



**Your bill  
made easy**



*power to you*

For terms and conditions see [www.vodafone.ie/terms/services](http://www.vodafone.ie/terms/services) (Vodafone Landline & Fixed Broadband services).

# Welcome to Vodafone At Home

We'd like to welcome you to Vodafone At Home, your landline and fixed broadband package.

As this is your first bill, we've attached a handy guide to all the charges on the right hand side of this leaflet.

Any outstanding balance from BT will appear on your next Vodafone At Home bill.



## Frequently asked questions

### How do I pay my bill?

The normal payment method you used with BT will still apply. So please pay your bill as you have done previously.

### When will I receive bills for my Vodafone At Home service?

You will receive a bill every month.

### When will my direct debit payment be taken?

We will take payment 14 days after the bill date.

### Can I receive my bills online?

All Vodafone At Home customers can receive their bills online. In order to do so, you will need to register online at [www.vodafone.ie/athomeselfcare](http://www.vodafone.ie/athomeselfcare)

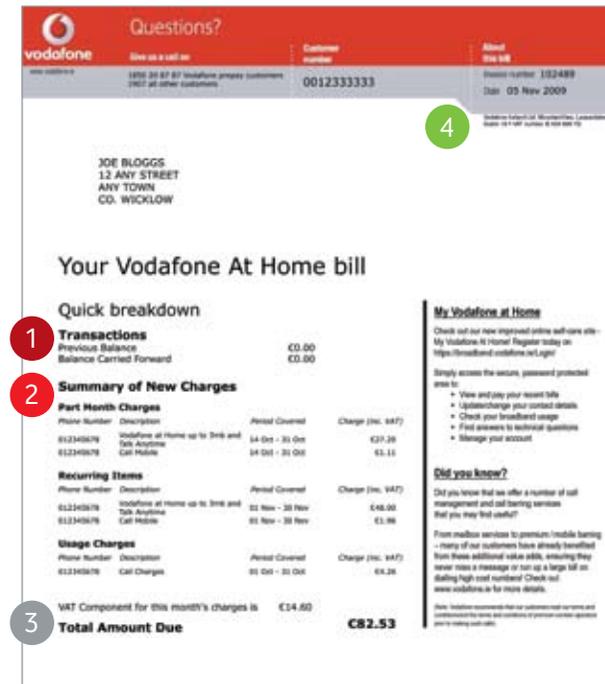
### Can I pay my bills online?

Yes, you can pay your bills online. Simply register at [www.vodafone.ie/athomeselfcare](http://www.vodafone.ie/athomeselfcare)

You can find detailed information on [www.vodafone.ie/athome](http://www.vodafone.ie/athome)

For any further queries, feel free to talk to one of our customer care team on **1800 927 169**.

# Your bill explained



### 1. Transactions

**Previous balance** - as this is your first Vodafone At Home bill, the balance is zero. Going forward, the amount from your previous bill will be listed here.

**Payments received** - As this is your first Vodafone At Home bill, this is currently zero. Going forward, payments received from the previous month will be displayed here.

**Balance carried forward** - as this is your first Vodafone At Home bill, the balance is zero. Going forward, any balance from previous bills will be listed here.

**Adjustments** - if there are any credits or adjustments made to your account for the previous month, they will be displayed here. As this is your first Vodafone At Home bill, there are no adjustments applicable.

### 2. Summary of new charges

**Part month charges** - are rental charges for your Vodafone At Home services that went live in the previous month. They are charged from the date your services moved to Vodafone At Home to the end of that month. For example, if your service went live on

14th October, the part month charge covers the period from 14th to 31st October.

**Recurring items** - total amount due for your rental package for the billing period, which is charged monthly in advance.

**Usage charges** - total amount due for calls made for the billing period.

### 3. Total amount due

This is your total amount due for this bill.

### 4. Account details

**Vodafone customer number** - it is useful to keep your Vodafone customer number to hand when contacting Vodafone with queries or to avail of new products and services.

**Invoice number** - this is the unique invoice number which will assist you in identifying a specific bill should you have a query.

**Invoice date** - this is the date on which the bill was issued to you.