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QUICK GUIDE | YOUR VODAFONE BILL

A man with a beard and short hair is smiling while talking on a black mobile phone. He is wearing a grey button-down shirt and holding a white tablet in his left hand. The background is a blurred office or cafe setting with bright light coming from the right.

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**Experts in business
communications...**

This lists the mobile numbers on your account for this billing period

Your account number is an individual reference given to your account and can be used to locate your account.

Your bill date will fall on approximately the same date every month. This is not necessarily the date that your allowances refresh - if you need this, please call the customer service team.



vodafone

www.vodafone.co.uk

Questions?

Contact us at

vodafone.co.uk/help

Account Number

000000000 / 00001

Invoice Number

123456789012

Date

12 FEB 17

MR JOE BLOGGS
ADDRESS 1
ADDRESS 2
ADDRESS 3
COUNTY
POSTCODE



Your vodafone bill

Quick breakdown

For these mobiles:

11111 111 111	MR JOE BLOGGS	£34.48
22222 222 222	MR JOE BLOGGS	£34.48

Total before VAT £34.48

VAT at 20% on

Total

£82.745

by Direct Debit on or after 19 February 2017

Copy bill

Late Payment Fee

Please ensure payment is made by the due date shown in order to avoid a £41.17 late payment fee being applied

This shows the total amount you're due to pay, the date on which it's due, and the method of payment expected. In this case, the customer is due to pay £82.75 by Direct Debit on 19 February 2017.

Service charges cover the monthly fees for your price plan and any add ons that you have purchased. This will be charged a month in advance.

This indicates that you are being charged for part of a month, on top of or instead of a full month. This is because you have joined Vodafone or made a change to your plan on a different date to your billing date, so your bill will include 1 billing month and any extra days before your billing month begins. In this case, the customer has been charged for 1 full month and 1 extra day.



vodafone

Account Number
000000000 / 00001

Invoice Number
123456789012

Date
12 Feb 17

Detailed breakdown by mobile

Part-month charges

This time, some mobile had service charges for part of the month - either on top of a full months charge or instead of it. We've marked these mobile with *inc prorating*

11111 111 111

Mr Joe Blogs on Y11 24D VA UTM UTX 8GB

Service charges:	
Y11 24D VA UTM UTX 8GB * inc prorating* <i>For the period 9 Feb to 9 Mar</i>	£34.48
Vodafone EuroTraveller * inc prorating* <i>For the period 9 Feb to 9 Mar</i>	£0.00
Extra usage charges <i>up to 9 Feb</i>	
Text messaging	£0.00
Total for 11111 111 111	£34.48

This would be £41.38 including VAT

22222 222 222

Mr Joe Blogs on Y11 24D VA UTM UTX 8GB

Service charges:	
Y11 24D VA UTM UTX 8GB * inc prorating* <i>For the period 9 Feb to 9 Mar</i>	£34.48
Vodafone EuroTraveller * inc prorating* <i>For the period 9 Feb to 9 Mar</i>	£0.00
Extra usage charges <i>up to 9 Feb</i>	
Calls	£0.00
Mobile internet	£0.00
Total for 11111 111 111	£34.48

This would be £41.38 including VAT

Total for 2 mobiles

£68.96 before VAT

VAT inclusive totals

The VAT inclusive totals shown here are for guidance only, and may not add up to the total shown on the

This will show any add ons and the monthly charge for 1 full month and 1 extra day (where applicable) for the add on.

A summary of the Direct Debit to be taken. Your Direct Debit is taken approximately 14 days after your invoice is generated.

This is your price plan code. The last part can be deciphered to show your allowances; in this case, the customer has unlimited minutes, texts and 8GB of data.

This shows a breakdown of your outbound activity this month.



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Mobile number
11111 111 111
Mr JOE BLOGS

Account Number
000000000 / 00001

Invoice Number
123456789012

Date
12 Feb 17

Itemisation for 11111 111 111

Text messaging

time	number or description	more details	you pay
Tues 9 Feb 23:03	☒ 11111 111 112	1 text	£0.00
Total of 1 text			£0.00

Your price plan

You're on Y11 24D VA UTM
UTX 8GB

This time you

► Sent 1 text message

Non-geographical call charging

All calls to 08, 09 and 118 numbers are made up of an access and a service charge. The access charge is the charge we make for giving you access to this number. The service charge is set by the organisation you called.

Key

☒ Text message

Missing anything?

If anything you're expecting to see isn't showing, don't worry.

This summarises your usage this month.

The cost will show as £0.00 if included in your price plan allowance.

Summary of data usage
for mobile internet calls

Summary of calls made
on second phone number



Mobile number
11111 111 111
Mr JOE BLOGS

Account Number
000000000 / 00001

Invoice Number
123456789012

Date
12 Feb 17

Itemisation for 22222:222 222

Your price plan

You're on Y11 24D VA UTM
UTX 8GB

This time you

- ▶ made 3.780MB of mobile internet calls

Non-geographical call charging

All calls to 08, 09 and 118 numbers are made up of an access and a service charge. The access charge is the charge we make for giving you access to this number. The service charge is set by the organisation you called.

Calls

time	number or description	more details	you pay
Tues 9 Feb			
11:18	1111 111 112	0m 18s	£0.00
11:45	1111 111 113	0m 3s	£0.00
16:09	1111 111 116	5m 11s	£0.00
Total of 3 calls			£0.00

Mobile internet

time	number or description	more details	you pay
Tues 9 Feb			
-	» Mobile Internet	3.780MB	£0.00
Total of 1 mobile internet charge			£0.00

Key

- » Mobile Internet

Missing anything?

If anything you're expecting to see isn't showing, don't worry.

Charges for Mobile internet usage

The cost will show as £0.00 if included in your price plan allowance.

This page provides you with a summary of the total amount of calls and spending per site. If you are a business with multiple sites, a breakdown per site will be detailed here.



Account Number 000000000 / 00001 Invoice Number 123456789012 Date 12 Feb 17

Breakdown by product

Service charges

<i>description</i>	<i>more details</i>	<i>total</i>
Y11 24D VA UTM UTX 8GB *inc prorating* up to 9 Mar	2	£68.96
Vodafone EuroTraveller *inc prorating* up to 9 Mar	2	£0.00
Total of your service charges		£68.96

Extra usage charges

<i>description</i>	<i>total</i>	
Calls up to 9 Mar	£0.00	
Messaging, mobile internet up to 9 Mar	£0.00	
Total of your extra usage charges		£68.96



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Why Onecom?

Onecom's commitment to its customers is unique. Spending more on customer service than any other independent UK enterprise telecoms provider, by sector, Onecom continues to invest in its support infrastructure and human resource.

www.onecom.co.uk/faq