

pg 1 of 5

Snapshot of a Vodafone bill

Relationship number - XXXXXXXX

Vodafone no. 98110XXXX
Bill number 00000010000242155
Bill date 01.09.07
Bill period 01.08.07 to 31.08.07
Service tax regn
Security deposit Rs 5000

	1	2	3	4	5	6	7	8
	Previous balance	Payments	Adjustments	Current charges	Amount due before due date	Amount due after due date	Due date	
	5,980.97	5,981.00	0.00	5,851.25	5,851.22	5,551.22	18.09.2007	

Don't forget to pay the previous balance if any, as soon as possible to avoid disconnection. Pay your current charges by 18.09.2007 to avoid late payment charges.

Get to know your Vodafone bill better

- Relationship number**
Your unique number, which you must mention any time you talk to us.
- Bill period**
Time period you've been billed for, eg 01.08.07 to 31.08.07
- Security deposit**
It is total of the deposit you pay when you subscribe to us for the first time and any further deposit that you make for activation of services later on. It appears on your bill only when there is a change in your total deposit amount in the previous bill cycle.
- Previous balance**
Amount you still owe us from your previous months' bills.
- Payment**
Amount you have paid us during this bill period (excluding deposits).
- Adjustments**
Any debit/ credit transactions made in your account with reference to your earlier bills. It includes tax as per government regulations.
- Current charges**
All the charges you incur during the bill period:
 a. One time charges = any charges for administrative requests or activation of your SIM card.
 b. Monthly charges = all monthly charges billed to you in this bill period, eg minimum billing amount, roaming rentals, Callertunes, etc.
 c. Usage charges = charges for voice, data, fax calls etc made during this period.
 d. Messaging charges = charges for all SMS sent (local, international, VAS SMS).
 e. Roaming charges = charges you incur when you travel - for incoming and outgoing calls / voice / data / SMS, all calculated based on roaming rates applicable in each city / country. This includes airtime, fixed line charges and administrative charges for usage outside the local Vodafone network. Roaming usage charges will show up in your account within 30 days of usage. And so, such usage charges may reflect in the subsequent bill.
 f. Discounts / charges = discounts / charges made in your account.
 g. Misc. credits / charges = charges / discounts passed in your account during the bill period affecting current charges.
 h. Tax = amount charged as per government regulations.
- Amount due before due date**
Amount you need to pay ie previous balance - payments received + or - adjustments + current charges.

Pay Vodafone no. xxxxxxxxxx

Rupees Three thousand eight hundred fifty one and twenty two

paise only

Rs. 3851.22

(outstation cheques are not accepted).

- Amount due after due date**
Amount including late payment charges. If for any reason, you are unable to make your payment by the due date, you'll have to pay a late payment charge of Rs 50 if the amount due is between Rs 300 to Rs 500 or Rs 100 on an amount above Rs 500, in your next bill.
- Due date**
Date before which you need to pay your bills to avoid disconnection and late payment charges.

We are listening

We try and give you the best service possible. But for any reason, you are not happy with our service then you can get in touch with us. We'll try to resolve things as soon as possible.

Talk to us

- Call **Vodafone Care** on 98110 98110 or 111 (toll free) from your Vodafone mobile phone 24 hours a day, everyday of the year

Write to us

- Manager, Customer Service, Vodafone Essar Mobile Services Limited, C-48, Okhla Industrial Area, Phase-II, New Delhi - 110 020, India
- E-mail us: vodafonecare.del@vodafone.com
- Fax us: +91 98110 00009

Log on to

www.vodafone.in

Be sure to get the complaint docket number (your unique complaint number) for your complaint which you need for all future communication. We'll need at least 4 weeks for settling billing complaints, 3 days for disruption / disconnection of service complaints and 7 days for any other complaints. There's nothing to worry about because, no matter what the problem is, we'll take care of it.

If you're not too happy with our responses within these timelines, you can contact our **Nodal Officer** with the docket number, anytime from Monday to Friday (9.30 am to 6.00 pm).

Name: Gurpreet Rawal

Phone: 98110 90001

Email: gurpreet.nodal@vodafone.com

Address: C-48, Okhla Industrial Area, Phase-II, New Delhi - 110 020, India

If you are still not pleased with Nodal Officer's response, you can make a further appeal to our **Appellate Authority** with appeal form, anytime from Monday to Friday (9.30 am to 6.00 pm).

Name: Sanjay Sawhney

Phone: 98110 90001

Email: sanjays.delhi@vodafone.com

Address: C-48, Okhla Industrial Area, Phase-II, New Delhi - 110 020, India

About your tariff plans

Here are a few things to note

- No migration fee for migration to any plan.
- No increase in your tariff plan for 6 months from enrolment of tariff.
- No charge to be levied for any service without your explicit consent.
- Refund of security deposit within 60 days of closure of account.
Any delay beyond this period and we will pay you 10% interest on the security deposit.
- To calculate the financial implications of your tariff plan, visit www.vodafone.in.

Quick tips

Reporting loss of SIM

If your SIM card is lost or stolen, don't worry. Just inform Vodafone Care immediately on 111 (toll free) or 98110 98110, and get a confirmation from us. You can also visit My Vodafone at www.vodafone.in and report the lost SIM card and get new one through courier. And your liability will be restricted to all calls made in the following 24 hours. Also, you will have to give us a written confirmation of the same within 72 hours.

When you need a detailed bill

Visit My Vodafone at www.vodafone.in

Bounced cheque charges

Any cheque returned unpaid by your bank will cost you a charge up to Rs. 200/- and may result in withdrawal of services.

Many ways to pay your bill

You can either pay by cash, cheque, demand draft or credit card at any Vodafone Store. Or else pay by direct debit to your bank account or credit card. You can also pay at the Self Service Kiosk or online through My Vodafone on www.vodafone.in

Receipt of the bill

Your bill is generated on the 'bill date' shown on the face of the bill. In case you do not receive the bill, within 7 working days of 'bill date', don't forget to call Vodafone Care at 98110 98110 or 111 (toll free). This will help to avoid unnecessary late payment charges.

Credit limit

Your credit limit is a function of your paid-up security deposit, your average monthly usage, payment track record and number of months with us. You can increase your credit limit, by making an additional payment towards your security deposit. You can be asked to make an interim payment if your usage is more than your credit limit. To know more, call us on 98110 98110 or visit us at www.vodafone.in. You can also email us at vodafonecare.del@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.

To avoid unwanted telemarketing calls, register your Vodafone number in NDNC Registry - call 1909 (toll free) or sms "START DND" to 1909 (toll free).

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

Moving home? Don't forget to let us know with the copy of present address proof.

Name _____

Vodafone number _____

Vodafone relationship number _____

New mailing address: Flat / Door number _____ Building name _____

Street name _____ Area _____ Landmark _____

City _____ Pin Code State _____

Your signature

Your usage details



Mr. Puneet Arora

Vodafone no. 9999989173

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

Relationship no. 1.21643748

Dynamic credit limit:Rs 2000

(for details refer back of page 1)

Your talk plan: Talk199 Plus

Your Talk plan details			
Outgoing call rates	Local (Rs/Pulse)	STD (Rs/Pulse)	ISD (Rs/min)
VF 2 VF	0.3	2.4	USA & Canada, Landline numbers in Australia, New Zealand, UK, Germany & France, South East Asia
VF 2 Others	1.2	2.4	SAARC, China, Russia, Egypt, South Africa, Kenya & Nigeria, Japan, South Korea, Mobile numbers in Australia, UK, Germany & France
VF 2 Landline	1.2	2.4	Middle East including UAE,Saudi Arabia,excluding Oman
Outgoing SMS rates	Rs/SMS		
Local	1		Oman, Afghanistan, Mobile numbers in New Zealand, Italy, Netherlands ,Switzerland, Rest of Europe, Rest of Africa, Rest of world
National	1.5		Maldives, Bulgaria, Pacific Rim Countries, North Korea, specific destinations in Africa & Europe
International	5		Premium Destinations
			Satellite Calls
Above tariff details do not include any VAS tariffs, SMS to special numbers, free minutes, special promo packs or special promo features like Nightspeak, Family & Friends, CUG, etc			The above list is indicative only. Premium destinations in a country are @ Rs 100/min irrespective of ISD rates for the country. Find a complete list of destinations & rates at www.vodafone.in

Monthly charges		Charges (Rs)	Reversals (Rs)	Net charges (Rs)
CLIP	(11.11.10 to 10.12.10)	49.00		
Sub total				49.00
Monthly Rental	(11.10.10 to 10.11.10)	199.00		
Sub total				199.00
Total				248.00

Usage charges	Duration (min:sec)	Charges (Rs)	Discounts (Rs)	Net charges (Rs)
Local	125:00	71.70	26.10	45.60
STD	6:00	14.40	0.00	14.40
Total		86.10	26.10	60.00

Messaging charges	Nos.	Discounts (Rs)	Net charges (Rs)
SMS - local	30	0.00	30.00
SMS - national	2	0.00	3.00
SMS - special numbers	2	0.00	6.00
Total		34	39.00

Roaming charges	Charges (Rs)	Discounts (Rs)	Net charges (Rs)
Outgoing	4.50	0.00	4.50
Total		4.50	4.50

Tax	(Rs)
Service Tax @10%+Edu. Cess@3% on S. Tax	36.20
Total	36.20

Payments Updated Upto 10.11.10	Date	(Rs)
Payment received	29.10.10	325.00

Your usage details



Mr. Puneet Arora

Vodafone no. 9999989173

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

Relationship no. 1.21643748

Dynamic credit limit:Rs 2000

(for details refer back of page 1)

Your talk plan: Talk199 Plus

Payments Updated Upto 10.11.10

Date

(Rs)

Total

325.00

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

Itemised calls



Mr. Puneet Arora

Vodafone no. 9999989173

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

Relationship no. 1.21643748

(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)
Outgoing calls							
Local							
11/10/10-08:58:14	919810388068	1:00	1.2				
11/10/10-13:47:09	911141293750	4:00	4.8				
11/10/10-19:42:09	9999309809	6:00	0**				
11/10/10-22:53:32	919873010024	3:00	0**				
12/10/10-17:17:26	911141293750	1:00	1.2				
12/10/10-23:39:50	911141293750	1:00	1.2				
13/10/10-09:40:08	9899766059	1:00	0**				
13/10/10-09:49:56	01126302682	2:00	2.4				
13/10/10-20:11:37	919718200107	2:00	2.4				
14/10/10-11:28:59	919871924646	2:00	2.4				
15/10/10-20:19:51	9999309809	1:00	0**				
16/10/10-11:54:52	9911110007	1:00	1.2				
16/10/10-14:31:06	919873010024	1:00	0**				
16/10/10-18:10:29	919811754239	1:00	0**				
18/10/10-15:37:04	9810281350	1:00	1.2				
18/10/10-17:07:21	919871924646	1:00	1.2				
20/10/10-18:40:00	919999309809	3:00	0**				
21/10/10-11:44:15	9899766059	1:00	0**				
21/10/10-17:43:32	9999309809	7:00	0**				
22/10/10-18:14:55	9999309809	4:00	0**				
23/10/10-10:49:07	01143191300	4:00	4.8				
23/10/10-10:54:16	9871029065	1:00	1.2				
23/10/10-11:40:17	919999309807	6:00	0**				
23/10/10-12:43:46	9911110007	1:00	1.2				
23/10/10-14:23:47	01145613139	2:00	2.4				
24/10/10-13:31:21	919871924646	1:00	1.2				
24/10/10-13:37:41	919999227005	1:00	0**				
25/10/10-17:56:23	919211620179	1:00	1.2				
25/10/10-20:11:16	911141293750	1:00	1.2				
26/10/10-19:16:08	9999309809	6:00	0**				
28/10/10-11:14:22	9871029065	1:00	1.2				
28/10/10-17:05:26	9999309809	3:00	0**				
29/10/10-18:45:16	919873010024	1:00	0**				
30/10/10-09:17:24	911126716682	1:00	1.2				
30/10/10-11:36:18	919999227005	1:00	0**				
31/10/10-13:02:17	9911110007	1:00	1.2				
01/11/10-10:53:06	9871029065	2:00	2.4				
01/11/10-13:11:51	919871924646	1:00	1.2				
02/11/10-08:52:10	9810632830	2:00	2.4				
03/11/10-14:01:50	9911110007	1:00	1.2				
03/11/10-14:55:44	9999309809	7:00	0**				
03/11/10-18:54:36	9910021972	1:00	1.2				
03/11/10-20:38:44	9999309809	1:00	0**				
04/11/10-16:57:01	9910021972	1:00	1.2				
04/11/10-19:54:23	919999309807	1:00	0**				
04/11/10-19:55:22	919999309807	6:00	0**				
05/11/10-09:45:25	9811981983	6:00	0**				
05/11/10-17:02:32	9999309809	1:00	0**				
05/11/10-18:37:34	9811655645	1:00	0**				
06/11/10-18:29:44	9899766059	3:00	0**				
06/11/10-20:11:17	9811981983	1:00	0**				
07/11/10-12:18:18	9999309809	5:00	0**				
08/11/10-15:13:04	9999309809	3:00	0**				
09/11/10-19:52:33	9999309809	6:00	0**				
Total		54 Calls	125:00	45.60			

** indicates calls at discounted rate

Itemised calls



Mr. Puneet Arora

Vodafone no. 9999989173

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

Relationship no. 1.21643748

(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)
Outgoing calls							
STD							
15/10/10-12:27:06	09771578035	2:00	4.8				
03/11/10-08:46:15	09771578035	4:00	9.6				
Total		2 Calls	6:00	14.40			

Itemised calls



Mr. Puneet Arora

Vodafone no. 9999989173

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

Relationship no. 1.21643748

(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)
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Messages

SMS - local

11/10/10-13:52:40	919873010034	0:00	1
11/10/10-13:52:51	919873010024	0:00	1
24/10/10-16:02:50	919871598448	0:00	1
24/10/10-17:18:01	919718200107	0:00	1
25/10/10-10:52:34	919871924646	0:00	1
26/10/10-11:40:57	9999309809	0:00	1
05/11/10-12:47:13	919873414301	0:00	1
05/11/10-12:47:17	919873414301	0:00	1
05/11/10-12:47:35	919899222032	0:00	1
05/11/10-12:47:39	919899222032	0:00	1
05/11/10-12:48:09	919871924646	0:00	1
05/11/10-12:48:14	919871924646	0:00	1
05/11/10-12:48:52	919818012896	0:00	1
05/11/10-12:48:56	919818012896	0:00	1
05/11/10-12:50:28	9810494934	0:00	1
05/11/10-12:50:32	9810494934	0:00	1
05/11/10-12:50:48	919810163649	0:00	1
05/11/10-12:50:52	919810163649	0:00	1
05/11/10-12:51:15	919818093130	0:00	1
05/11/10-12:51:19	919818093130	0:00	1
05/11/10-12:51:58	919871395057	0:00	1
05/11/10-12:52:02	919871395057	0:00	1
05/11/10-12:52:16	9810208302	0:00	1
05/11/10-12:52:20	9810208302	0:00	1
05/11/10-23:22:39	919268415184	0:00	1
05/11/10-23:22:44	919268415184	0:00	1
05/11/10-23:22:54	919873010034	0:00	1
05/11/10-23:22:58	919873010034	0:00	1
05/11/10-23:23:54	919868621512	0:00	1
05/11/10-23:23:59	919868621512	0:00	1

Total	30 Messages	30.00
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SMS - national

05/11/10-23:25:20	919945663338	0:00	1.5
05/11/10-23:25:25	919945663338	0:00	1.5

Total	2 Messages	3.00
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SMS - special numbers

08/11/10-12:32:58	56789	0:00	3
08/11/10-12:33:53	56789	0:00	3

Total	2 Messages	6.00
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Itemised calls



Mr. Puneet Arora

Vodafone no. 9999989173

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

Relationship no. 1.21643748

(for details refer back of page 1)

DD/MM/YY-Time	Roaming partner	Number	Duration (min:sec)	Charges (Rs)	DD/MM/YY-Time	Roaming partner	Number	Duration (min:sec)	Charges (Rs)
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Roaming calls

Outgoing

16/10/10-19:44:13	Har-Vodafone	09654547554	1:14	3
16/10/10-19:55:24	Har-Vodafone	09999186114	0:46	1.5

Total		2 Calls	2:00	4.50
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