

BABU YARLAGADDA
BROOKLODGE
CLONMEL ROAD
MITCHELSTOWN
CO. CORK

Your Vodafone At Home bill

Quick breakdown

Transactions

Previous Balance	€51.29
Receipt	€-51.29
Balance Carried Forward	€0.00

Summary of New Charges

Recurring Items

Phone No/CRN	Description	Period Covered	Charge (inc. VAT)
	Online Billing Discount	14 Apr - 13 May	€-0.71
02586722	Vodafone At Home Talk Offpeak + Ultimate Broadband Preferential Offer	14 Apr - 13 May	€52.00

VAT @ 23% €9.59

Total Amount Due

€51.29

Your bank account will be debited on or after the 30.04.2014

My Vodafone At Home

Check out our new improved online self-care site - My Vodafone At Home. Register today on www.vodafone.ie/athomeselfcare

Simply access the secure, password protected area to:

- view and pay your recent bills
- update/change your contact details
- check your broadband usage
- find answers to technical questions
- manage your account

Paying your bill

Direct debit payment only needs to be set up once. Below are a number of other payment methods you can choose from.

Online: If you have registered your details on our self-care portal you can make a payment online with your debit or credit card, simply visit vodafone.ie/athomeselfcare/

www.mybills.ie: You can use this convenient service to pay your Vodafone At Home bill online with a debit or credit card or by a payment made through your bank account, please select the payment option Vodafone At Home

Pay Point: Pay your bill through any retail outlet where you see the sign for Pay Point.

An Post: Pay your bill in any An Post outlet using the giro on the bill - please allow up to 5 working days for your payment to appear against your account balance.

By phone: Pay over the phone using our automated service. Simply call us on 1907, choose option 2 and follow the prompts for fixed services. To complete the payment you will need your Self-service password, which are the last 4 digits of your customer number and is located on the front of your bill.

Contact us

E-billing:

Sign up to e-bill paperless billing and save €2 a month. E-bills can be viewed online at your convenience on your self-care portal vodafone.ie/athomeselfcare/ where a once off registration is required.

How to contact us:

Technical support*:

9am-9pm Monday-Friday and 10am-6pm Saturday-Sunday and Bank Holidays

Customer care:

9am-9pm Monday-Friday and 10am-6pm Saturday-Sunday and Bank Holidays

Dial 1907 or email our customer care team – athome.ie@vodafone.com

*If your call is in relation to a telephone line fault, or a broadband fault, please ensure you are calling us from a mobile.



Your bill explained

Understanding your bill:

Previous balance – This is the total amount of your previous bill, if this is your first bill, this will appear as €0.00.

Refund/Credit – If any credit is owed to you, this will be credited against your outstanding balance.

Receipt – this is the total payment received last month.

Balance carried forward – This is the total unpaid amount from your previously issued invoice that is overdue for payment. If you have multiple lines, we will total them all here under the headings "Recurring Items" and "Usage charges".

Your bill explained:

"Recurring items" charges will appear on all of your bills going forward. This is the total amount due for your rental package for the billing period. This is charged a month in advance. If you have multiple lines, we will total each line recurring charges under this heading.

"Usage charges" is a summary of the total amount due for the billing period for each line. This is usually for extra calls and data on your broadband used outside the monthly allowance of your Vodafone At Home package plan.

"Once off charges" are charges that don't pertain to any particular line, these charges are generally made up of an extra product purchased the previous month e.g modem, handset, sure signal box or cancellation fees.

"Total amount due" is inclusive of VAT

All details in your bill are inclusive of VAT, the VAT component of your bill is detailed at the bottom of your bill.

See vodafone.ie for more information

Payment Slip

This giro is to be used to pay your VFAH bill only



Cash	
Cheque	
Total	€51.29

Customer A/C no.	Name
6019135250	BABU YARLAGADDA

03140 **AN Post Ref:060191352501** 0051292 CODE 012840

Breakdown of Charges

Phone Service Charges for 02586722, UAN: 67576941

Service	PeriodFrom	PeriodTo	Cost
CLI Presentation	14.04.2014	13.05.2014	Free