



Sample Company Ltd.  
 FAO Mr. Bill Payer  
 Address Line 1  
 Address Line 2  
 Address Line 3  
 Address Line 4  
 Address Line 5  
 Post Code

**?** Invoice Number 123456-001  
 Account Number 123456  
 Invoice Date and Tax Point 1st May 2008  
**?** Purchase Order Number 9877622a  
**?** Deposit Held £X.XX  
 Page number 1 of x

# Invoice

**Rental Charges** £X.XX

**Telephone Calls** £X.XX

**One Off Charges** £X.XX

**Adjustments** **?** £X.XX

**Discounts/Campaigns** **?** £X.XX

**Total New Charges** **?** £X.XX

**VAT @ 17.5%** £X.XX

**Total new charges including VAT** £X.XX

**Balance brought forward** **?** £X.XX

**Total Amount Due** **?** £X.XX

Please ensure payment reaches us by 20th May 2008.

If you have an outstanding amount due from a previous invoice please make an immediate payment to ensure continuation of service

Call Details have been supplied electronically as requested. **?**

Welcome to your new invoice format. We hope you find it clear and easy to understand.

Full details explaining each section can be found at [www.virginmediabusiness.co.uk/billing](http://www.virginmediabusiness.co.uk/billing)



bank giro credit ABC

Reference (invoice number)

123456-001

Credit account number

125 0698

Amount Due (standard fee payable at PO counter)

£ X.XX **?**

Cheque NOT acceptable at PO Counter

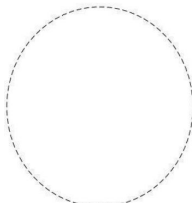
RR Donnelley 9XXX

138  
32

Cashier's stamp And initials

Signature

Date



Sample Company Ltd.  
 123 Any Street  
 Post Code

BARCLAYS BANK PLC  
 AUTOMATED BULK  
 CREDIT CLEARING  
 Virgin Media Payments Ltd  
 80352128  
 11-81

Cash		
Cheques		

Items  Fee

25-06-98

£

Please do not write or mark below this line and do not fold the payment slip

123456001C V4321250698 0099999C 74 X

## About your invoice

The payment summary shows the total of any previously issued unpaid invoices and includes any payments made during the current month.

The total new charges on the invoice includes usage for this month and any rental amounts which are charged in advance.

## Payment difficulties

If you are experiencing difficulties paying your invoice, please contact Business Customer Services. We always aim to be considerate if you are experiencing genuine payment difficulties.

## Contacting us

### Business Customer Services

**Freephone: 0800 012 3456**

**Free fax: 0800 012 3457**

**Email: [support@virginmedia.co.uk](mailto:support@virginmedia.co.uk)**

**Web: [www.virginmediabusiness.co.uk](http://www.virginmediabusiness.co.uk)**

Staff are available to take your call between the hours of 9.00am to 5.00pm Monday to Friday on the above number. To help us improve the quality of our customer service, calls may be monitored or recorded.

Further information about your bill can be found at [www.virginmediabusiness.co.uk/billing](http://www.virginmediabusiness.co.uk/billing)

Any correspondence should quote your account number and be sent to the following address:

Virgin Media Business  
Business Customer Services  
PO Box 1787  
Sheffield  
S9 3UH

If you are not happy with the response from Virgin Media Business, please contact the Business Customer Service Manager.

We aim to resolve all enquiries and complaints to your satisfaction. If we do not resolve to your satisfaction you may wish to consult OFCOM.

They can be contacted at:  
Riverside House  
2a Southwark Bridge Road  
London SE1 9H

## Payment Options

Payment of this invoice should be made now by one of the following methods:

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### Direct Debit - easier payment

Direct Debit is a convenient and simple way to pay. If you would like to pay future invoices by Direct Debit, call Business Customer Services for details.



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### At a bank

Some banks may make a charge if you do not have an account with them. Complete the Bank Giro Credit slip at the bottom of this invoice and take it together with your payment to any bank. Please allow 4 working days for payment to reach our account.

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### By BACS

You can pay your invoice via BACS. Your Bank will ask for the following information.

- Your account name <BUSINESSNAME>
- Your invoice number <INVOICENUMBER>
- Virgin Media Payments Limited Bank Account 80352128
- Virgin Media Payments Limited Sort Code 20-11-81

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### By Post

Please send your remittance in the envelope provided to:

Virgin Media Business  
Business Payments  
PO Box 4459  
Worthing  
BN13 1XP

Cheques should be crossed and made payable to **Virgin Media Payments Ltd.** Please enclose the attached bank giro credit slip with your cheque and write your ntl:Telewest Business invoice number on the back of the cheque. Do not send cash through the post.

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### Credit card or Debit card

Mastercard (Eurocard), Visa, Switch and Delta are all accepted. Call Business Customer Services to make a payment.

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### Failed items & Late payments




Please note that a charge may be applied to your account in circumstances where payments are dishonoured by your bank, or late payment results in disconnection or debt recovery action.

Virgin Media Business Limited. Registered Office: 160 Great Portland Street, London, W1W 5QA  
Registered Number 01785381  
VAT registration number GB 591 8190 14

# Payment Summary

<b>Amount due from previous invoice</b>		<b>£X.XX</b>
Date	Description	Amount
09 Apr 08	Payment Received—Thank You	-£X.XX
10 Apr 08	Refund	£X.XX
11 Apr 08	Payment Failed	£X.XX
12 Apr 08	Payment Received—Thank You	£X.XX
12 Apr 08	Payment Received—Thank You	-£X.XX
13 Apr 08	Payment Received—Thank You	-£X.XX
13 Apr 08	Payment Received—Thank You	£X.XX
Total Payments		£X.XX
<b>Balance brought forward</b>		<b>£X.XX</b>

# Rental Charges

Product Details	Qty	Rental Period	Amount
01612220XXX My Premise, My Town, RG27 9UP			
Centrex Standard Line	1	16 Apr 08—30 Apr 08	£X.XX
Call Barring	1	16 Apr 08—30 Apr 08	£X.XX
Voicemail	1	16 Apr 08—30 Apr 08	£X.XX
01612220XXX My Premise, My Town, RG27 9UP			
Centrex Standard Line	1	01 May 08—31 May 08	£X.XX
Call Barring	1	01 May 08—31 May 08	£X.XX
Voicemail	1	01 May 08—31 May 08	£X.XX
PSW Network Switch			
My Premise, My Town, RG27 9UP	1	01 May 08—31 May 08	£X.XX
Broadband Power			
10Mb Home 01315540XXX 	1	01 May 08—31 May 08	£X.XX
Broadband Power Router			
	1	01 May 08—31 May 08	£X.XX
Private Circuit 			
From: My Premise, My Town, RG27 9UP To: Your Premise, Your Town, RG27 9UP			
Bandwidth 128K Circuit ref AB345 PO Num 5135			
Private Circuit			
	1	01 May 08—31 May 08	£X.XX
From: My Premise, My Town, RG27 9UP To: Your Premise, My Town, RG27 9UP			
Bandwidth 128K Circuit ref GH76777 PO Num LL272/5165 			
WLR/CPS			
Cust Ref/PO No. 12345	250	01 May 08—31 May 08	£X.XX
My Premise, My Town, RG27 9UP			
01526667XXX	01526667XXX	01526667XXX	01526667XXX
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01526667XXX	01526667XXX	01526667XXX	01526667XXX
<b>My Premise, My Town — 972810</b>			
Service Connectivity 2Mbps	1	01 May 08—31 May 08	£X.XX
Frame Relay VPN 2Mbps	1	01 May 08—31 May 08	£X.XX
<b>My Premise, My Town — 95730</b>			
Service Connectivity 2Mbps	1	01 May 08—31 May 08	£X.XX
Frame Relay VPN 2Mbps	1	01 May 08—31 May 08	£X.XX
<b>Total Rental Charges</b>			<b>£X.XX</b>

## One Off Charges

Product Details	Qty	Date	Amount
01612220XXX My Premise, My Town, RG27 9UP			
Centrex Standard Line	1	16 Apr 08	£X.XX
Call Barring	1	16 Apr 08	£X.XX
Voicemail	1	16 Apr 08	£X.XX
Private Circuit	1	01 May 08	£X.XX
From: Your Premise, Your Town, RG27 9UP To: Your Premise, Your Town, RG27 9UP			
Bandwidth 128K Circuit ref GH76777 PO Num LL272/5165			
WLR/CPS	30	01 May 08	£X.XX
Cust Ref/PO No. 12345			
My Premise, My Town, RG27 9UP			
01526667XXX 01526667XXX 01526667XXX 01526667XXX 01526667XXX 01526667XXX 01526667XXX 01526667XXX			
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<b>My Premise, My Town—972810</b>			
Service Connectivity 2Mbps	1	01 May 08	£X.XX
Frame Relay VPN 2Mbps	1	01 May 08	£X.XX
<b>Total One Off Charges</b>			<b>£X.XX</b>

## Call Summary

Telephone Number	No. Calls	Duration	Amount
0161222XXXX	XXX	XX:XX:XX	£XX.XXX
0161222XXXX	XX	XX:XX:XX	£X.XXX
<b>Total Telephone Calls</b>	<b>XXX</b>	<b>XX:XX:XX</b>	<b>£XX.XXX</b>

## Call Analysis

### International Calls

Destination	No. Calls	Duration	Amount
Morocco	XXX	XX:XX:XX	£XX.XXX
USA	XX	XX:XX:XX	£X.XXX
Iraq	X	XX:XX:XX	£X.XXX
Iran	X	XX:XX:XX	£X.XXX
Canada	X	XX:XX:XX	£X.XXX
<b>Total International Calls</b>	<b>XXX</b>	<b>XX:XX:XX</b>	<b>£XX.XXX</b>

### Local Calls

Destination	No. Calls	Duration	Amount
Barnsley	XXX	XX:XX:XX	£XX.XXX
Bradford	XX	XX:XX:XX	£X.XXX
Doncaster	X	XX:XX:XX	£X.XXX
Leeds	X	XX:XX:XX	£X.XXX
Sheffield	X	XX:XX:XX	£X.XXX
<b>Total Local Calls</b>	<b>XXX</b>	<b>XX:XX:XX</b>	<b>£XX.XXX</b>



## Discounts/Campaigns

Date	Description	Amount
01 May 08	Volume Discount	-£XX.XX
01 May 08	0901 RP1068B NGCW Media Contact P6 Econ	-£XX.XX
<b>Total Discounts</b>		<b>-£XX.XX</b>

## Adjustments

Date	Description	Amount
22 Apr 08	Service Credit	-£X.XX
23 Apr 08	Miscellaneous	£X.XX
<b>Total Adjustments</b>		<b>£X.XX</b>