



**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 a letter to guide you through the different parts of your bill.

My Bill Summary

A This is your Virgin Media Account Number

Your account number stays the same even though you have changed services.

B The Issue Date

This is the date the bill was issued.

C Balance Brought 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.

D Total Amount Due

The total due for the month is shown 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. Note that these aren't additional charges. In the next section titled 'Bill Details', we detail what may have caused the Total Amount to differ. To find out all the different ways you can pay this bill, head over to virginmedia.ie/customer-support/billing

Bill Details for June 2023

www.virginmedia.ie
Freephone 1908
Virgin Media Ireland Limited
Macken House, 39/40 Mayor Street Upper,
Dublin 1, D01 C9W8
Registered in Ireland
Company Registration No. 435658
VAT Number: IE9661858K
BIC AIBKIE2D
IBAN IE62 AIBK 9312 6802 0213 87

Account Number 1234567
Bill Issue Date 7 Jun 2023
Page 1 of 3

JOE SMITH
45 WILLOW DRIVE
CLOONACUR
LETTERKENNY
DONEGAL
D12 3456

Summary of Charges

	Amount
Before this bill	
Balance from last bill	€88.99
You paid - thank you	€88.99
Outstanding balance due immediately	€00.00
This months charges	
Your Virgin Media service charges (see page 3)	€92.00
This period's total	€92.00

Total amount due **€92.00**

Please pay by 21 Jun 2023
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.

E This is the Date your Payment is Due

You can pay your bill by Direct Debit and online through your My Virgin Media account. For more information see virginmedia.ie/billing

Did you know

You can log in to virginmedia.ie/myvirginmedia to view your bills and manage your account. All you need is this account number to register.

Bill Details

F Television

You canceled the Premium MUTV on 7th June. You have received a credit as premium was paid up to 14th June.

G Broadband

Your Virgin Media 500Mb Broadband disconnected on the 7th June. This received a credit back dated and your new 1Gb broadband starts billing from 7th June for a full month.

H Savings & Discounts

Any discounts you have will be displayed here. You may have more than one active discount.

I Total Service Charges

This amount is the total of your new services minus the credit for your old services. So this bill is less than the future bills for your services will be.

It's just because this bill includes credit for your old 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 total product charges will be included in this section.

J 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 June 2023

Account number 8459573 | Bill number 212373495



YOUR VIRGIN MEDIA SERVICE CHARGES

TELEVISION		
Description	Dates	Amount
Credit: MUTV	7 June	-4.50
Loaded TV	15 June - 14 July	34.00
Total for Television service charges		29.50

BROADBAND		
Description	Dates	Amount
Credit: 500Mb Broadband	7 June	-17.50
1Gb Broadband	7 June - 6 July	80.00
Total for Broadband service charges		62.50

SAVINGS AND DISCOUNTS		
Description	Dates	Amount
N/A		00.00
Total for Savings And Discounts		00.00

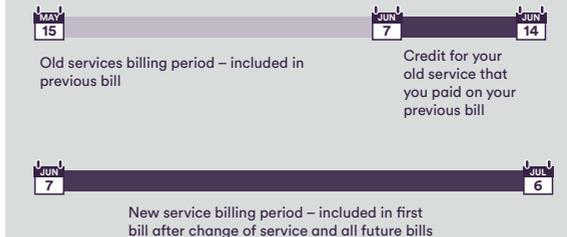
Your total Virgin Media service charges	€92.00
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OTHER CHARGES

Description	Dates	Amount
N/A		00.00

Total other charges	€00.00
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Total Bundle Charges Explained



Any Questions?

If you have any questions about this bill, head over to virginmedia.ie/contact to find out all the ways to get in touch with us.