



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



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

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 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 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, 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

My Bill Summary for January 2018

www.virginmedia.ie
Freephone 1908
Virgin Media Ireland Limited
P.O. Box 321, Dublin 3
Registered in Ireland
Company Registration No. 435668
VAT Number: IE9661858K
BIC AIBKIE2D
IBAN IE62 AIBK 9312 6802 0213 87

Account Number 12345678
Bill Issue Date 21 Jan 2018
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Summary of Charges

Before this bill	Amount
Balance brought forward	€0.00
This month's charges	
Your Virgin Media service charges (see page 3)	€140.00
Other charges (see page 4)	€60.00
This period's total	€200.00

Total amount due **€200.00**

Please pay by 7 Feb 2018
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.

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 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).

H 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.

I Savings & Discounts

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

J 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 2018



YOU JOINED US ON 10TH JANUARY:

- We activated and started charging for your new services.

YOUR VIRGIN MEDIA SERVICE CHARGES

VIRGIN MEDIA BUNDLES		
Description	Dates	Amount
240Mb Anytime World and Horizon Max TV (8 days extra)	10 Jan - 9 Feb 2018	€89.00
<small>Your bundle includes Virgin Digital + Home Phone + Anytime World + Limitless 240Mb.</small>		
Total Virgin Media Bundle charges		€89.00

TELEVISION			
Smart Card	Description	Dates	Amount
0791530693	Digital+ Multiroom viewing	10 Jan - 10 Feb 2018	€11.00
0008948763	Sky Sports	14 Jan - 13 Feb 2018	€40.00
Total for Television service charges			€51.00

SAVINGS AND DISCOUNTS		
Description	Dates	Amount
Total Savings and Discounts		

Your total Virgin Media service charges €140.00

Bill Details for January 2018

OTHER CHARGES

Description	Dates	Amount
Equipment activation fee	10 Jan 2018	€60.00
Total other charges		€60.00