



# Your Vodafone bill



Every 3000 sheets of paper cost us a tree. Let's conserve. SMS EBILL <emailid> to 111 toll free to get your bills on email.

Bill no: 36127079

| Bill period: 27.05.14 to 26.06.14 | Bill date: 27.06.14 | Your talkplan: A579 CUG L3  
(details on page 3)

MR. BHAVIN VISHNUPRASAD DOSHI A/C RIL

BUILDING NO 16 A SECTOR 12  
RELIANCE GREENS  
MOTIKHAVDI  
SIKKA 361140  
GUJARAT



## Happy to help

sms BILL to 111 (toll free).  
Email us at vodafonecare.guj@vodafone.com  
Call on 98250 98250 or 111.  
For best talkplan, sms BEST FIT to 111(toll free).

Vodafone no. 9909913483

Amount due: Rs 539.35

Due date: 15.07.14

Relationship no. 13020891

Previous balance	-	Payments	+	Adjustments	+	Charges for this bill period	=	Amount due on or before 15.07.14	Amount due after 15.07.14
203.25		254.00		0.00		590.10		539.35	639.35

Pay previous balance if any, immediately to avoid disconnection. Pay your current charges by 15.07.14 to avoid late payment charges.

### Summary of charges for this bill period

(Rs)

● One time charges	0.00
● Monthly charges	111.13
● Usage charges	414.06
● Messaging charges	0.00
● Conference call charges	0.00
● Roaming charges	0.00
● Discounts / other charges	0.00
● Misc credits / charges	0.00
<b>Sub total</b>	<b>525.19</b>
● Tax	64.91
<b>Total</b>	<b>590.10</b>



### Vodafone Delights at Sankalp

Buy any 2 Dosas and get any 1 Special Idli Free

Vodafone Power to you



\* Present and announce this coupon at the time of placing the order \* E-bill customers should carry a copy of the first page of their bill. B/W copy accepted \* Offer valid from 15th June to 31st July 2014 \* Offer valid for Dine In and Take Away Only \* Offer cannot be clubbed with any other offer/promotions/discounts or existing combo \* Offer not valid after 6pm on Saturdays, Sundays and Holidays \* Valid only on participating outlets \* For outlets visit [www.vodafone.in](http://www.vodafone.in)

**Payment Slip:** Vodafone no. 9909913483

Tear this slip off and return it with your payment. Be sure not to staple.

Relationship no. 13020891	Bill date 27.06.14	Due date 15.07.14
Cheque / DD should be payable to "Vodafone no. 9909913483"		
<p>Cheque / DD no. _____          Dated _____          Bank _____          Branch _____</p> <p><b>Dropped your cheque at the last minute?</b>          sms CHQ&lt;cheque number&gt;&lt;amount&gt; to 111(toll free) and check your account credit</p>		

## We're happy to help

Whenever and wherever you need any assistance, we are always close by. All you have to do is get in touch with us and we will be happy to help. For details on your account dial \*111#.

For information or queries on our products and services, log on to [www.vodafone.in](http://www.vodafone.in) or call Vodafone Care (General Information Number) on 111 from your Vodafone mobile. Else call 98250 98250 from any other network. When you choose to speak to an agent, charges of 50p/3min will apply.

For complaints, service activation/deactivation and tariff change requests call 198 (toll free Consumer Care Number) from your Vodafone mobile phone.

## Moving home?

Don't forget to inform us about your new address.  
To know more, sms ADD to 111 (toll free).

Proof of new address is mandatory.

## Write to us at

Manager Customer Service, Vodafone West Limited, 6th floor, Sakar II, Ellisbridge, Ahmedabad-380006

Be sure to get the docket number (your unique complaint/request number) for your complaint/request which you need for all future communication.  
There is nothing to worry about because, no matter what the problem is, we will take care of it.

If you are not too happy with our responses, do contact our Nodal Officer.

Name: Bindu Nair  
Phone: +91 99250 00401 | Fax: 98250 25989  
Email: [nodal.guj@vodafone.com](mailto:nodal.guj@vodafone.com)

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

Name: Rohit Krishna  
Designation: GM Customer service  
Phone: 079 7171 0000 | Fax: 9825025989  
Email: [appellate.guj@vodafone.com](mailto:appellate.guj@vodafone.com)

Contact them with the docket number, anytime from Monday to Friday (9.30 am to 6.00 pm) at the above given address.

## Quick tips

### Want a duplicate bill?

Log on to [www.vodafone.in/myvodafone](http://www.vodafone.in/myvodafone) or call 111 Charges as applicable.  
Available only for bills of last 12 months.

### Bill in your mother tongue?

To get your bill in your mother tongue, sms LBILL to 111 (toll free).  
Choose from 9 regional languages. Duplicate bills only available in English.

### Need an itemised bill?

To get a detailed itemised bill, sms ACT IB to 111 (toll free) Charges as applicable.

### ISD calls\*

Have family or friends living abroad? To call them, sms ACT ISD to 111 (toll free) and activate ISD calls on your Vodafone mobile phone.

### International Roaming\*

To activate your International Roaming whenever you fly out of the country, sms ACT IR to 111 (toll free).

\*Deposits as applicable.

## About your tariff plans

- no migration fee for migration to any plan.
- no change in your tariff plan for 6 months from enrolment of tariff (excluding ISD and Roaming rates).
- no charge to be levied for any service without your explicit consent.
- refund of security deposit within 60 days of closure of the account, beyond which we will pay you 10% interest on the deposit.
- tariff plan change will be done from your billing cycle.
- no free or discounted SMS will be available to existing and new customers who subscribe to or have subscribed to SMS promos, bonus cards etc on occasions like New Year, Dassera, Diwali, New Year's Eve. SMS rates of 1/1.5/5 will apply for local/national/international SMS are applicable on these days.

## Many ways to pay your Vodafone

### Quick bill pay

You can now pay your Vodafone bill in two quick ways

- on Vodafone live! from your Vodafone mobile phone. Just sms QUICKPAY to 111 (toll free).
- on [www.vodafone.in](http://www.vodafone.in) using your credit card, debit card or netbanking.

### Pay on IVR

Paying your bills is now just a call away. Just call 111 on your Vodafone mobile phone, dial 1, and follow the instructions to pay your bill by credit card.

### Direct Debit

Direct Debit makes your life easy. Give standing instructions to automatically debit your bill amount from your bank or credit card account. Call 111 for details or fill up and submit the Bank account form at your nearest Vodafone Store.

## Helpful information for you

### Reporting loss of SIM

Call Vodafone Care immediately at 111 or 98250 98250 and inform us. You will get a confirmation from us and will only be charged for calls made up to next 24 hours.

### Reconnection charge

If your phone got disconnected for non-payment of the bill, get reconnected by paying Rs 150 + tax as per government regulations.

### Bounced cheque charges

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

### Receipt of the bill

Your bill is generated on the bill date as shown on the face of the bill. In case you do not receive your bill as specified, call our dedicated complaint desk at 198. This will help avoid unnecessary late payment charges.

### Dynamic credit limit

To find your dynamic credit limit, sms BILL to 111 (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. Vodafone may at its discretion, allow usage (including voice, SMS, VAS and data) beyond the dynamic credit limit (DCL) on a month to month basis without changing the DCL assigned to you. Hence the DCL may not restrict your usage. Due to unavoidable reason/reasons beyond our control (system related) the intimation regarding utilisation of DCL may be delayed/deferred. Your payment will be basis actual calls made.

To increase your dynamic credit limit you have to make an additional payment towards your security deposit or subscribe to standing instructions to your credit card or bank.

You can also increase your credit limit by sending an sms IL<SPACE><Desired limit> to 111. Ex. To increase your credit limit to Rs 2000 send sms IL 2000 to 111.

You can also decrease your credit limit by sending an sms DL<SPACE><Desired limit> to 111. Ex. To decrease your credit limit to Rs 1000 send sms DL 1000 to 111.

To know more, call us on 98250 98250 or visit us at [www.vodafone.in](http://www.vodafone.in).

You can also email us at [vodafonercare.guj@vodafone.com](mailto:vodafonercare.guj@vodafone.com)

### Part payment

We don't accept part payment of monthly bills. So don't forget to pay the full bill amount before the due date to enjoy uninterrupted service. If your usage has crossed your dynamic credit limit, please arrange to pay immediately.

### 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.

If you don't wish to receive commercial communications calls or SMS, you can register in either of the following categories:

- Fully Blocked Category- stoppage of all commercial Calls/SMS.
- Partially Blocked Category- stoppage of all commercial Calls/SMS except SMS from one of the opted preferences.

SMS HELP DND TO 1909 to know the options.

All contents of this bill will be deemed correct by you if you don't inform us of any discrepancy within the due date.

### Need help in understanding Bill terms?

sms BILLTERMS to 111 (toll free).

### Pay online

Log on to My Vodafone on [www.vodafone.in/myvodafone](http://www.vodafone.in/myvodafone) and pay online.

### Net banking

You can also pay your bill online through your bank's net banking service. Contact your bank for more details.

### Pay at Vodafone Stores

Pay by cash, cheque or credit card at Self Service Kiosks or Vodafone Stores. Or simply drop your cheque or payment slip at the Payment Drop Box.

Easy Bill Pay retail shops and eTopUp retail shops accept cash payment. sms STORE <nearest station name> to 111 (toll free) to find your nearest Vodafone Store/Vodafone Mini Store.

# Your usage details

MR. BHAVIN VISHNUPRASAD DOSHI A/C RIL

Vodafone no. 9909913483

Local pulse rate: VF 2 VF 60 Seconds and VF 2 Others 60 Seconds

Dynamic credit limit: Rs 5,000.00

(for details refer back of page 1)

**Relationship no.** 13020891

**Your talk plan:** A579 CUG L3

Monthly Charges		Charges (Rs)	Reversals (Rs)	Net charges (Rs)
MI_C_V_100_30d_R300MB_FU_3G	(19.06.14 to 22.06.14)	12.90		12.90
<b>Sub total</b>				
MI_C_V_299_30d_R1GB_FU_3G	(22.06.14 to 26.06.14)	48.23		48.23
<b>Sub total</b>				
Monthly Rental	(27.05.14 to 26.06.14)	50.00		50.00
<b>Sub total</b>				
<b>Total</b>				<b>111.13</b>

Usage charges	Duration (min:sec)	Charges (Rs)	Discounts (Rs)	Net charges (Rs)
Local to Vodafone	151:00	19.20	0.00	19.20
Local to Others	112:00	42.60	0.00	42.60
STD to Vodafone	4:00	4.00	3.00	1.00
STD to Others	17:00	28.90	28.90	0.00
	Usage (in KB)	Usage (in GB)	Charges (Rs)	Discounts (Rs)
VF Mobile Connect	1404490	1.34	1,950.98	1,599.72
Vodafone live!	22880	0.02	45.76	45.76

Data Conversion: 1MB = 1,024KB; 1GB = 1,024MB / 1,048,576KB

Total	2,091.44	1,677.38	414.06
Messaging charges	Nos.	Discounts (Rs)	Net charges (Rs)
SMS Local to Vodafone	4	2.00	0.00
SMS Local to Others	18	9.00	0.00
SMS - special numbers	5	0.00	0.00
<b>Total</b>	<b>27</b>	<b>11.00</b>	<b>0.00</b>

Tax	(Rs)
Service Tax@ 12.36% inclusive of Education & SHE Cess	64.91

Total	64.91	
Payment details	Date	(Rs)
Payment received	03.06.14	205.00
Payment received	19.06.14	49.00
<b>Total</b>		<b>254.00</b>

Note: If your tariff plan offers you free SMS, BlackBerry and/or GPRS, details of the usage are not provided in this itemized bill. These details can be found in your Vodafone bill downloadable from My Vodafone on [www.vodafone.in](http://www.vodafone.in)

# Itemised calls

MR. BHAVIN VISHNUPRASAD DOSHI A/C RIL

Relationship no. 13020891

Vodafone no. 9909913483

Local pulse rate: VF 2 VF 60 Seconds and VF 2 Others 60 Seconds  
(for details refer back of page 1)

DD/MM/YY-Time	Number	Duration (min:sec)	Charges (Rs)	DD/MM/YY-Time	Number	Duration (min:sec)	Charges (Rs)
<b>Outgoing calls</b>							
<b>Local to Vodafone</b>							
30/05/14-17:43:48	919712556904	1:00	0.3	05/06/14-12:14:00	07965238234	3:00	1.8
03/06/14-21:13:31	9825303540	2:00	0.6	05/06/14-12:49:49	9428520894	2:00	0.6
06/06/14-10:33:36	9825985319	3:00	0.9	05/06/14-16:16:10	917600033483	4:00	1.2
06/06/14-11:00:19	9825985319	2:00	0.6	05/06/14-18:25:41	919574841375	2:00	0.6
06/06/14-12:28:37	9825985319	1:00	0.3	06/06/14-11:33:57	81550013364	2:00	0.6
06/06/14-21:12:42	919879638152	7:00	2.1	06/06/14-14:34:04	07965238234	3:00	1.8
09/06/14-12:10:27	9825985319	2:00	0.6	06/06/14-19:29:30	9824062074	1:00	0.3
10/06/14-19:07:59	09879549780	5:00	1.5	06/06/14-19:31:23	917600033483	1:00	0.3
11/06/14-10:34:05	9825985319	1:00	0.3	06/06/14-21:22:32	02652485188	2:00	1.2
14/06/14-17:18:02	9909019067	2:00	0.3	07/06/14-17:51:27	8485925174	1:00	0.3
14/06/14-17:40:09	18002094400	3:00	0	11/06/14-22:22:41	02674250580	3:00	1.8
14/06/14-17:59:53	18002094400	2:00	0	13/06/14-10:39:38	02674250580	3:00	1.8
14/06/14-18:11:56	18002094400	1:00	0	14/06/14-18:13:22	9998874511	2:00	0.6
14/06/14-18:17:15	18002094400	1:00	0	15/06/14-19:45:04	919574841375	1:00	0.3
15/06/14-00:22:03	9825303540	1:00	0.3	15/06/14-21:38:11	919574841375	2:00	0.6
16/06/14-11:36:50	919879638152	1:00	0.3	15/06/14-22:23:48	919574841375	2:00	0.6
16/06/14-21:39:44	919879638152	4:00	1.2	16/06/14-11:39:46	9724332386	3:00	0.9
17/06/14-11:53:16	9825985319	4:00	1.2	17/06/14-10:11:28	917383656606	2:00	0.6
17/06/14-14:42:04	9825985319	1:00	0.3	17/06/14-17:21:00	07940037114	6:00	3.6
17/06/14-17:15:46	18001020303	1:00	0	17/06/14-17:47:10	919574841375	1:00	0.3
17/06/14-17:17:08	12150	3:00	0	17/06/14-21:26:07	919723659355	3:00	0.9
17/06/14-17:26:29	12150	1:00	0	18/06/14-13:15:22	07940037278	4:00	2.4
18/06/14-11:22:19	9825985319	2:00	0.6	21/06/14-17:39:05	919574841375	4:00	1.2
18/06/14-20:54:25	919825164940	1:00	0.3	21/06/14-18:00:20	919998891568	2:00	0.6
18/06/14-21:16:01	919879638152	2:00	0.6	21/06/14-18:02:05	919574841375	1:00	0.3
19/06/14-11:27:47	9825985319	2:00	0.6	23/06/14-18:57:49	9898086499	2:00	0.6
19/06/14-13:51:06	111	3:00	0	24/06/14-16:21:26	9898086499	1:00	0.3
19/06/14-13:53:33	111	3:00	0	24/06/14-16:47:39	9898086499	3:00	0.9
19/06/14-14:13:16	111	4:00	0	24/06/14-18:49:16	918140189361	5:00	1.5
19/06/14-14:16:53	09825098250	3:00	0	24/06/14-19:09:39	9898086499	1:00	0.3
19/06/14-14:31:50	09825098250	3:00	0	24/06/14-20:06:30	9898086499	1:00	0.3
19/06/14-14:34:29	121	1:00	0	25/06/14-12:34:25	919574841375	1:00	0.3
19/06/14-14:47:25	09825098250	2:00	0	25/06/14-16:18:54	9898086499	4:00	1.2
19/06/14-14:48:53	198	1:00	0	<b>Total</b>		<b>50 Calls</b>	<b>112:00</b>
19/06/14-14:58:14	09825098250	3:00	0				<b>42.60</b>
19/06/14-15:00:28	09825098250	3:00	0	<b>STD to Vodafone</b>			
19/06/14-15:44:56	09825098250	1:00	0	16/06/14-10:28:53	09986503572	1:00	0**
19/06/14-15:45:32	09825098250	4:00	0	19/06/14-17:30:07	9999925342	1:00	0**
19/06/14-15:49:13	1234	2:00	0	20/06/14-11:40:06	09868773649	2:00	1**
19/06/14-16:36:29	9825098250	2:00	0	<b>Total</b>		<b>3 Calls</b>	<b>4:00</b>
19/06/14-16:52:56	9925000401	5:00	1.5				<b>1.00</b>
19/06/14-16:58:29	111	12:00	0	<b>STD to Others</b>			
19/06/14-18:46:53	111	5:00	0	17/06/14-17:27:37	02044448080	3:00	0**
19/06/14-18:52:13	198	1:00	0	17/06/14-17:30:12	02044448080	11:00	0**
19/06/14-20:02:32	198	5:00	0	19/06/14-16:12:41	9211060000	1:00	0**
22/06/14-18:50:51	198	6:00	0	19/06/14-16:13:53	02230932093	1:00	0**
22/06/14-19:44:01	198	10:00	0	19/06/14-17:30:37	09999925342	1:00	0**
23/06/14-10:55:20	919712556904	1:00	0.3	<b>Total</b>		<b>5 Calls</b>	<b>17:00</b>
23/06/14-19:58:41	9825985319	1:00	0.3				<b>0.00</b>
24/06/14-15:35:09	919712556904	2:00	0.6	<b>GPRS (Usage in KB)</b>		<b>Usage (in KB)</b>	<b>Charges (Rs)</b>
24/06/14-16:31:23	9825067278	7:00	2.1	27/05/14	VF Mobile Connect	11590	0
25/06/14-11:08:15	9825985319	2:00	0.6	28/05/14	VF Mobile Connect	14100	0
25/06/14-18:23:24	918141312081	1:00	0.3	29/05/14	VF Mobile Connect	12800	0
26/06/14-10:32:51	9825985319	2:00	0.6	30/05/14	VF Mobile Connect	5390	0
<b>Total</b>	<b>54 Calls</b>	<b>151:00</b>	<b>19.20</b>	31/05/14	VF Mobile Connect	5070	0
<b>Local to Others</b>							
27/05/14-11:47:40	9998874511	2:00	0.6	01/06/14	VF Mobile Connect	11630	0
27/05/14-11:49:21	09574841375	2:00	0.6	02/06/14	VF Mobile Connect	16280	0
29/05/14-08:59:43	07925393848	2:00	1.2	03/06/14	VF Mobile Connect	33660	0
29/05/14-09:32:09	9998874511	1:00	0.3	04/06/14	VF Mobile Connect	12210	0
29/05/14-09:42:34	07925393848	1:00	0.6	05/06/14	VF Mobile Connect	15380	0
29/05/14-11:49:39	919574841375	4:00	1.2	06/06/14	VF Mobile Connect	11090	0
30/05/14-17:41:11	919574841375	2:00	0.6	07/06/14	VF Mobile Connect	28350	0
31/05/14-12:28:13	919724329110	1:00	0.3	08/06/14	VF Mobile Connect	22210	0
31/05/14-20:22:53	919427697246	1:00	0.3	09/06/14	VF Mobile Connect	10420	0
31/05/14-20:34:00	9898097708	1:00	0.3	10/06/14	VF Mobile Connect	40930	0
31/05/14-21:28:57	919574841375	1:00	0.3	11/06/14	VF Mobile Connect	16030	0
02/06/14-17:57:38	917600033483	3:00	0.9	12/06/14	VF Mobile Connect	7400	0
02/06/14-21:05:23	919427080943	3:00	0.9	13/06/14	VF Mobile Connect	11270	0
04/06/14-10:49:50	07940055658	3:00	1.8	14/06/14	VF Mobile Connect	23030	0
04/06/14-10:53:23	9428520894	3:00	0.9	15/06/14	VF Mobile Connect	21560	0

\*\* indicates calls at discounted rate

sms BILL to 111 (toll free) for bill information

# Itemised calls

MR. BHAVIN VISHNUPRASAD DOSHI A/C RIL

**Relationship no.** 13020891

**Vodafone no.** 9909913483

**Local pulse rate:** VF 2 VF 60 Seconds and VF 2 Others 60 Seconds  
(for details refer back of page 1)

DD/MM/YY-Time	Number	Duration (min:sec)	Charges (Rs)
<b>GPRS (Usage in KB)</b>		Usage (in KB)	Charges (Rs)
16/06/14	VF Mobile Connect	12260	0
17/06/14	VF Mobile Connect	34870	0
18/06/14	VF Mobile Connect	22190	0
19/06/14	VF Mobile Connect	30230	0**
20/06/14	VF Mobile Connect	16920	0**
21/06/14	VF Mobile Connect	163700	0**
22/06/14	VF Mobile Connect	497500	351.26**
23/06/14	VF Mobile Connect	24240	0**
24/06/14	VF Mobile Connect	99920	0**
25/06/14	VF Mobile Connect	126530	0**
26/06/14	VF Mobile Connect	45730	0**
<b>Total</b>	<b>31 Calls</b>	<b>1404490</b>	<b>351.26</b>
<b>GPRS (Usage in KB)</b>		Usage (in KB)	Charges (Rs)
19/06/14	Vodafone live!	6120	0**
20/06/14	Vodafone live!	16760	0**
<b>Total</b>	<b>2 Calls</b>	<b>22880</b>	<b>0.00</b>
<b>Messages</b>			
<b>SMS - special numbers</b>			
29/05/14-17:38:31	111	0:00	0
19/06/14-09:58:46	111	0:00	0
19/06/14-15:55:49	111	0:00	0
19/06/14-16:05:23	111	0:00	0
25/06/14-12:07:15	111	0:00	0
<b>Total</b>	<b>5 Messages</b>	<b>0:00</b>	<b>0.00</b>

\*\* indicates calls at discounted rate

sms BILL to 111 (toll free) for bill information