

# My Bill Summary for September 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 **76287229**  
Bill Date **7 Sep 2014**  
Page **1 of 4**

*You may notice some changes to the product names on your bill.*

*For example, additional cable outlets are now called Multi-room viewing.*

*This is an administrative change only and does not change the services that you receive or the price.*

## Summary of Charges

Before this bill	Amount
Balance from last bill	18.79
You paid - thank you	0.00
<b>Outstanding balance due immediately</b>	<b>18.79</b>
<b>This month's charges</b>	
Your UPC service charges (see page 3)	14.49
Your usage last month (see page 3)	16.74
<b>This period's total</b>	<b>31.22</b>

### Top 5 dialled numbers

Number	Calls
0094776188406	1
0094718059900	1
0871417877	1

Total amount due **€50.01**

### Please pay by 21 Sep 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.

€

50

01

euro euro euro

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

00001 100792962205 0050016 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](http://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](http://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](http://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](http://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](http://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 September 2014

Account number 79296220

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## YOUR UPC SERVICE CHARGES

### UPC BUNDLES

Description	Quantity	Dates	Amount
Fibre 60 Chat	1	7 Sep - 6 Oct 2014	40.50
<i>Your bundle includes Home Phone + Freetime World Pack + Fibre Power Broadband 60Mb.</i>			
Total UPC Bundle charges			40.50

### SAVINGS AND DISCOUNTS

Description	Quantity	Dates	Amount
Self-serve Discount	1	6 Sep 2014	-3.51
6 Months Promotion	1	7 Sep - 6 Oct 2014	-22.51
Total for Savings And Discounts			-26.01

Your total UPC service charges

€14.49

## YOUR USAGE LAST MONTH

### HOME PHONE for 0906455885 (7 Aug - 6 Sep 2014)

Type	No. of Calls	Hr:Min:Sec	Amount
Mobile	1	00:10:30	2.74
International - Mobile	2	00:04:07	14.00
Total	3	00:14:37	16.74

Your total usage last month

€16.74

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## YOUR USAGE LAST MONTH IN DETAIL

### HOME PHONE USAGE For 0906455885

#### Mobile

Date	Time	Number	Destination	Rate	Hr:Min:Sec	Discounts	Amount
5 Sep	19:35:00	0871417877	Mobile	Off peak	00:10:30		2.74

Total for Mobile

2.74

#### International - Mobile

Date	Time	Number	Destination	Rate	Hr:Min:Sec	Discounts	Amount
5 Sep	17:46:00	0094776188406	Sri Lanka - Mobile	Peak	00:00:01		2.40
6 Sep	15:08:00	0094718059900	Sri Lanka - Mobile	Weekend	00:04:06		11.60

Total for International - Mobile

14.00

Total for 0906455885

€16.74

Total Home Phone usage

€16.74