

Your business bill Explained



BUSINESS


Did you know...

We have two different bill styles:

Click the bill that matches the one you receive from us.

Data & Voice Products

Voice Products

 **BUSINESS**

D1234TABCD000M
ABC MEDIA SERVICES
MEDIA HOUSE
BARTLEY WOOD BUSINESS PARK
HOOK
RG27 9UP

Your account details

Account number: 123456
Statement date: 1st September 2017
Page number: 1 of 1
Purchase order number: PO 7891011
Deposit held: £X.XX
Registered no: 0254287 VAT registered no: GB 591 890 14

Your statement summary

Awaiting payment: £000.00
Invoices paid in full: £000.00
Unallocated payments: £000.00
Total amount due: £000.00

Statement of account

Invoices awaiting full payment

Invoice number	Invoice date	Opening balance	Payments received	Closing balance
123456-004	1st May 2017	£000.00	-£000.00	£000.00
123456-005	1st June 2017	£000.00	-£000.00	£000.00
123456-006	1st July 2017	£000.00	-£000.00	£000.00
123456-007	1st August 2017	£000.00	-£000.00	£000.00
Total amount due				£XXX.XX


Invoices paid in full since last statement

Invoice number	Invoice date	Amount
123456-004	1st May 2017	£000.00
123456-005	1st June 2017	£000.00
Total invoice amount paid		£XXX.XX

Payments received unable to allocate to an invoice

Date received	Description	Amount
1st February 2017	Balance Transfer Cr/Dt	£000.00
Total amount received		£XXX.XX

Total amount due: £XXX.XX

 **BUSINESS**

D1234TABCD000M
ABC MEDIA SERVICES
MEDIA HOUSE
BARTLEY WOOD BUSINESS PARK
HOOK
RG27 9UP

Your important dates

Billing date: 1st September 2018
Payment date: 21st September 2018

Your account details

Account number: 123456789
Area reference: London
Invoice date: 1st September 2018
Invoice number: 123456789-018
Payment reference number: 123456789001
Page number: 1 of 4
Purchase order number: PO 7891011
Registered no: 0798888 VAT registered no: GB 581 890 14

Your business services invoice

Balance brought forward: £X.XX

New charges this month:

Broadband charges: £X.XX
Telephony charges: £X.XX
Data & special service charges: £X.XX
Total new charges (incl VAT): £XX.XX

VAT (at 20%): £X.XX
Total new charges (inc VAT): £XX.XX

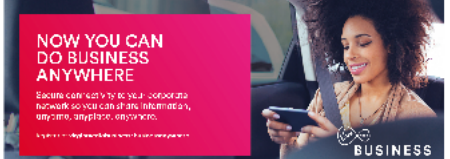
Total amount due: £XX.XX

The 'Total amount due' will be collected by Direct Debit on or after **21st September 2018**.

www.virginmediabusiness.co.uk/billingtips

NOW YOU CAN DO BUSINESS ANYWHERE

Secure calls so you're always connected, anywhere, any time, any place, any device.



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

Your bill explained Invoice Page

BUSINESS

01234TABCD000M

ABC MEDIA SERVICES
MEDIA HOUSE
BARTLEY WOOD BUSINESS PARK
HOOK
RG27 9UP

Welcome to Virgin Media Business. Its great to have you on board.

As this is your first bill from us, you may see some additional items included this month. Don't worry though, they will only appear once and cover service charges between your installation and first bill.

www.virginmediabusiness.co.uk/billexplainer

Your important dates

Billing date: **1st September 2018**

Payment date: **21st September 2018**

Your account details

Account number: 123456789
Area reference: London
Invoice date: 1st September 2018
Invoice number: 123456789-0918
Payment reference number: 123456789001
Page number: 1 of 4
Purchase order number: PO 7891011

Registered no.: 01785381 VAT registered no.: GB 591 8190 14

Your business services invoice

Balance brought forward: £X.XX

New charges this month:

Broadband charges: £X.XX
Telephony charges: £X.XX
Data & special service charges: £X.XX

Total new charges (excl VAT): £XX.XX

VAT (at 20%): £X.XX

Total new charges (inc VAT): £XX.XX

Total amount due: £XX.XX

The 'Total amount due' will be collected by Direct Debit on or after **21st September 2018**.

NOW YOU CAN DO BUSINESS ANYWHERE

Secure connectivity to your corporate network so you can share information, anytime, anyplace, anywhere.

Register at virginmediabusiness/businessanywhere

BUSINESS

Your invoice page Find out more...

...about your account

- Your billing address
- Your important dates
- Your account / bill details
- Notification messages
- Promotional messages
- Our details

...about your charges


- Balance brought forward
- Broadband charges
- Telephony charges
- Data & special service charges
- Total new charges
- What is VAT?
- Total new charges Inc. VAT
- Total amount due

...about how to pay

- Payment options

Your bill explained

Summary Page



BUSINESS

Your account details

Account number: 123456789
 Invoice number: 123456789-0918
 Page number: 2 of 4

Payment summary

Amount due from previous invoice	£XXX.XX
Payments received	
Date	Description
Fri XX Sept	Payment - Thank You
Total payments received	£XXX.XX
Brought forward balance	£XXX.XX

Product summary

Broadband charges	Amount
Rental charges	£XXX.XX
One-off charges	£XXX.XX
Adjustments	£XXX.XX
Broadband charges total	£XXX.XX
Telephone charges	Amount
Usage charges	£XXX.XX
Rental charges	£XXX.XX
One-off charges	£XXX.XX
Adjustments	£XXX.XX
Discounts	£XXX.XX
Telephone charges total	£XXX.XX
Data & special service charges	Amount
Rental charges	£XXX.XX
One-off charges	£XXX.XX
Adjustments	£XXX.XX
Discounts	£XXX.XX
Data & special service charges total	£XXX.XX

Product details

Broadband charges

Rental charges			
Occurence	Description	Date	Amount
1	VOOM Broadband 300MB	XX Sep XX - XX Sep XX	£XXX.XX
1	VOOM Static IP Address	XX Sep XX - XX Sep XX	£XXX.XX
Total rental charges			£XXX.XX

Broadband charges continues overleaf...

Your summary detail

Find out more...

...about your Payment summary

- [○ Your last bill amount](#)
- [○ Total payments received](#)
- [○ Balance brought forward](#)

...about your Product summary

- [○ Broadband charge summary](#)
- [○ Telephony charge summary](#)
- [○ Data & Special services charge summary](#)

...about your Product details

- [○ Broadband charges](#)

Your bill explained

Charge Detail Page



BUSINESS

Your account details

Account number:	123456789
Invoice number:	1234567899-0918
Page number:	3 of 4

Product details (cont ...)

Broadband charges (cont ...)

One-off charges			
Occurrence	Description	Date	Amount
1	VOOM Broadband Install	up to XX Sep	£XXX.XX
Total one-off charges			£XXX.XX

Adjustment charges			
Description	Date	Amount	
Service Charge Adjustment	up to XX Sep	£XXX.XX	
Total adjustment charges			£XXX.XX

Telephone charges

Rental charges			
Occurrence	Description	Date	Amount
1	VOOM Telephone Line	XX Sep XX - XX Sep XX	£XXX.XX
1	VOOM Voicemail	XX Sep XX - XX Sep XX	£XXX.XX
Total rental charges			£XXX.XX

One-off charges			
Occurrence	Description	Date	Amount
1	VOOM Telephone Install	up to XX Sep	£XXX.XX
Total one-off charges			£XXX.XX

Adjustment charges			
Description	Date	Amount	
Service Charge Adjustment	up to XX Sep	£XXX.XX	
Total adjustment charges			£XXX.XX

Usage charges			
Phone Number	Usage period	Amount	
0123456789	Up to XX Sep 17	£XXX.XX	
01234567810	Up to XX Sep 17	£XXX.XX	
Total usage charges			£XXX.XX

Discounts			
Plan name	Description	No. of calls	Amount
National calls	VOOM National Calls	XXXX	£XXX.XX
Total discounts			£XXX.XX

Product details continues overleaf...

Your Product details

Find out more...

- ...about your Product details continued
- Broadband charges (cont...)
- Telephony charges
- ...Part period service charges
- Part period service charges

Your bill explained

Usage Details Page

Your charge details

Find out more...

Product details (cont...)

- Data & Special service charges



BUSINESS

Your account details

Account number:	123456789
Invoice number:	123456789-0918
Page number:	4 of 4

Product details (cont ...)

Data & special service charges

Rental charges

Occurence	Description	Date	Amount
1	VOOM Broadband 300MB	XX Sep XX - XX Sep XX	£XXX.XX
1	VOOM Static IP Address	XX Sep XX - XX Sep XX	£XXX.XX

Total rental charges £XXX.XX

One-off charges

Occurence	Description	Date	Amount
1	VOOM Broadband Install	up to XX Sep	£XXX.XX

Total one-off charges £XXX.XX

Adjustment charges

Description	Date	Amount
Service Charge Adjustment	up to XX Sep	£XXX.XX

Total adjustment charges £XXX.XX

Usage details

For 01234567890

Date	Time	Number called	Destination description	Duration	Amount
XX Sep XX	14:45	01234 567892	Bedford	hh.mm.ss	£XX.XX
XX Sep XX	14:45	02920 123456	Cardiff	hh.mm.ss	£XX.XX
XX Sep XX	14:45	0845 123456	NTS Outbound	hh.mm.ss	£XX.XX
XX Sep XX	19:45	01234 567892	Bedford	hh.mm.ss	£XX.XX
XX Sep XX	19:45	02920 123456	Cardiff	hh.mm.ss	£XX.XX
XX Sep XX	19:45	0845 123456	NTS Outbound	hh.mm.ss	£XX.XX
XX Sep XX	14:45	01234 567892	Bedford	hh.mm.ss	£XX.XX
XX Sep XX	14:45	02920 123456	Cardiff	hh.mm.ss	£XX.XX

Total itemised charges for 01234567890 XXX no. of calls hh.mm.ss £XX.XX

Total non-itemised charges for 01234567890 XXX no. of calls hh.mm.ss £XX.XX

Total usage charges for 01234567890 £XX.XX

For 01234567810

Date	Time	Number called	Destination description	Duration	Amount
XX Sep XX	14:45	01234 567892	Bedford	hh.mm.ss	£XX.XX
XX Sep XX	14:45	02920 123456	Cardiff	hh.mm.ss	£XX.XX
XX Sep XX	14:45	0845 123456	NTS Outbound	hh.mm.ss	£XX.XX
XX Sep XX	19:45	01234 567892	Bedford	hh.mm.ss	£XX.XX
XX Sep XX	19:45	02920 123456	Cardiff	hh.mm.ss	£XX.XX
XX Sep XX	19:45	0845 123456	NTS Outbound	hh.mm.ss	£XX.XX
XX Sep XX	14:45	01234 567892	Bedford	hh.mm.ss	£XX.XX
XX Sep XX	14:45	02920 123456	Cardiff	hh.mm.ss	£XX.XX
XX Sep XX	19:45	0845 123456	NTS Outbound	hh.mm.ss	£XX.XX
XX Sep XX	14:45	01234 567892	Bedford	hh.mm.ss	£XX.XX
XX Sep XX	14:45	02920 123456	Cardiff	hh.mm.ss	£XX.XX

Your usage details

Find out more...

...about call details / itemisation

- Usage details
- Itemised calls
- Non-itemised calls
- Total calls for line

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

Your bill explained Statement Page



BUSINESS

ABC MEDIA SERVICES
MEDIA HOUSE
BARTLEY WOOD BUSINESS PARK
HOOK
RG27 9UP

Your account details

Account number: 123456
Statement date: 1st April 2018
Page number: 1 of 1
Purchase order number: PO 7891011
Deposit held: £100.00

Registered no: 01785381 VAT registered no: GB 591 8190 14

Your statement summary

Awaiting payment: £310.00
Invoices paid in full: £200.00
Unallocated payments: £100.00

Total amount due: £310.00

Statement of account

Invoices awaiting full payment

Invoice number	Invoice date	Opening balance	Payments received	Closing balance
123456-004	1st Jan 2018	£100.00	-£90.00	£10.00
123456-005	1st Feb 2018	£100.00	-£000.00	£100.00
123456-006	1st Mar 2018	£100.00	-£000.00	£100.00
123456-007	1st Apr 2018	£100.00	-£000.00	£100.00

Total amount due £310.00

Invoices paid in full since last statement

Invoice number	Invoice date	Amount
123456-002	1st Nov 2017	£100.00
123456-003	1st Jun 2017	£100.00

Total invoice amount paid £200.00

Payments received unable to allocate to an invoice

Date received	Description	Amount
1st February 2018	Balance Transfer Cr/Dr	£100.00

Total amount received £100.00

Total amount due: £310.00

Your Statement page Find out more...

...about your account

- Your billing address
- Your account details
- Your statement summary

...about your statement

- Invoices awaiting full payment
- Invoices paid in full since last statement
- Payments received unable to allocate to an invoice
- Total amount due

Your bill explained Invoice page



ABC MEDIA SERVICES
MEDIA HOUSE
BARTLEY WOOD BUSINESS PARK
HOOK
RG27 9UP

Introducing MyBill.

We'd like to introduce you to MyBill.

MyBill offers you a host of features and benefits including:

- instant access to your latest bill
- access to your 12 previous bills
- powerful online analytics
- exportable and scheduled reports

Plus much more.

To get up and running and register visit:

www.virginmediabusiness.co.uk/onlinebilling

Your important dates

Billing date:	1st April 2018
Payment date:	21st April 2018

Your account details

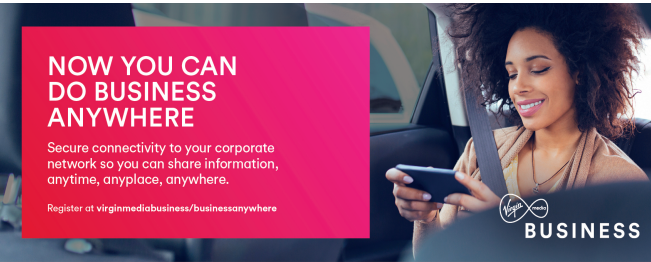
Account number:	123456
Invoice date:	1st April 2018
Invoice number:	123456-007
Page number:	1 of 3
Purchase order number:	PO 7891011
Deposit held:	£100.00
Registered no: 01785381	VAT registered no: GB 5918190 14

Your business services invoice

New charges this month	
Rental charges:	£50.00
One-off charges:	£20.00
Adjustments:	£15.00
Discounts:	-£15.00
Telephone Usage:	£13.33
Total new charges (excl VAT):	£83.33
VAT (at 20%):	£16.67

Total new charges: £100.00

Please ensure your payment for the 'Total new charges' reaches us by **30th September 2017**.



Your Statement page Find out more...

...about your account

- Your billing address
- Your important dates
- Your account / bill details
- Notification messages
- Promotional messages

...about your charges

- Rental charges
- One-off charges
- Adjustments
- Discounts
- Telephone usage
- Total new charges (excl VAT)
- What is VAT?
- Total new charges
- Payment message

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

Your bill explained

Charge detail page



BUSINESS

Your account details

Account number: 123456
Invoice number: 123456-007
Page number: 2 of 3

Rental charges

Product details	Qty	Rental period	Amount
01234 567 890 ABC Media Services RG27 9UP WLR + CPS Analogue	1	1st Apr 2018 - 30th Apr 2018	£10.00
01234 567 891 ABC Media Services RG27 9UP WLR + CPS Analogue	1	1st Apr 2018 - 30th Apr 2018	£10.00
01234 567 892 ABC Media Services RG27 9UP WLR + CPS Analogue	1	1st Apr 2018 - 30th Apr 2018	£10.00
01234 567 893 ABC Media Services RG27 9UP WLR + CPS Analogue	1	1st Apr 2018 - 30th Apr 2018	£10.00
01234 567 894 ABC Media Services RG27 9UP WLR + CPS Analogue	1	1st Apr 2018 - 30th Sep 2018	£10.00
Rental charges total			£50.00

One-off charges

Product details	Qty	Date	Amount
01234 567 890 ABC Media Services RG27 9UP WLR + CPS Analogue	1	1st Apr 2018	£10.00
01234 567 890 ABC Media Services RG27 9UP WLR + CPS Analogue	10	1st Apr 2018	£10.00
One-off charges total			£20.00

Adjustments

Date	Description	Amount
1st Apr 2018	Business Services Equipment	£5.00
1st Apr 2018	Business Services Additional Equipment	£10.00
Adjustments total		£15.00

Discounts

Date	Description	Amount
1st Apr 2018	SoHo SME Discounts 1	-£10.00
1st Apr 2018	Business Services Discount 1	-£5.00
Discounts total		-£15.00

Your charge detail

Find out more...

...about your charges

- Rental charges
- One-off charges
- Adjustments
- Discounts

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

Your bill explained

Usage detail page



BUSINESS

Your account details

Account number: 123456
 Invoice number: 123456-007
 Page number: 3 of 3

Usage summary

Telephone No.	No. of calls	Duration	Amount
01234 567 890	1000	10:55:55	£2.66
01234 567 891	1000	10:55:55	£2.66
01234 567 892	1000	10:55:55	£2.66
01234 567 893	1000	10:55:55	£2.66
01234 567 894	1000	10:55:55	£2.69

Usage summary totals **£13.33**

Usage analysis

National Calls	No. of calls	Duration	Amount
Cardiff	500	10:55:55	£1.11
Bedford	1000	10:55:55	£1.11
NTS Outbound	500	10:55:55	£1.11
Total national calls	2000	10:55:55	£3.33

International Calls	No. of calls	Duration	Amount
France	500	10:55:55	£1.11
Spain	1000	10:55:55	£1.11
Holland	500	10:55:55	£1.11
Total international calls	2000	10:55:55	£3.33

Calls to mobile - EE/Virgin (FM3) Calls	No. of calls	Duration	Amount
France	200	10:55:55	£1.11
Spain	600	10:55:55	£1.11
Holland	200	10:55:55	£1.11
Total calls to mobile - EE/Virgin (FM3) Calls	1000	10:55:55	£3.34

Usage details

For 01234567890

Date	Time	Number called	Destination description	Call type	Time period	Duration	Amount
XX Sep XX	14:45	01234 567892	Bedford	Loc	Day	10:55:55	£1.11
XX Sep XX	14:45	02920 123456	Cardiff	Nat	Day	10:55:55	£1.11
XX Sep XX	14:45	0845 123456	NTS Outbound	Spe	Day	10:55:55	£1.11
XX Sep XX	19:45	01234 567892	Bedford	Loc	Eve	10:55:55	£1.11
XX Sep XX	19:45	02920 123456	Cardiff	Nat	Eve	10:55:55	£1.11
XX Sep XX	19:45	0845 123456	NTS Outbound	Spe	Eve	10:55:55	£1.11
XX Sep XX	14:45	01234 567892	Bedford	Loc	Wk	10:55:55	£1.11
XX Sep XX	14:45	02920 123456	Cardiff	Nat	Wk	10:55:55	£1.11

Total charges for 01234567890 **£8.88**

For 01234567891

Date	Time	Number called	Destination description	Call type	Time period	Duration	Amount
XX Sep XX	14:45	01234 567892	Bedford	Loc	Day	10:55:55	£1.11
XX Sep XX	14:45	02920 123456	Cardiff	Nat	Day	10:55:55	£1.11
XX Sep XX	14:45	0845 123456	NTS Outbound	Spe	Day	10:55:55	£1.11
XX Sep XX	19:45	01234 567892	Bedford	Loc	Eve	10:55:55	£1.11
XX Sep XX	19:45	02920 123456	Cardiff	Nat	Eve	10:55:55	£1.11
XX Sep XX	19:45	0845 123456	NTS Outbound	Spe	Eve	10:55:55	£1.11
XX Sep XX	14:45	01234 567892	Bedford	Loc	Wk	10:55:55	£1.11
XX Sep XX	14:45	02920 123456	Cardiff	Nat	Wk	10:55:55	£1.11

Total charges for 01234567891 **£8.88**

Your usage summary and usage details Find out more...

...Usage summary / details

- Usage summary
- Usage analysis
- Usage details
- Usage total