

IFFY EDWARD
32 FAIRWAYS
DONABATE
CO DUBLIN.
Co. Dublin
2999978

004245-011012015734

Your Vodafone bill

Quick breakdown

For 0894127556 *used by IFFY EDWARD* (€)

Service charges ▶ 1 Aug to 31 Aug

Passport Mobile Internet	0.00
200 Worldwide Minutes	8.54
Unlimited Worldwide Texts	6.09
My Way Plus 18 Month Rental	24.39
Free VF to VF Anytime Calls	0.00
Free VF to VF Anytime Text	0.00
Vodafone Passport	0.00

Usage charges ▶ *up to 31 Jul* 21.50

Total before VAT 60.52

VAT at 23.0% on €60.52 13.91

Total due **€74.43**

by Direct Debit on
23 August 2014

e&oe

What you have this month

Minutes in this summary have been rounded down for display purposes only

You're on My Way Plus. On 1 August, you had:

▶ **1.00 GB DATA** Internet on your mobile;

From your Add Ons: On 2 August, you had:

▶ **2000 Texts** with your Unlimited Worldwide Texts

▶ **Free VF to VF Anytime Calls.**

▶ **Free VF to VF Anytime Text.**

▶ **200 Minutes** with your 200 Worldwide Minutes



Contacting us

Any questions?

We're happy to answer any of your queries.

To contact us:

- Call our Customer Care team on Freefone 1907 anytime
- Email care@vodafone.ie
- Fax 1850 262728

How to change your details

Moving house? Got married? To change your name or address details, simply call our Customer Care team on Freefone 1907 anytime, or log on to My Vodafone at www.vodafone.ie

Got a Question?

Can I see my bills online?

Yes. All you have to do is register at www.vodafone.ie, using your self service password.

What are service charges?

Service charges cover the monthly fees for your price plans and any Add Ons you buy - except Vodafone Live! Add Ons, which are part of your usage charges. Service charges also cover other items, such as mobiles you have bought or Vodafone Stay Mobile Insurance.

What are usage charges?

These charges used to show as "Total calls" on your old invoice. We've changed the name to cover messages and mobile data as well as calls. So your usage charges are the totals of all your calls, messages and data outside of your inclusive minutes and Add Ons. If you have any Vodafone Live! Add Ons, these will also be part of your usage charges.

Why are there different dates for my service and usage charges?

We charge for your price plan in advance, but we can't do this for your calls, messages and data. So your service charges are for the month coming up, and your usage charges are for the month just gone.

What are inclusive minutes?

Inclusive minutes are the minutes included in your monthly price plan.

If you would like to change your current price plan, please call our Customer Care team on Freefone 1907 anytime.

I don't recognise these numbers

If you have used a Vodafone service it may appear as a number that you don't know. Check the numbers below to see if they match those on your bill...

... 087 229 2222 — this is Vodafone's mobile internet number.

... 00353 87 699989 or 00353 87 699959 — these are the numbers for Vodafone's message centre. They appear when you send texts while abroad.

... 51745 — this is Vodafone's Information Services number. You may see this number on your bill if you're subscribed to Vodafone Text Alerts.

How to pay

Problem with your Direct Debit?

You can pay your bill using any of the payment methods below. However, if your payment is overdue, please note that paying using 'My Vodafone' is quickest.

Using My Vodafone If you are registered on My Vodafone, you can make payments over the internet using a credit card.

- go to www.vodafone.ie
- click on 'My Vodafone'
- Enter your self-service password
- click on 'Pay my bill'

Payment takes 24 hours.

By credit card, using Vodafone's 24 hour Business Care You can pay your Vodafone bill by credit card by calling our Call our Customer Care team on Freefone 1907 anytime.

Payment takes 24 hours.

Banking 365 or AIB Phone & Internet Banking

Bank of Ireland customers — call 1890 365 365 to register for this service. After registration you can make a payment using Banking 365 online or at any Bank of Ireland Pass machine.

AIB customers — call 1890 724 724 to request a registration form. After registration you can pay your bill by phone, online or at any AIB Banklink.

Payment takes up to 5 working days.

By post Please:

- make your cheque payable to *Vodafone Ireland Plc*
- write your customer number on the back
- send the cheque and payment slip to us at: Vodafone, PO Box 42, Clonakilty, Co. Cork

Payment takes up to 10 working days.

At An Post Three ways to pay using An Post:

- complete the bank giro transfer form below and take it to any post office
- log on to www.billpay.ie
- by cheque: make your cheque payable to *An Post*, write your customer number on the back and take your payment slip with you

Payment takes up to 10 working days.

For full details of our Customer Enquiries Code of Practice, please visit www.vodafone.ie



Payment slip

Bank code number
90-00-17

Total due
€74.43 by Direct
Debit - thank you
Bill date
02/08/2014

Customer name
IFFY EDWARD
Customer number
6026489196

Your payment		
Cash	€	.
Cheques	€	.
Total payment	€	.



Please do not write or stamp below this line

€74.43

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