



**Here to help
with your bill after
changing your service**



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

Explaining your bill after changing your service

As you've changed your Virgin Media services recently your bill might be slightly different to what you expected. So we've created this guide to help you to understand each of the sections and the charges.

You might notice that your bill includes charges for your old services and your new services. Don't worry this isn't an additional charge, we've explained this further in section

H to help you understand. Your bill might also 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 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. Your account number will stay the same even if you change your services. 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

If you've any balance left from your previous bills it will be shown here. This will be added to your bill to give you your total amount which is due.

E So, What's Due?

This is the amount that's due for payment. Here you might notice the amount is larger than what you expected. This is because your bill includes charges from your old service plus your new service. These aren't additional charges, we've explained it further in the Bill Details section to help you understand.

My Bill Summary for May 2020

www.virginmedia.ie
Freephone 1908
Virgin Media Ireland Limited
P.O. Box 321, Dublin 3
Registered in Ireland
Company Registration No. 435668
VAT Number: IE966185BK
BIC AIBKIE2D
IBAN IE62 AIBK 9312 6802 0213 87

Account Number 01234567
Bill Issue Date 21 May 2020
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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)	€171.39
Other charges (see page 4)	€0
This period's total	€171.39

Total amount due **€171.39**

Please pay by 4 June 2020
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 sounds all 'school teacher' this is when your bill must be cleared by. Handily there are a few ways to pay your bill including Direct Debit (this is the date we will collect the payment from your bank), through My Virgin Media online, credit or laser card, pay at your bank, by cash or by post.

To sign into My Virgin Media head to virginmedia.ie/myvm or if you haven't registered yet you can do so at virginmedia.ie/register

You can view the details of each payment option at virginmedia.ie/billing

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 Total Bundle Charges

Here you'll see the monthly charge for your new bundle. You may also see charges for your current service up to the date you got your new services installed.

This means that your first bill after the change may be slightly higher but this isn't an additional charge. It's just because this bill includes charges for your current services up until your new product was installed and then from that date you'll see monthly charges in advance for your new services. We know this might be difficult to understand so we've explained it in a diagram at the bottom of this page.

On your next bill only your new bundle price will be included in this section.

I Television

This is the extra TV products that aren't included in your bundle such as multi-room boxes or premium channels such as Sky Sports.

If you have extra TV products you might see that this part of your bill is slightly larger than expected as well. This is similar to your Total Virgin Media Bundle charge and is because this bill covers a larger period.

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 May 2020



YOU JOINED US ON 10TH MAY:

- We activated and started charging for your new services.

YOUR VIRGIN MEDIA SERVICE CHARGES

VIRGIN MEDIA BUNDLES		
Description	Dates	Amount
Virgin Full House 240	11 May - 18 May 2020	€22.89
Virgin TV 360 Full House 250	18 May - 17 Jun 2020	€97.50
Total Virgin Media Bundle charges		€120.39

TELEVISION			
Smart Card	Description	Dates	Amount
0791530693	Digital+ Multiroom viewing	18 May - 17 Jun 2020	€11.00
0008948763	Sky Sports	18 May - 17 Jun 2020	€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 €171.39

Bill Details for May 2020

OTHER CHARGES

Description	Dates	Amount
Total other charges €0.00		

Total Bundle Charges Explained

