



BUSINESS

74 VMWS758N

Jacques Van Der Merwe
C/O Jacques Van Der Merwe
31 Falkland Crescent
Bishopbriggs
Glasgow
G64 1BN



Action Required.
Your account is now overdue
and full payment must be
made to your account
immediately to avoid
temporary disconnection of
your service*.

Payment can be made by credit card, simply contact business customer services on 0800 052 0800.

* As per our terms and conditions we reserve the right to charge a late payment fee and interest on the outstanding balance

Take a look at our handy bill explainer here.

www.virginmediabusiness.co.uk/billexplainer

Your important dates

Billing date:

9th December 2020

Payment date:

29th December 2020

Your account details

Account number: 362296401
Area reference: 28
Invoice number: 362296401/001/1220
Payment reference number: 362296401001
Page number: 1 of 2
Registered no.: 01785381 VAT registered no.: GB 591 8190 14

Your business services invoice

Balance brought forward: £81.60

New charges this month

Broadband charges: £32.00

Total new charges (excl VAT): £32.00

VAT @ 20%: £6.40

Total new charges (incl VAT): £38.40

Total amount due:

£120.00

The 'Total amount due' will be collected by Direct Debit on or after **29th December 2020**.

Payment options

By Direct Debit

Direct Debit is a convenient and simple way to pay. If you would like to pay future invoices by Direct Debit visit:

virginmediabusiness.co.uk/help

By BACS

You can pay your invoice via BACS. Your Bank will ask for the following information:

Your account name: JACQUES VAN DER MERWE

Your payment reference number: 362296401001

Virgin Media Payments Ltd Bank Account: 24286907

Virgin Media Payments Ltd Sort Code: 60-05-16

Please send your remittance to: bacspayments@virginmedia.co.uk

At a bank

Some banks may charge if you do not have an account with them. Complete the Bank Giro Credit slip at the bottom of this invoice and take it together with your payment to any bank. Please allow 4 working days for payment to reach our account.

Credit / Debit card

Mastercard (Eurocard), Visa, Maestro and Delta are all accepted. Call Business Customer Services to make a payment.

By cheque

Please send your remittance to:

Virgin Media Business, Business Payments, PO Box 4459, Worthing, BN13 1XP

Cheques should be crossed and made payable to Virgin Media Payments Ltd.

Please enclose the attached bank giro credit slip with your cheque and write your Virgin Media Business invoice number on the back of the cheque. Do not send cash through the post.

Failed items & late payments

We have introduced a late payment charge of up to £100 plus any interest on your outstanding balance. Please make sure you pay your bills on time to avoid incurring this charge. Alternatively switch to Direct Debit payment so that your bill will automatically be paid on time.

Help and support

Online

General help: **www.virginmediabusiness.co.uk/help**

Billing help: **www.virginmediabusiness.co.uk/billing**

Contact Us: **www.virginmediabusiness.co.uk/customerservices**

Code of Practice: **www.virginmediabusiness.co.uk/code-of-practice**

Phone

Freephone: 0800 052 0800 (8.00am to 6.00pm Mon to Fri)

To help us improve the quality of our customer service, calls may be monitored or recorded.

Rounding of call charges

Call duration is calculated by rounding the length of the call up to the nearest second (or up to the nearest minute for calls charged by the minute). The call charge then takes the call duration in seconds and multiplies by the applicable 'Pence Per Minute' rate (as detailed in your tariff sheet), divided by 60. Note, if a Fixed Fee charge applies, this is added to provide the total cost.

The summarised usage charges presented on your bill are rounded up/down to the nearest penny before applying VAT.

Getting in contact

Any correspondence should quote your account number and be sent to the following address:

**Business Customer Services,
Virgin Media Business,
Communications House,
Chippingham Street,
Attercliffe,
Sheffield,
S9 3SE.**

If you're not happy with the response from Virgin Media Business, please contact the Customer Service Manager. We aim to resolve all enquiries and complaints to your satisfaction. For more details, please view our Code of Practice on the above link. If you're a small business (10 employees or less) and we've not reached an agreed settlement within eight weeks of receiving your complaint, or we agree in writing before the eight weeks is up, that the disagreement should be settled by independent adjudication, you can refer your complaint for independent consideration to CISAS (the Communications and Internet Services Adjudication Scheme). This service is absolutely free of charge. The contact details for CISAS are as follows:

CISAS, 70 Fleet Street, London, EC4Y 1EU

Phone: 0207 520 3814 Email: cisas@cedr.com

Web: **www.cedr.com/consumer/cisas/**



BUSINESS

Your account details

Account number:	362296401
Invoice number:	362296401/001/1220
Page number:	2 of 2

Payment summary

Amount due from previous invoice			£81.60
Payments received			
Date	Description		Amount
Total payments received			£0.00
Brought forward balance			£81.60

Product summary

Broadband charges		Amount
Rental charges		£32.00
Broadband charges total		£32.00

Product details

Broadband charges

Rental charges			
Occurrence	Description	Date	Amount
1	Voom Fibre Option 1	09 Dec 20 - 08 Jan 21	£32.00
1	Dynamic IP address	09 Dec 20 - 08 Jan 21	£0.00
Total rental charges			£32.00