upc.ie where you will find lots of useful information. If you need more specific information you can complete one of the online contact forms, or you can call us and we will be happy to assist you.

For Sales complete the 'Information about our services' online contact form or call 1890 940 624. Lines are open 9am - 9pm, Monday to Saturday.

For Moving Home complete the 'Moving Home' online contact form or call 1890 940 140. Lines are open 9am - 9pm, Monday to Friday.

For Customer Care or Technical Support you will find extensive information and answers to frequently asked questions online at www.upc.ie or complete the 'Technical Support' online contact form or call Freephone 1908. Lines are open 9am - 9pm, Monday to Sunday including Bank Holidays.

For Billing and Account Services complete the 'Billing & Account Services' online contact form or call Freephone 1908. Lines are open 9am - 6pm, Monday to Friday.

SEPA Direct Debit Mandate

Name of Creditor: UPC

Address of Creditor: P.O Box 16118, Clonsilla, Dublin 15

Creditor Identifier: IE42SDD992847

To be completed by UPC/For Office Use Only
Unique Mandate Reference (UMR):

By signing this mandate, you authorise UPC to send instructions to your bank to debit your account in accordance with the instruction from UPC. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

Please complete all fields marked *

Bank Account to be debited:	Type of Payment: <input checked="" type="checkbox"/> Recurrent
*Swift BIC: <input type="text"/>	
*IBAN/Account No: <input type="text"/>	
*1st Customer Name: <input type="text"/>	Customer Address: <input type="text"/>
2nd Customer Name: <input type="text"/>	
*Signature 1: <input type="text"/>	Signature 2: <input type="text"/>
*Date: <input type="text"/>	*Date: <input type="text"/>
Please complete and return this mandate to UPC (the Creditor)	

For Information Purposes Only	
UPC Customer Account Number: <input type="text"/>	Customer Contact number: <input type="text"/>



The amounts are variable and may be debited on various dates in accordance with your billing frequency.

Bill Details for August 2014

Account number 79296220

Bill number 75203474

Bill date 7 Aug 2014

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YOUR UPC SERVICE CHARGES

UPC BUNDLES

Description	Quantity	Dates	Amount
Fibre 60 Chat (10 days extra)	1	28 Jul - 6 Sep 2014	53.57

*Your bundle includes Home Phone + Freetime World Pack + Fibre Power Broadband 60Mb.
This charge is based on 10 extra days use. Please see the note on page 1.*

Total UPC Bundle charges **53.57**

SAVINGS AND DISCOUNTS

Description	Quantity	Dates	Amount
6 Months Promotion	1	7 Aug - 6 Sep 2014	-22.51
6 Months Promotion	1	28 Jul - 6 Aug 2014	-7.26
Self-serve Discount	1	6 Aug 2014	-3.51
Self-serve Welcome Discount	1	6 Aug 2014	-1.50

Total for Savings And Discounts **-34.77**

Your total UPC service charges **€18.79**