

UNDERSTANDING YOUR MOBILE BILL



Not sure about some parts of your bill?
Don't worry. Page by page, we've got it covered.

THE BASICS...

The first page tells you all the main things about your bill.

Your mobile bill

This bill only tells you your mobile charges. If you've got any other services from Virgin Media, you'll be sent a separate bill for these.

Your mobile number

If your bill is for more than one mobile number, this will be blank and you'll find details for all the mobile numbers on page 3 instead.

Your last bill

This is the balance as it appeared on the previous bill you received from us.

You paid

This is the total amount that you paid or were credited by us since your last bill.

Amount still owing

This will usually be zero but if there was a problem taking payment last month then you might still need to pay some money – if you do, this will show here. 'Cr' next to the amount means the balance was in credit.

New monthly charges

The total charge for all your monthly packages, like your tariff price or bundles, if you have them.

Other charges

Anything not covered by a monthly package will be shown here, like phone calls not included in your package.

Your balance

This is the amount that you'll pay for this bill, by Direct Debit. If the amount has a 'Cr' next to it, your account is in credit and no payment is needed. We'll apply this credit to your next bill.

Your Direct Debit

So you know when to expect the bill payment to leave your bank, we'll show you the date on which your Direct Debit will be taken for this bill. And don't worry, we'll never take any payment before this date.

Your mobile bill

Mobile number	Account number	Bill date
07952 660290	FA12345678	05/Feb/09

Your mobile bill

Mobile number	Account number	Bill date	Bill number	Page number
07952 660290	FA12345678	05/Feb/09	12345678020508	1 of 4

Got a question about your bill?
Find the answer fast at virginmobile.co.uk by clicking on 'Got a Question'. Or call the team on 789 from your Virgin Mobile phone.

Your last bill	£63.14
You paid	£63.14 Cr
Amount still owing	£0.00
This bill:	
New monthly charges	£60.00
Other charges	£54.76

Your balance **£114.76**

What your bill covers
This bill covers everything up to the end of 5th February. All amounts are shown including any VAT. For details of the VAT included in this bill, just take a look at page 2.
For details of the mobile numbers and the packages covered by this bill, flip to page 3.

Your Direct Debit
Your balance will be taken by Direct Debit on or immediately after 19th February 2009.
Your credit limit
Your credit limit is £123. You can find out how this works on page 2.

Bill date	Bill number	Page number
05/Feb/09	12345678020508	1 of 4

Your last bill	£63.14
You paid	£63.14 Cr
Amount still owing	£0.00
This bill:	
New monthly charges	£60.00
Other charges	£54.76

Your balance **£114.76**

Your Direct Debit

Your balance will be taken by Direct Debit on or immediately after 19th February 2009.

Amount still owing
This bill:
New monthly charges
Other charges

Your balance

Your Direct Debit
Your balance will be taken by Direct Debit on or immediately after 19th February 2009.



LET'S HAVE A CLOSER LOOK

This section shows you the activity on your account, but in a bit more detail.

Payments

Any payments are listed here with the date that we recorded them.

For Direct Debits, this is the date that we sent the request to your bank – the actual paid date is always two working days later.

Charges

Charges for each mobile number on this bill are shown separately.

Charges listed by type

Here, we break down what you've spent by 'type' – that's different types of calls, texts, etc. plus the total charge for each type.

Mobile number

07952 660290

Payments

You paid by Direct Debit - thank you
Your bank returned the Direct Debit unpaid
We credited your balance
You paid by credit card - thank you
Total payments

Allowances

Minutes	Texts	Pictures	Data
-	-	-	3GB

300	300	-	-
-----	-----	---	---

150	150	-	-
-----	-----	---	---

Total charges

Charges listed by type (including any credits)

Type

Monthly Charge
Standard call
Call to another network
International call
Premium rate call
Text to a Virgin Mobile
Text to another network
International text
Text service received

Let's have a closer look...

Mobile number	Account number	Bill date	Page number
07952 660290	FA12345678	05/Feb/09	3 of 4

Payments	Date	£
You paid by Direct Debit - thank you	19/Jan/09	£63.14Cr
Your bank returned the Direct Debit unpaid	22/Jan/09	£63.14
We credited your balance	02/Feb/09	£10.00Cr
You paid by credit card - thank you	03/Feb/09	£53.14Cr
Total payments		£63.14Cr

Charges

Mobile number	Tariff	Allowance start date	Allowances				£
			Minutes	Texts	Pictures	Data	
07914 402618	Mobile Broadband 3GB	26/Jan/09	-	-	-	3GB	£15.00
	Other charges						£0.00
	Total						£15.00
07952 660290	Virgin 25 300+300	15/Jan/09	300	300	-	-	£25.00
	Other charges						£55.56
	Total						£80.56
07913 230292	Virgin 20 150+150	18/Jan/09	150	150	-	-	£20.00
	Other charges						£0.80Cr
	Total						£19.20
Total charges							£114.76

Charges listed by type (including any credits)

Type	Number of transactions	Usage	£
Monthly Charge	3	-	£60.00
Standard call	45	72m 12s	£5.02
Call to another network	12	110m 56s	£4.04
International call	11	70m 55s	£39.88
Premium rate call	2	5m 52s	£0.64
Text to a Virgin Mobile	123	-	£0.00
Text to another network	227	-	£0.00
International text	9	-	£2.25
Text service received	1	-	£1.50
Using the internet	12	113MB	£9.73
Credit	3	-	£8.30Cr
Total charges	448		£114.76

Mobile number	Account number	Bill date	Page number
07952 660290	FA12345678	05/Feb/09	4 of 4

Monthly charges for this mobile number		
Date	Description	£
06/Jan/09	Virgin 25 300+300	£25.00
	Total monthly charges	£25.00

Credits for this mobile number		
Date	Description	£
06/Jan/09	Free airtime from Crave	£5.00
12/Jan/09	Credit	£2.50
	Total credits	£7.50

Other charges for this mobile number		
Date	Time	Type/Destination
07/Jan/09	11:05	Call to another network
	12:15	Call to another network
	13:33	Call to another network
	19:12	Call to another network
	19:28	Standard call to Bridgend
	20:53	Standard call to Bridgend
	21:17	Call to another network
09/Jan/09	10:07	Standard call to Skyport
10/Jan/09	10:04	Standard call to London
	10:16	Standard call to Skyport
	13:17	Text to another network
	13:58	Call to another network
	14:47	Call to another network
	18:01	Text to Virgin Mobile phone
	18:03	Text to Virgin Mobile phone
11/Jan/09	10:10	Standard call to Trowbridge
	11:51	Standard call to Trowbridge
	12:00	Using the internet
	12:30	Using the internet
	12:34	Call to another network
	13:02	International call to France
	13:47	Call to another network
	14:00	Using the internet
	14:15	Using the internet
	17:52	Call to another network
	19:30	Using the internet
12/Jan/09	08:00	Using the internet
	09:25	International call to France
	10:25	Using the internet
13/Jan/09	18:25	Using the internet
	18:56	Using the internet
	19:28	Using the internet
	20:01	Using the internet
14/Jan/09	21:30	Using the internet
	21:40	Using the internet
	21:47	Using the internet
	22:48	Using the internet
	22:59	Using the internet
15/Jan/09	12:45	Using the internet
	13:15	Using the internet
	15:39	Standard call to West Worthing
16/Jan/09	14:16	Text to another network
18/Jan/09	15:30	Text to another network
19/Jan/09	21:00	Standard call to Trowbridge
20/Jan/09	19:01	Using the internet abroad
	19:30	Text sent in Switzerland
	19:45	Call made in Switzerland
	19:50	Text sent in Switzerland
	20:03	Call made in Switzerland
21/Jan/09	13:22	Text sent in Switzerland
22/Jan/09	10:15	Call made in Switzerland

Date	Time	Type/Destination	Number	Usage	£
23/Jan/09	11:05	Text sent in Switzerland	+441656XXXXXX	-	£0.25
	12:15	Call made in Switzerland	+447760XXXXXX	05:15	£3.15
	13:33	Text sent in Switzerland	+441656XXXXXX	-	£0.25
24/Jan/09	10:07	Call made in Switzerland	+441656XXXXXX	21:00	£1.260
	13:17	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	14:00	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	16:07	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	17:17	Call made in Switzerland	+441656XXXXXX	15:36	£9.36
	18:01	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	18:03	Call made in Switzerland	+441656XXXXXX	01:54	£1.14
	19:14	Call made in Switzerland	+447760XXXXXX	01:03	£0.63
	19:38	Call made in Switzerland	+441656XXXXXX	05:30	£3.30
25/Jan/09	14:47	Call to another network	07970XXXXXX	16:58	£0.00
26/Jan/09	13:58	Call to another network	07779XXXXXX	12:47	£0.00
27/Jan/09	10:04	Standard call to Trowbridge	01225XXXXXX	00:29	£0.00
	10:10	Call to another network	07789XXXXXX	00:14	£0.00
	23:46	Using the internet	-	1KB	£0.30
	23:47	Using the internet	-	21.96MB	£0.00
28/Jan/09	02:00	Using the internet	-	1KB	£0.30
	09:15	Using the internet	-	2MB	£0.00
	10:30	Using the internet	-	250KB	£0.00
	11:51	Standard call to Bath	01225XXXXXX	31:05	£4.67
	12:34	Call to another network	07760XXXXXX	10:00	£4.04
	13:02	Text to another network	07788XXXXXX	-	£0.00
	13:47	Text to another network	07786XXXXXX	-	£0.00
	17:52	Using the internet	-	13MB	£0.00
29/Jan/09	08:00	Using the internet	-	1KB	£0.30
	09:25	Using the internet	-	1MB	£0.00
30/Jan/09	09:25	Text to another network	07789XXXXXX	-	£0.00
	18:25	Text to another network	07789XXXXXX	-	£0.00
	18:56	Standard call to Trowbridge	01225XXXXXX	0:51	£0.13
31/Jan/09	20:01	Using the internet	-	1B	£0.30
	21:30	Using the internet	-	29K	£0.00
	21:34	Local Toll Rate call	0844XXXXXX	00:35	£0.10
	22:40	Using the internet	-	79KB	£0.00
	22:47	Using the internet	-	68KB	£0.00
	23:48	Using the internet	-	150KB	£0.00
	23:59	Using the internet	-	54KB	£0.00
01/Feb/09	12:45	Using the internet	-	1KB	£0.30
	13:15	Using the internet	-	71KB	£0.00
	15:30	Using the internet	-	55KB	£0.00
	15:39	Using the internet	-	45KB	£0.00
	15:39	Local Toll Rate call	0844XXXXXX	05:19	£0.4
02/Feb/09	21:00	Using the internet	-	125KB	£0.3
03/Feb/09	19:01	Text service sent	80160	-	£0.10
	19:02	Text service received	700034423	-	£1.50
	19:45	Using the internet	-	1KB	£0.30
	19:50	Using the internet	-	13MB	£0.00
04/Feb/09	13:22	Text to Virgin Mobile phone	07789XXXXXX	-	£0.00
	15:39	Standard call to Trowbridge	01225XXXXXX	01:25	£0.22
		Total other charges			£63.06

KEY : Items included in your allowance are marked with a dot .
Part of this item came out of your allowance . O

1KB	£0.30
10.00MB	£0.00
15.00MB	£0.00
15KB	£0.03
1KB	£0.30
79KB	£0.00
50KB	£0.00
23.00MB	£0.00
2.87MB	£1.00
1KB	£0.30
71KB	£0.00
01903XXXXXX	02:30 ● £0.00
07789XXXXXX	- ● £0.00
07789XXXXXX	- ● £0.00
0XXXXXX	00:14 ● £0.00
1.00MB	£5.00

Date	Time	Type/Destination	Number	Usage	£
23/Jan/09	11:05	Text sent in Switzerland	+441656XXXXXX	-	£0.25
	12:15	Call made in Switzerland	+447760XXXXXX	05:15	£3.15
	13:33	Text sent in Switzerland	+441656XXXXXX	-	£0.25
24/Jan/09	10:07	Call made in Switzerland	+441656XXXXXX	21:00	£1.260
	13:17	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	14:00	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	16:07	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	17:17	Call made in Switzerland	+441656XXXXXX	15:36	£9.36
	18:01	Text sent in Switzerland	+447760XXXXXX	-	£0.25
	18:03	Call made in Switzerland	+441656XXXXXX	01:54	£1.14
	19:14	Call made in Switzerland	+447760XXXXXX	01:03	£0.63
	19:38	Call made in Switzerland	+441656XXXXXX	05:30	£3.30
25/Jan/09	14:47	Call to another network	07970XXXXXX	16:58	£0.00
26/Jan/09	13:58	Call to another network	07779XXXXXX	12:47	£0.00
27/Jan/09	10:04	Standard call to Trowbridge	01225XXXXXX	00:29	£0.00
	10:10	Call to another network	07789XXXXXX	00:14	£0.00
	23:46	Using the internet	-	1KB	£0.30
	23:47	Using the internet	-	21.96MB	£0.00
28/Jan/09	02:00	Using the internet	-	1KB	£0.30
	09:15	Using the internet	-	2MB	£0.00
	10:30	Using the internet	-	250KB	£0.00
	11:51	Standard call to Bath	01225XXXXXX	31:05	£4.67
	12:34	Call to another network	07760XXXXXX	10:00	£4.04
	13:02	Text to another network	07788XXXXXX	-	£0.00
	13:47	Text to another network	07786XXXXXX	-	£0.00
	17:52	Using the internet	-	13MB	£0.00
29/Jan/09	08:00	Using the internet	-	1KB	£0.30
	09:25	Using the internet	-	1MB	£0.00
30/Jan/09	09:25	Text to another network	07789XXXXXX	-	£0.00
	18:25	Text to another network	07789XXXXXX	-	£0.00
	18:56	Standard call to Trowbridge	01225XXXXXX	0:51	£0.13
31/Jan/09	20:01	Using the internet	-	1B	£0.30
	21:30	Using the internet	-	29K	£0.00
	21:34	Local Toll Rate call	0844XXXXXX	00:35	£0.10
	22:40	Using the internet	-	79KB	£0.00
	22:47	Using the internet	-	68KB	£0.00
	23:48	Using the internet	-	150KB	£0.00
	23:59	Using the internet	-	54KB	£0.00
01/Feb/09	12:45	Using the internet	-	1KB	£0.30
	13:15	Using the internet	-	71KB	£0.00
	15:30	Using the internet	-	55KB	£0.00
	15:39	Using the internet	-	45KB	£0.00
	15:39	Local Toll Rate call	0844XXXXXX	05:19	£0.4
02/Feb/09	21:00	Using the internet	-	125KB	£0.3
03/Feb/09	19:01	Text service sent	80160	-	£0.10
	19:02	Text service received	700034423	-	£1.50
	19:45	Using the internet	-	1KB	£0.30
	19:50	Using the internet	-	13MB	£0.00
04/Feb/09	13:22	Text to Virgin Mobile phone	07789XXXXXX	-	£0.00
	15:39	Standard call to Trowbridge	01225XXXXXX	01:25	£0.22

EVEN CLOSER

Here you'll find the real detail of your phone bill, broken down into all the calls and texts you've made, and any other charges.

Monthly charges for this mobile number

That's the package charge for this bill

Credits for this mobile number

Any credits that have been applied to this mobile number will be shown here. If you don't have any credits this month, this section won't be shown.

Other charges for this mobile number

All the activity on your mobile is listed here, with full details of:

- The start date and time
- Type of usage - see over the page for an explanation of the most common types of charges
- Number dialled, if it's available
- Amount of time or data used
- An indicator to show if that usage came from an allowance. Usage which is fully covered by your allowance is marked with a ● If it's partly covered by our allowance, it'll be marked with a ○
- Charge amount

Types of charges

Standard call to a Virgin Mobile: Calls to other Virgin Mobiles

Standard call to [Place name]: Any calls to a UK landline are listed with the name of the local telephone exchange, for example 'Basingstoke'.

Call to another network: Calls made in the UK to another UK mobile network

Call made in [Country name]: Roaming calls (when you're abroad) are listed with the country/countries normally covered by the roaming network. Some networks offer a service out of their home country, so this won't necessarily match your geographic location when you made the call. This could happen on ferries, cruise ships or aircraft.

Call received in [Country name]: When you're roaming, there's a charge to receive calls too.

Premium Rate call: Calls to premium rate numbers. These usually begin '09' or '08'.

Premium text message: Texts to premium rate numbers. These usually begin '09' or '08' or they could be to a 4 to 6-digit shortcode.

Text to a Virgin Mobile or Text to another network: SMS Text messages sent

Text service received: Texts received from a Text Service number. These usually begin with a '7'.

Using the internet: Each internet session will be shown separately. A new session will begin each time you reconnect to the internet.

Just so you know, all the phone numbers, package info and other details we've used are only to help show how your bills works.