

## Taking it Online.....

### I've forgotten my email address and/or password?

Don't worry, you can simply reset it. To do this click on "Forgotten your email address or password?", which can be found under the password box on the login page.

### How will I know when you've billed me?

You'll be billed for your Virgin Media services monthly. When a new bill is ready, we'll send an email to the address that you have registered with us. This will tell you your bill is available to view online, and what date your payment will be taken.

### My billing email hasn't arrived?

It could be that you haven't supplied us with your correct email address. To check, please sign in, select "Change your email" from the menu and enter it again. If you're still having problems please [click here](#) and follow the instructions for 'National Help'

### When I log in, how can I see my latest bill?

Once you've logged in you should see a page like the below. This is the latest bill we have generated for you, and it displays a summary for that bill.

**Your current bills**

|                                       |   |
|---------------------------------------|---|
| <b>Your reference</b><br>34-123456789 | <b>Last signed in</b> ①<br>Mon Aug 03 18:24:44 BST 2009 |
|---------------------------------------|---|

**Your services**

|                            |              |
|----------------------------|--------------|
| <b>Your area reference</b> | ② 34         |
| <b>Your account number</b> | ③ 123456789  |
| <b>Bill date</b>           | ④ 20/07/2009 |
| <b>Due date</b>            | ⑤ 03/08/2009 |
| <b>Amount due</b>          | ⑥ £19.28     |
| <b>Direct debit date</b>   | ⑦ 03/08/2009 |

⑧ [show me this bill](#)

[payment summary](#)

[view my open bill](#)

- ① **Date you last signed in**  
The date you last accessed Virgin Media eBilling
- ② **Your area reference**  
This tells us what part of our network you are on
- ③ **Your account number**  
Unique to you
- ④ **Bill date**  
The date you latest bill was generated
- ⑤ **Due date**  
The date payment is due against this bill
- ⑥ **Amount due**  
Your total balance due
- ⑦ **Direct Debit date**  
If you pay by DD, this is the date we will request payment from your bank.
- ⑧ **Show me this bill**  
To view this bill in more detail, click this button.

### What does 'view my open bill' mean?

Your open bill is where you can view your phone usage since your last bill. When we generate your next bill, all calls listed in your 'open bill' will be charged although not necessarily displayed.

## Can I view my previous bills?

Yes - you can view your last 6 months' bills, including your current one. To view your previous bills click on 'View previous eBills' on the left hand side of the screen.

The screenshot shows a user interface for a Virgin Media account. On the left is a vertical navigation menu with various options. The main content area is divided into sections for current bills and services. The 'View previous eBills' link in the navigation menu is circled in red. Below the services section are three yellow buttons: 'payment summary', 'show me this bill', and 'view my open bill'.

|                             |   |                              |
|-----------------------------|---|------------------------------|
| My Virgin Media home        | <b>Your current bills</b>   |                              |
| Account summary             | <b>Your reference</b>   | <b>Last signed in</b>        |
| Webmail                     | 34-123456789  | Mon Aug 03 19:21:34 BST 2009 |
| V Stuff                     | <b>Your services</b>  |                              |
| Change address              | <b>Your area reference</b>  | 34                           |
| Change phone number         | <b>Your account number</b>  | 123456789                    |
| Change payment details      | <b>Bill date</b>  | 20/07/2009                   |
| Change package              | <b>Due date</b>   | 03/08/2009                   |
| Manage services             | <b>Amount due</b>   | £19.28                       |
| View broadband speed        | <b>Direct debit date</b>  | 03/08/2009                   |
| Change password             | <a href="#">payment summary</a> <a href="#">show me this bill</a> |                              |
| View your eBill             | <a href="#">view my open bill</a>                                 |                              |
| <b>View previous eBills</b> |   |                              |
| View e-payments             |   |                              |
| Exit eBill                  |   |                              |
| Newsletters                 |   |                              |
| Preferred email address     |   |                              |
| My connection               |   |                              |
| Order tracker               |   |                              |
| Equipment shop              |   |                              |
| Status page                 |   |                              |
| Contact us                  |   |                              |

# Billing & Charges.....

## How often will I receive a bill?

You will receive a bill from us once a month. It will include your service charges for the forthcoming month, and any usage charges (such as phone calls) since your last bill.

## What is a 'First Month's Service' charge?

If there's an item on your bill called 'First Month's Service', you'll recently have had Virgin Media services installed. A first bill is often larger, as it includes both advance and partial month charges. The partial month charges cover the gap between your installation date and the start of your first billing period. And 'First Month's Service' charge will show on a single line on your bill (see below).

You are then billed your normal monthly advance charges covering the forthcoming period.

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### Refunds and adjustments †

† Part month adjustments are as a result of a product add/removal. It may also include credits following any suspension of service.

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### Main services

| Description           | Date/period       |
|-----------------------|-------------------|
| First Month's Service | 01 July - 31 July |

On your first bill you will see these line items, don't worry though they're just the odd days and weeks you've received service before we bill you.

You will notice that the date it starts is the date your service became active, and finishes a day before your advance charges below start.

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### Advance charges

£X.XX |

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### Main services

| Description                    | Date/period           |
|--------------------------------|-----------------------|
| Talk International             | 01 August - 31 August |
| Broadband Size: L              | 01 August - 31 August |
| Virgin Media Phone Line Rental | 01 August - 31 August |
| Phone XL (Talk Unlimited)      | 01 August - 31 August |

Your services with us are always charged in advance of you using them.

The charges shown here cover the advance period shown, and list all products / service you have with us.

After your first bill you will only see this section and these charges, unless you make a change.

### What is a 'Partial Month's Service' charge?

If you have a line on your bill called 'Partial Month's Service', this means that your services have changed within the last month.

If you change your services part way through a month you will get a 'Partial Month's Service' line on your bill. What this means is that we've amended your account and applied your new services charges. As you pay in advance for the service, when we remove your old services we will automatically credit back the days you've paid for but not used. When we apply your new services, you will be charged from the day they became active up until the start of your next billing period.

If your services have been recently suspended due to an outstanding balance, we will apply a credit covering the period you were not in receipt of service. That service credit is displayed as a 'Partial Month's Service' on your bill.

### Refunds and adjustments †

† Part month adjustments are as a result of a product add/removal. It may also include credits following any suspension of services.

### Main services

| Description             | Date/period         | Amount |
|-------------------------|---------------------|--------|
| Partial Month's Service | 19 July - 06 August | £X.XX  |

This is the part period that your charges cover, which is out side of your standard charge period.

If you've changed your services this is the date your update became active.

### What's a 'billing period'?

Your billing period is based on the day that your order was processed, and the length of time that your service charges cover. In most cases it will cover 1 calendar month in advance. Below you can see a period running from the 1st August until 31st August, which means the next billing period will start on the 1st September.

On your first bill you will see these line items. Don't worry though, they're just the odd days and weeks you've received service before we bill you.

You will notice that the date it starts is the date your service became active, and finishes a day before your advance charges below start.

Your services with us are always charged in advance of you using them. The charges shown here cover the advance period shown, and list all products or service/s you have with us.

## How do my service charges work?

As a Virgin Media customer, you pay for your services a month in advance. For example, you pay in April for May's services.

There is only 1 part of your bill that works differently:

Phone call charges will appear on your bill the month after the calls were made.

All service charges on your bill include VAT, except phone call charges, which are shown as a total amount excluding VAT.

Your service charges are clearly displayed under the 'Advance Charges' section of the bill.

Service charges are billed in advance. For example, your August bill will include charges starting at a fixed point in August through to a fixed point in September, covering a period of 1 month. Then, in September you will be billed for the period September to October.

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### Advance charges

£X.XX

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### Main services

£X.XX

| Description                    | Date/period           |
|--------------------------------|-----------------------|
| Talk International             | 01 August - 31 August |
| Broadband Size: L              | 01 August - 31 August |
| Virgin Media Phone Line Rental | 01 August - 31 August |
| Phone XL (Talk Unlimited)      | 01 August - 31 August |

This is the period that your service is being charged for. It covers 1 calendar month, and will roll month by month

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### Other charges and credits

£X.XX

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### Charges and credits

£X.XX

| Description                            | Date/period |
|--|-------------|
| Wireless Router<br>Installation Charge | 01 July     |

Charges displayed here are one off charges. A 'one off' charge is normally a non-service extra, such as installation.

## Why can I only see some of my calls?

The default call threshold for Virgin Phone customers is 1p. If you have a Talk Plan with us, we will not display any non-chargeable (£0.00) calls.

## There's a call on my bill that I don't think I made. What can I do?

If anyone else in your house might have made the call, please double check with them first. If you think we've charged you for a call you didn't make, please contact us here or call 150 from your Virgin Media Phone. We'll always investigate it for you, and adjust your bill if we've made a mistake.

# Paying your Bill.....

## Who do I pay?

Your payment is made to Virgin Media Payments Ltd, which is responsible for collecting the amounts payable by you to Virgin Media Ltd. If you don't pay by Direct Debit, Virgin Media Payments Ltd may charge you a payment handling fee.

## How do I pay?

We accept these payment methods, which can be easily set up online.



### Direct Debit

Direct Debit is the simplest way to pay your bill. Your account is automatically debited on, or immediately after, the date displayed to the left of 'Amount due' on your bill. All normal Direct Debit safeguards and guarantees apply. We will not submit payment to your bank without notifying you at least five working days in advance of your account being debited.



### Continuous Card Payment

If you'd prefer not to pay by Direct Debit, you can also pay by Credit or Debit Card by way of a Continuous Card Authority\*

\*For MasterCard, Visa Credit and Visa Debit cards only and where your card issuer permits this type of transaction.

## When do I have to pay my bill?

Your bill due date can be found in the Payment Summary section of your eBill. Please make sure that your payment is received by Virgin Media Payments Ltd before the 'Due date' shown on screen.

### Your current bills

|                       |                              |
|-----------------------|------------------------------|
| <b>Your reference</b> | <b>Last signed in</b>        |
| 34-123456789          | Mon Aug 03 19:21:34 BST 2009 |

### Your services

|                            |            |
|----------------------------|------------|
| <b>Your area reference</b> | 34         |
| <b>Your account number</b> | 123456789  |
| <b>Bill date</b>           | 20/07/2009 |
| <b>Due date</b>            | 03/08/2009 |
| <b>Amount due</b>          | £19.28     |
| <b>Direct debit date</b>   | 03/08/2009 |

[payment summary](#)   [show me this bill](#)

[view my open bill](#)

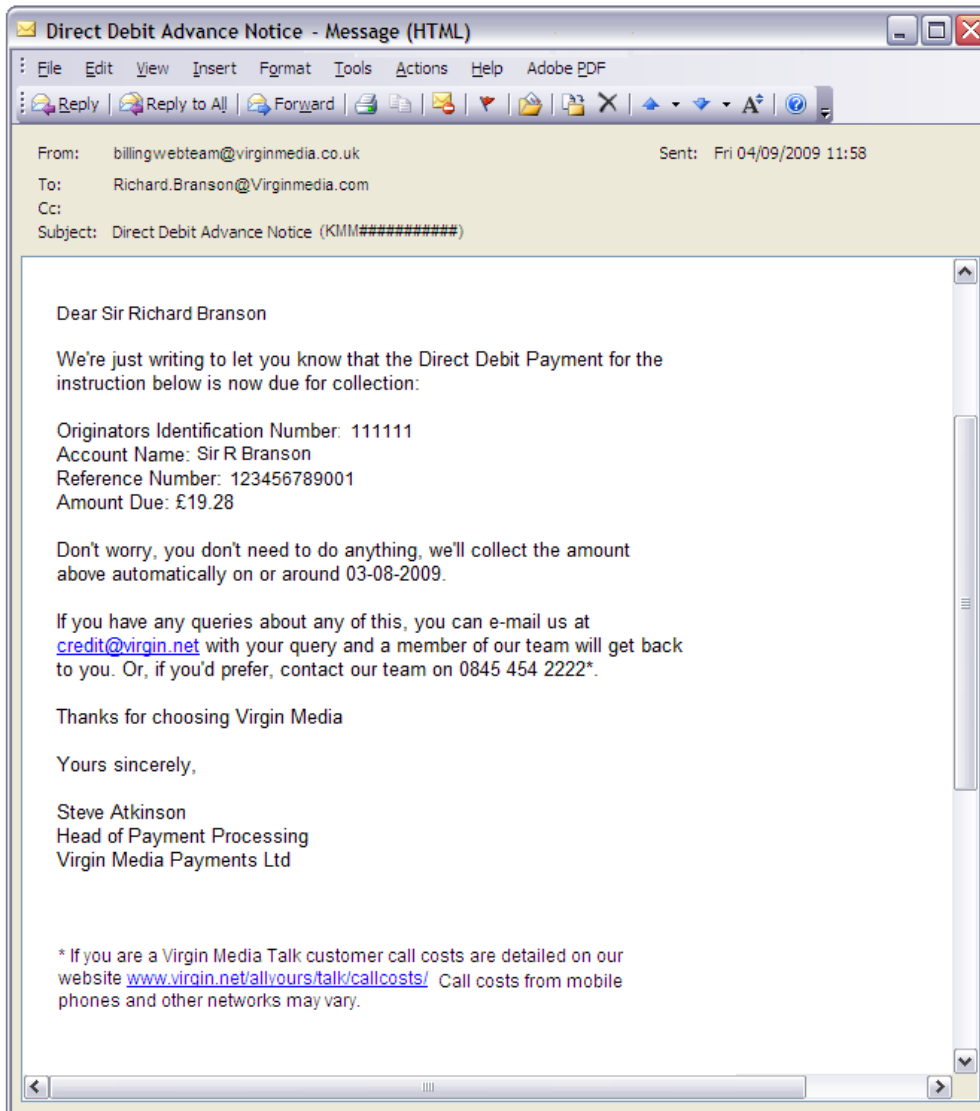
## How do I set up a Direct Debit or Continuous Card Payment?

You can set up Direct Debit or Continuous Card Payment method by either of the following:

- **By phone** – Call us on 0845 454 2222
- **Online** – Log on to My Virgin Media and click on 'change payment details' which you will find 'under my account'

## How do I know when my Direct Debit payment will be taken?

You'll receive a confirmation email with your latest bill amount. This email will also display the date when the Direct Debit will be taken from your specified bank account.



## I've paid my bill but I can't see it online, why is this?

You'll be able to see confirmation of your latest payment when your next bill arrives.

**What happens if my payment details change?**

To change your payment details, log in to your account and select 'Change payment details' on the left hand side of the screen.

Please note it can take sometime to set up a Direct Debit, resulting in the first two months bills coming together.

**My card payment was declined – why?**

Unfortunately, if your card issuer declines your payment, they don't tell us the reason. To find out why, you'll need to contact your card issuer directly.

**What happens if I miss a payment?**

We always ask you to make your payments by the 'Payment due' date on your bill. That's because we may charge a £10 late payment fee if you don't – and your services could be restricted. That means your Virgin Phone might only be available for incoming calls (apart from outgoing calls to the emergency services) and your Virgin Broadband could be restricted. Just so you know, we'll always try to contact you – usually in writing – before any restrictions are added to your account.

We'll always try to do all we can to prevent this happening, and if you're having trouble paying your bills we're here to help. To talk to us about this simply call us on 0845 454 2222 and select option 1.

**Can I get help if I'm having difficulty paying my bill?**

We'll do what we can to help. The earlier you get in touch with us, the sooner we can help you sort things out. Simply call us on 0845 454 2222 and select option 1.

**Can I have a Braille, large print or audio bill?**

Yes – that's no problem. If you have difficulty reading small print, just let us know you'd like your bill in large print format. Or for blind or partially-sighted customers, we'll be happy to send bills in either a Braille or audio format. Either way, there's no extra charge. If you'd like one of these options, please let us know.

If you're having difficulty reading your bill, our team are on-hand to help, and can talk through it over the phone. Simply call 0845 454 2222 and select option 1.