



**Your bill made easy.  
Very easy.**



# Welcome to your first bill

This guide is going to help you through your first bill. We want to make this as easy and clear as possible for you. We know it can be confusing to figure out what each charge is. To make this easier, we have spent time putting this bill guide together.

Your bill will include charges such as equipment activation fees, multi-room viewing and premium subscription fees. This guide will help answer questions like 'What are these charges?', and 'Why is my first bill different to what I was expecting?'. Each section of this guide has been labelled with letter and if you look to your left as you read through your guide, each section has been explained. Let's get started.

## My Bill Summary

### A Need to ask about this bill?

No problem. You can contact us online using our online chat. Go to [virginmedia.ie](http://virginmedia.ie) and select the support tab to see the different ways you can contact us.

### B What's an Account Number?

This is your own Virgin Media account number. Did you know you can manage your account yourself online through [virginmedia.ie/myvirginmedia](http://virginmedia.ie/myvirginmedia) You will need this account number to register.

### C The Issue Date

This is the date the bill was issued.

### D Bringing Your Balance Forward

As this is your first bill, you won't have to worry about a balance being brought forward but we just wanted to make you aware of this for your next bill. Any balance due from previous bill(s) will live here.

### E So, What's Due?

This is the total amount due for payment. Handily there are a few ways to pay your bill including Direct Debit, online on [virginmedia.ie](http://virginmedia.ie), credit or laser card, pay at your bank, by cash or by post. You can view the details of each payment option at [virginmedia.ie/billing](http://virginmedia.ie/billing)

## My Bill Summary for January 2016

[www.virginmedia.ie](http://www.virginmedia.ie)  
Freephone 1908  
Virgin Media Ireland Limited  
P.O. Box 321, Dublin 3  
Registered in Ireland  
Company Registration No. 435668  
VAT Number: IE9061899K  
BIC: AIBKIE33  
IBAN IE62 AIBK 9312 6802 0213 87



Account Number 12345678  
Bill Issue Date 14 Jan 2016  
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### Summary of Charges

Before this bill	Amount
Balance brought forward	0.00
<b>This month's charges</b>	
Your Virgin Media service charges (see page 3)	167.41
Other charges (see page 4)	60.00
<b>This period's total</b>	<b>227.41</b>

Total amount due **227.41**

### Please pay by 28 Jan 2016

Recent payments may not have been deducted from the balance on this bill. If not, they will appear on your next bill.

Failure to pay your account in full may result in loss of service. Re-activation of your service could take up to 7 days and will incur a fee.

Welcome to Virgin Media, this is your first bill.

Please note that your charges for this period include extra days as well as your regular monthly charges.

See page 3 for a full explanation

### F Please Pay By

Without meaning to sound all 'school teacher' this is when your bill must be cleared by. If you're a direct debit customer this will be the day we will collect your direct debit from your bank.

## Bill Details

### G Pro Rate Charges:

When you sign up to Virgin Media, the charges that occur from the time you have signed up to the time of your first bill are called pro-rata charges. For example, if you had Virgin Media installed on the 6th of January and your first bill issues on the 14th of January, your bill will include a part period charge from the 6th of January – 13th of January. Pro-rata charges are displayed with an asterisk in section J of this bill as an example.

### H The Virgin Media Price Plan

This is the Virgin Media bundle price before any discounts have been applied (you will find the discounts in the 'Savings and Discounts' section) Your bundle prices may appear as pro rate and recurring charges (like in section J) depending on your price plan. All price plans will be paid one month in advance.

### I Television

This is the extra TV products that aren't included in your bundle price. It is a combination of the fixed charges and associated charges eg. Multi Room Viewing. Customer pro rates are indicated by the first 8 days.

### J Savings & Discounts

Savings, discounts... whichever ones apply to your account, you'll find them right here.

### K Any Other Charges?

If there are, they will be charges outside the products that you have. This will include activation fees & reactivation fees.

## Bill Details for January 2016



### YOU JOINED US ON 6 JAN:

- We activated and started charging for your new services.
- We charge you monthly in advance.



### YOUR VIRGIN MEDIA SERVICE CHARGES

VIRGIN MEDIA BUNDLES		
Description	Dates	Amount
240Mb Anytime World and Horizon Max TV (8 days extra)	6 Jan - 13 Feb 2016	103.25
<i>Your bundle includes Virgin Digital + Home Phone + Anytime World + Limitless 240Mb. This charge is based on 8 extra days use. Please see notes above.</i>		
Total Virgin Media Bundle charges		103.25

TELEVISION			
Smart Card	Description	Dates	Amount
0791530693	Digital+ Multiroom viewing (First 8 days)	6 Jan - 13 Jan 2016 *(See Note G)	2.84
0791530693	Digital+ Multiroom viewing (Recurring Charge)	14 Jan - 13 Feb 2016	11.00
0008948763	Sky Sports (First 8 days)	7 Jan - 13 Jan 2016 *(See Note G)	10.32
0008948763	Sky Sports (Recurring Charge)	14 Jan - 13 Feb 2016	40.00
Total for Television service charges			64.16

SAVINGS AND DISCOUNTS		
Description	Dates	Amount
Total for Savings And Discounts		

**Your total Virgin Media service charges €167.41**

## Bill Details for January 2016



### OTHER CHARGES

Description	Dates	Amount
Equipment activation fee	6 Jan 2016	60.00
Total other charges		€60.00



Please note the bill shown is an example and the bill that you receive may not be exactly the same.