



Your Vodafone bill

Every 3000 sheets of paper cost us a tree. Let's conserve.
SMS ACT GOGREEN to 199 (toll free) to get your bills on email only.

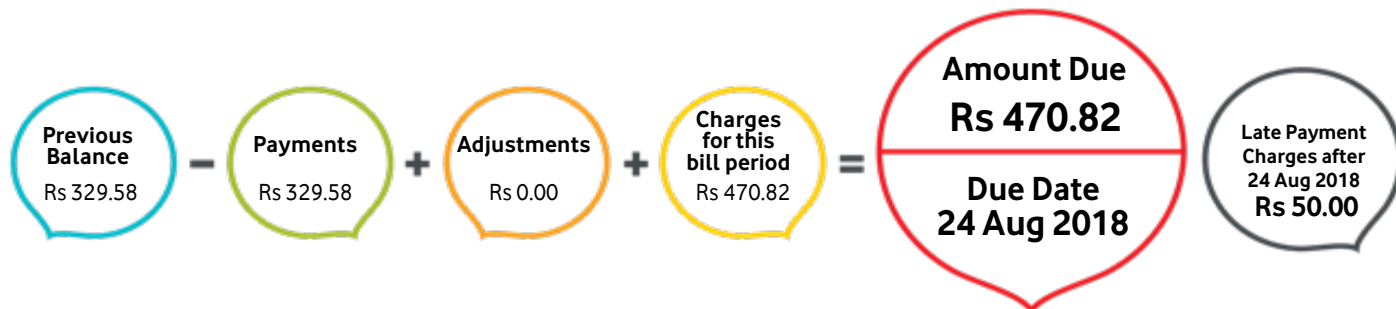
Invoice & Dr/Cr Note No : 05IDL08825887013 | Bill Period : 06.07.18 to 05.08.18
Bill Date : 06.08.18 | Your Plan : RED-Basic
Description of Service : Telecommunications



MR. DEEPAK KUMAR

C/O-ROSHAN LAL H NO-F-1697
IIIRD FLOOR JJ COLONY TIGARI KHAN PUR
NR MOTHER DAIRY
DELHI-110062
DELHI

Vodafone No : 8929981188
Alternate Contact No : 9852866198
Relationship No : 164964250
No. of Connections : 1
Customer GST No :
Place of Supply : Delhi
State Code : 07



Pay previous balance, if any, immediately to avoid disconnection. Pay your current charges by 24.08.2018 to avoid late payment charges.

Summary of Charges

Current Bill Period Rs

One Time Charges	0.00
+ Monthly Charges	399.00
Usage Charges	0.00
• Call Charges	0.00
• Conference Call Charges	0.00
• SMS Charges	0.00
• Mobile Internet Charges	0.00
• National Roaming Charges	0.00
• International Roaming Charges	0.00
• Value Added Service Charges	0.00
Discounts	0.00
Other Credits / Charges	0.00
Miscellaneous Charges	0.00
+ Total Charges	399.00
+ Tax	71.82
+ TOTAL PAYABLE	470.82

Four Hundred Seventy Rupees and Eighty Two Paise



Imp: Cheque / DD should be payable to **Vodafone Number 8929981188**.

For making payment using Unified Payment interface, your VPA ID **VMSL8929981188@HSBC**

Many ways to pay your Vodafone Bill

Online

Visit the 'Quick Bill Pay' section on www.vodafone.in SMS QUICKPAY to 199 (toll free). OR Log on to My Vodafone App and pay using your m-pesa account, credit card, debit card or netbanking.

Direct Debit

Give standing instructions to automatically debit the bill amount from your bank account or credit card. To sign up for Direct Debit, call 199, visit your nearest Vodafone Store or log on to www.vodafone.in.



m-pesa™

Pay your bill from your mobile using Vodafone m-pesa™. To register for m-pesa™, call 55400 (toll free).



Unified Payment Interface

Pay your bill using UPI payment mode from your Banks mobile Application. Your VPA ID for bill payment is mentioned above



Vodafone Stores

Walk in to your nearest Vodafone Store and pay by cash (at kiosk), credit card or debit card. You can also drop your cheque in the payment drop box.

Keep your family safe and secure while using the internet, especially children & young adults. Get tips at <https://www.vodafone.in/parental-control>

To find out your Nearest Payment Centre, SMS Store<Space>Areaname to 199 (toll free)

Vodafone Mobile Services Limited C-48, Full Building, Okhla Industrial Area, Okhla, Phase-II, Delhi, 110020

HSN Code : 9984

GSTN / UIN No : 07AAACS4457Q1ZS

CIN : U64202MH1992PLC296375

Regd. Office : Peninsula Corporate Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400013; Maharashtra - T +91 22 71715000 F +91 22 2496 3645, www.vodafone.in

We're Happy to Help™

- Call us on **199** from your Vodafone mobile or call on **98110 98110** from any other network.
- You can also visit www.vodafone.in, email us at vodafonecare.del@vodafone.com or fax us on **11-26940154**
- For complaints, service activation/deactivation and tariff change requests call **198** (toll free) from your Vodafone mobile.

Note : Charges of 50p/3 mins will be applicable when you choose to speak to an agent on dialing 199 from your Vodafone mobile.



Write to Us at

Manager, Customer Service, Vodafone Mobile Services Limited, C-48, Okhla Industrial Area, Phase II, New Delhi-110020.



Be sure to get the docket number (your unique complaint/request number) and quote it in all future communication.

If you're not satisfied with our responses, contact our Nodal Officer.

Name: **Mr. Morish Shukla, DGM**

Phone: **+91 11 71032210** | Fax: **+91 11 26940154**

Email: nodal.delhi@vodafone.com

You can also appeal to our Appellate Authority.
The appeal form for complaints can be downloaded from our website.

Name: **Puja Mehra**

Designation: Head - Customer Service

Phone: **+91 11 71032211** | Fax: **+91 11 26940154**

Email: appellate.delhi@vodafone.com

Contact them with the docket number, from Monday to Friday, between 9.30 AM to 6.00 PM at the above address

About Your Tariff Plans

- No migration fee will be charged when migrating to any plan
- No increase in your tariff plan for 6 months from enrollment of tariff
- No charge will be levied for any service without your explicit consent
- Security deposit will be refunded within 60 days of closure of the account, beyond which, we will pay you an interest of 10% per annum on the deposit
- To calculate the financial implications of your tariff plan, visit www.vodafone.in
- It is advisable to change the tariff plan at the end of the bill cycle



Value Added Services

- From entertainment to infotainment, get our best services hand-picked for you, visit live.vodafone.in or call **123** (toll free)
- To deactivate any service, SMS **STOP** to **155223** or call **155223** (toll free)

Manage Your Vodafone Account Online

- Register for 'My Vodafone' by visiting www.vodafone.in/myvodafone
- Download MyVodafone App on your smartphone. SMS **MYVF** to **199** (toll free)

International Roaming

- International rates for Data usage vary from Rs 5.50/10 KB to Rs 10/10 KB, depending upon the country of visit. Please visit www.vodafone.in for details.
- Applications within your handset might be set for auto sync/auto refresh. Kindly change settings to manual sync/manual refresh when travelling overseas.
- SMS on International Roaming is charged at Rs 15/SMS (1 SMS = 160 characters)

To activate International Roaming before you fly overseas, SMS **ACT IR** to **199** (toll free)

Save up to 95% on International roaming with Vodafone, SMS **IROAM** to **199** (toll free) to check IR discount benefits on International Roaming



Tips for You!

Free Data usage on your connection is also applicable on usage carried out on any Vodafone network within India.



Helpful Information for You



Billing information:

For last bill summary, unbilled amount, credit limit, last 3 payments, etc., dial ***111#**
You can also send an SMS to **199** (toll free) for the following:

- Last bill summary : SMS **MBILL**
- Data balance : SMS **DATA BAL**
- Bill in regional language : SMS **LBILL**

To activate ISD Calls: SMS **ACT ISD** to **199** (toll free)

For itemised bill (Charges as applicable):
Log on to www.vodafone.in or SMS **ACT IB** to **199** (toll free)

Subscribe to e-bill:

- SMS **ACT GOGREEN** to **199** (toll free)
- SMS **EMAIL (space) email ID** to **199** (toll free) to register your email ID

To change address:

Visit your nearest store with the new address proof.
For more information call **199**

Reporting loss of SIM:

Call Vodafone Care immediately at **199** or **98110 98110** and inform us. The connection will be barred immediately.

Avoidable Charges

Late payment charges

Outstanding Amount	Late Payment Charges
Rs 100 – 299	Rs 25
Rs 300 – 499	Rs 50
More than Rs 500	Rs 100



Reconnection charges

In case of disconnection due to non payment, you can get reconnected at a cost upto Rs 150 (plus GST). The amount will be charged in your subsequent bill.

Bounced cheque charges

If your cheque returns unpaid by your bank, you'll be charged up to Rs 200. It may also result in withdrawal of services.

Dynamic Credit Limit

To find your dynamic credit limit, SMS **BILL** to **199** (toll free)

Your dynamic credit limit depends on the security deposit you've paid, your average monthly usage, payment track record and on how long you've been with us. You may be asked to make an interim payment if your usage is more than your dynamic credit limit.

However, Vodafone at its discretion allows usage beyond the credit limit based on your payment history, without changing the credit limit. Your payment will be basis actual calls made.

To increase your credit limit you have to make an additional payment towards your security deposit.



Complaints and Requests

To check the status of your complaints and requests for the last 3 months, log onto My Vodafone. Select "Complaints and Requests" under the "My Account - Support" section.



To avoid unwanted telemarketing calls, register your Vodafone number in NDNC Registry - call **1909** (toll free) or SMS **START 0** to **1909** (toll free).
All contents of this bill will be deemed correct by you if you don't inform us of any discrepancy within the due date.

Rounding Rule

Call duration is rounded upwards for fractions of a second.
Data usage is rounded upwards to the nearest multiple of 10 Kilobytes. **SMS** beyond 160 characters (i.e. including blank space, words, numbers, special characters, symbols etc.) is considered as two (2) or more **SMS** (as the case may be).



Your Usage Details

MR. DEEPAK KUMAR

Bill Period 06.07.18 to 05.08.18	Vodafone No 8929981188	Pulse Rate VF 2 VF 60 Seconds and VF 2 Others 60 Seconds	Dynamic Credit Limit Rs 1500 (for details refer page 2)
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Your Postpaid Plan					
RED-Basic	Call Rates (@ Home Circle)	Local Rs/Min:Sec	STD Rs/Min:Sec	SMS Rates	Rs/SMS
With this plan, you get: ✓ Free Talktime : Unlimited Mins (Local+STD) ✓ Free Internet Quota : 20 GB	Incoming	Free	Free	Outgoing	
	Outgoing			Local	0.25
	To Vodafone Mobile	0	0	STD	0.25
	To Other Mobile	0	0	International	5
	To Landline	0	0		
	Video Calls	3		Mobile Internet Rates	Rs/10KB
				Browsing without pack (2G/3G)	0.0048/0.0048

Above tariff details do not include any VAS tariffs, Roaming Charges, SMS/Call to special numbers, special promo packs or special promo features like Family & Friends, CUG, etc For further details on international call rates, visit www.vodafone.in

Your Security Deposit with us	Rs 250.00	Security deposit will be refunded within 60 days of closure of the account, beyond which, we will pay you an interest of 10% per annum on the deposit.
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Last 6 Months Bill History						Last 3 Payments		
Jul-18	-	-	-	-	-	-	-	12-Jul-18
Rs 329.58	-	-	-	-	-	-	-	Rs 329.58

Note : Payment details under Last 3 Payments section doesn't include any payments towards the deposit

Monthly Charges	Rental Period	Units	Charge per Unit	Charges Rs	Discounts Rs	Net Charges Rs
Plan Rental - RED-Basic	06.07.18 to 05.08.18			399.00	0.00	399.00
Total				399.00	0.00	399.00
Call Charges			Usage Min:Sec	Free Usage Min:Sec	Charged Usage Min:Sec	Charges Rs
Local			221:00	0:00	221:00	0.00
STD			594:00	0:00	594:00	0.00
Total			815:00	0:00	815:00	0.00
Mobile Internet Charges		Usage KB	Usage MB	Free Usage MB	Charged Usage MB	Charges Rs
Internet Usage		15293850	14935.40	14931.24	4.16	0.00
Data Conversion: 1 MB = 1,024 KB 1 GB = 1,024 MB						
Total		15293850	14935.40	14931.24	4.16	0.00
Tax						Rs
State GST @ 9.00%						35.91
Central GST @ 9.00%						35.91
Total						71.82

No Tax is payable on Reverse Charge

Itemised Calls

MR. DEEPAK KUMAR

Bill Period	Vodafone No	Pulse Rate
06.07.18 to 05.08.18	8929981188	VF 2 VF 60 Seconds and VF 2 Others 60 Seconds

Outgoing calls

Local				Date - Time	Number	Duration Min:Sec	Charges Rs
Date - Time	Number	Duration Min:Sec	Charges Rs	08/07/18-18:56:34	#918969880422	1:00	0
06/07/18-22:57:11	#917982910896	20:00	0	08/07/18-19:48:07	#919525698626	1:00	0
14/07/18-22:55:36	#8383015728	2:00	0	10/07/18-11:13:57	#919771078155	8:00	0
16/07/18-10:14:30	#919910524885	3:00	0	11/07/18-22:13:54	#918208694807	1:00	0
16/07/18-18:16:08	#919910524885	9:00	0	11/07/18-22:39:42	#919771078155	10:00	0
17/07/18-10:17:24	#919910524885	1:00	0	12/07/18-20:18:21	#919835754440	5:00	0
17/07/18-13:42:08	#917982910896	2:00	0	12/07/18-20:26:24	8877667684	1:00	0
17/07/18-14:22:34	8010488406	6:00	0	12/07/18-20:26:56	8877667684	19:00	0
18/07/18-19:33:51	#918076122968	1:00	0	12/07/18-20:54:10	#919835754440	4:00	0
18/07/18-19:55:17	7503443335	2:00	0	12/07/18-22:28:22	#919771078155	5:00	0
19/07/18-11:15:22	#919891180286	3:00	0	13/07/18-20:45:10	8877667684	1:00	0
19/07/18-13:55:35	#919971650595	2:00	0	13/07/18-20:45:43	8877667684	9:00	0
19/07/18-14:24:19	#917053007451	24:00	0	13/07/18-21:05:29	#916201050235	5:00	0
19/07/18-15:02:04	917503443335	1:00	0	14/07/18-17:40:03	#919771078155	13:00	0
19/07/18-18:03:26	917503443335	2:00	0	14/07/18-20:33:02	#917003428129	22:00	0
19/07/18-18:06:50	917503443335	1:00	0	15/07/18-16:49:34	#919771078155	5:00	0
19/07/18-20:05:35	917503443335	2:00	0	15/07/18-16:54:10	#919771078155	16:00	0
20/07/18-16:25:26	#917053007451	25:00	0	15/07/18-18:26:44	8877667684	20:00	0
21/07/18-11:08:18	#919910524885	1:00	0	15/07/18-18:46:40	#916201050235	2:00	0
21/07/18-18:46:51	#918076122968	1:00	0	15/07/18-20:11:28	917769049922	14:00	0
21/07/18-19:16:53	#918076122968	1:00	0	16/07/18-15:19:55	#917070260378	2:00	0
21/07/18-20:39:36	#919891620486	1:00	0	16/07/18-20:09:04	8877667684	1:00	0
21/07/18-21:19:22	#917982910896	4:00	0	16/07/18-20:09:33	8877667684	6:00	0
21/07/18-23:04:05	#919891180286	10:00	0	16/07/18-21:01:35	#917003428129	20:00	0
22/07/18-10:55:44	8010488406	1:00	0	16/07/18-21:37:19	#918208694807	1:00	0
22/07/18-11:22:07	#918384076301	1:00	0	17/07/18-07:11:37	#9771078155	1:00	0
22/07/18-15:02:41	7503443335	1:00	0	17/07/18-08:46:07	918877667684	2:00	0
23/07/18-12:56:30	#919971650595	6:00	0	17/07/18-13:23:25	#9771078155	11:00	0
23/07/18-13:24:38	#919971650595	3:00	0	17/07/18-16:05:11	#919760625995	8:00	0
23/07/18-13:31:56	#919971650595	2:00	0	17/07/18-19:56:23	918877667684	6:00	0
23/07/18-13:38:34	#919971650595	9:00	0	18/07/18-13:39:39	8877667684	5:00	0
23/07/18-13:47:58	#919971650595	3:00	0	18/07/18-17:30:43	#919122361729	1:00	0
23/07/18-13:52:49	#919971650595	2:00	0	18/07/18-19:09:53	#916201050235	2:00	0
23/07/18-14:05:53	#919971650595	1:00	0	18/07/18-20:33:25	#918208694807	5:00	0
23/07/18-14:09:18	#919971650595	11:00	0	18/07/18-21:23:43	#918208694807	1:00	0
23/07/18-14:30:14	#917053007451	1:00	0	18/07/18-21:32:30	#9771078155	15:00	0
23/07/18-15:35:31	#917053007451	1:00	0	18/07/18-21:56:23	#917070260378	4:00	0
23/07/18-15:49:41	#919971650595	5:00	0	19/07/18-07:51:19	8877667684	3:00	0
23/07/18-16:47:31	#919971650595	1:00	0	19/07/18-07:54:12	8877667684	2:00	0
23/07/18-16:51:32	#919971650595	2:00	0	19/07/18-09:04:27	918877667684	1:00	0
23/07/18-17:00:51	#919971650595	1:00	0	19/07/18-09:05:37	#916201050235	1:00	0
23/07/18-18:21:01	#917289809954	2:00	0	19/07/18-11:23:46	918877667684	1:00	0
23/07/18-19:01:17	#08750435689	1:00	0	19/07/18-11:41:43	#9771078155	1:00	0
24/07/18-13:54:25	8010488406	2:00	0	19/07/18-16:30:09	#918077314401	6:00	0
24/07/18-22:35:16	#917982910896	12:00	0	19/07/18-16:38:57	#918077314401	27:00	0
25/07/18-21:18:11	#917982910896	24:00	0	19/07/18-17:40:01	#918077314401	2:00	0
03/08/18-15:52:03	#919971650595	1:00	0	19/07/18-19:27:48	#09122361729	3:00	0
03/08/18-16:11:11	#919971650595	1:00	0	19/07/18-21:01:41	#9939853439	5:00	0
03/08/18-21:47:24	#919891620486	1:00	0	19/07/18-21:10:00	#918969880422	21:00	0
04/08/18-14:42:32	8468808244	2:00	0	19/07/18-21:37:59	#918077314401	12:00	0
Total	49 Calls	221:00	0.00	19/07/18-23:50:49	#918077314401	2:00	0
STD				20/07/18-00:32:53	#918077314401	44:00	0
Date - Time	Number	Duration Min:Sec	Charges Rs	20/07/18-07:58:07	#9771078155	11:00	0
07/07/18-13:48:14	#9525698626	1:00	0	20/07/18-10:54:31	#918077314401	3:00	0
07/07/18-14:58:20	#919525698626	1:00	0	20/07/18-11:24:36	#918077314401	2:00	0
07/07/18-20:42:08	8877667684	11:00	0	20/07/18-12:14:34	#918077314401	2:00	0
				20/07/18-12:56:52	#918077314401	3:00	0
				20/07/18-14:12:39	#918077314401	1:00	0
				20/07/18-18:13:12	#918969880422	1:00	0
				20/07/18-22:13:09	#917003428129	20:00	0

Itemised Calls

MR. DEEPAK KUMAR

Bill Period	Vodafone No	Pulse Rate
06.07.18 to 05.08.18	8929981188	VF 2 VF 60 Seconds and VF 2 Others 60 Seconds

Date - Time	Number	Duration Min:Sec	Charges Rs	Date		Usage in KB	Charges Rs
21/07/18-09:07:10	#916201050235	3:00	0	03/08/18	Internet	272530	0**
21/07/18-14:27:04	#919771078155	13:00	0	04/08/18	Internet	44280	0**
21/07/18-20:42:01	8877667684	9:00	0	Total			
21/07/18-21:41:39	#08969944588	24:00	0			15293850	0.00
21/07/18-23:23:28	#8208694807	9:00	0				
22/07/18-10:15:54	#918969880422	6:00	0				
22/07/18-10:24:49	#918969880422	15:00	0				
22/07/18-13:08:12	#8208694807	2:00	0				
22/07/18-14:18:59	#918208694807	1:00	0				
22/07/18-19:53:22	8877667684	1:00	0				
22/07/18-21:22:23	#919771078155	13:00	0				
23/07/18-19:21:30	8877667684	11:00	0				
23/07/18-21:20:11	#918969880422	1:00	0				
24/07/18-12:26:21	#919122361729	2:00	0				
24/07/18-20:15:36	#919122361729	1:00	0				
24/07/18-23:29:59	#8208694807	1:00	0				
25/07/18-13:58:37	#918208694807	1:00	0				
25/07/18-14:01:22	#9771078155	1:00	0				
26/07/18-18:53:11	8877667684	4:00	0				
27/07/18-07:45:17	8877667684	6:00	0				
27/07/18-17:08:26	#8208694807	2:00	0				
29/07/18-15:07:24	#918987223013	1:00	0				
29/07/18-15:07:57	#918987223013	6:00	0				
02/08/18-19:39:42	#919525698626	7:00	0				
03/08/18-20:10:19	918877667684	8:00	0				
04/08/18-20:41:46	#917003428129	6:00	0				
Total		89 Calls	594:00	0.00			

Mobile Internet Charges

Mobile Internet (Usage in KB)

Date		Usage in KB	Charges Rs
05/07/18	Internet	225800	0**
06/07/18	Internet	466630	0**
07/07/18	Internet	762670	0**
08/07/18	Internet	396830	0**
09/07/18	Internet	360970	0**
10/07/18	Internet	22370	0**
11/07/18	Internet	252460	0**
12/07/18	Internet	196950	0**
13/07/18	Internet	331880	0**
14/07/18	Internet	596450	0**
15/07/18	Internet	879380	0**
16/07/18	Internet	215500	0**
17/07/18	Internet	641920	0**
18/07/18	Internet	392490	0**
19/07/18	Internet	588670	0**
20/07/18	Internet	1471750	0**
21/07/18	Internet	975420	0**
22/07/18	Internet	1248430	0**
23/07/18	Internet	878440	0**
24/07/18	Internet	440370	0**
25/07/18	Internet	80740	0**
26/07/18	Internet	89660	0**
27/07/18	Internet	80200	0**
28/07/18	Internet	926140	0**
29/07/18	Internet	1342510	0**
30/07/18	Internet	456140	0**
31/07/18	Internet	423660	0**
02/08/18	Internet	232610	0**