

A guide to your Vodafone Pulse Connect bill

Questions?

vodafone

www.vodafone.co.uk vodafone.co.uk/help Account number: 703502585 / 00001 Invoice number: 703502585002 Date: 1 Feb 22

NEWBURY SITE2
6
NEWBURY
RG55 20Q

Page 1 of 30
Copy bill

|||||

Your vodafone bill

Quick breakdown

For 54 mobiles	
Broadband	£805.00
Collab	£865.26
Mobile	£300.80
Total for 54 mobiles	£2,211.06
Account charges	
10 x Monthly Finance Charge	£240.00
Apple iPhone SE 16GB Gold	
10 Jan	
Pulse Connect Bonus App 1	£0.00
29 Feb	
Total before VAT	£2,211.06
VAT at 20% on £2211.06	£442.21
Total	£2,653.27

please pay by 8 February 2022

Late Payment Fee
Want to know more? See the back of this page.

Vodafone Payment Slip

Cashier's stamp and initials

Customer account number: 703502585 Invoice number: 703502585002 Amount due: **2653.27**

Barclays Bank Plc
Automated Bulk Credit Clearing
Vodafone Limited
30830208
00-00

1* Signature 3* Cash £

2* Date / / 4* Cheque

Please do not fold or mark below this line. Do not fold this payment slip.

>00026532< 70350258500000038< 250776+< 73 X

Page one of your bill

- 1 The Collaboration, Mobile and Broadband components of your Vodafone Pulse Connect bill are grouped under the Mobile heading, as shown under the Quick breakdown, and are further detailed on the next pages.
- 2 If you've purchased devices through Device Financing, monthly charges and any applicable termination fees appear under Account charges, and are further detailed on the next pages. You can view detailed reporting for each device when you login online, in the Bill analytics reports tab. The Device Finance bill report shows the detail for every device charged.
- 3 Any Account charges are shown within the total for Mobiles.
- 4 Any Bonus applications you may have will appear under Account charges and will always be £0.00.
- 5 If you have Collaboration services, you'll also have a Main Billing number, which is shown as an additional mobile. Usage for every Collaboration user is charged to this billing number but there is no monthly access fee, and this will show as £0.00. Therefore, your actual users plus sites are 53+1 Main Billing number at £0.00.
- 6 Your total Vodafone bill always appears on the first page of the invoice. The amount indicated in bold is how much you owe on your next bill payment. The amount is broken down into exact details on the next pages.

Vodafone Bill Centre - online billing

Our online billing service lets you check your bills whenever you like, and sort and manage them in a click. Best of all, it's really simple to use. To register, you'll need to be the person responsible for the account. You'll also need your mobile phone and an email account and may need a copy of your latest Vodafone paper bill. Go to vodafone.co.uk/myaccount now to register.

Vodafone Help - online help centre

Whatever your Vodafone-related questions, you'll find the answers at our online help centre. For questions on your handset, how to activate Voicemail, make calls whilst overseas or even more details about mobile broadband and email, the online help centre is the place to go if you need help fast. Just go to vodafone.co.uk/businesshelp

Need to **contact us** about anything?

Any Questions?

Changing your address

- ▶ If you're about to change your address, please let us know your new details.

Using your device abroad

- ▶ Please contact us two days before you're off so we can check you are set up correctly.
- ▶ Note, you will be charged for calls made both from and to your mobile while you're away.

Simply contact our Customer Services team on: www.vodafone.co.uk/contactus

Lost or stolen device or SIM card

If your phone has been lost or stolen we can help; we can bar your SIM to stop calls being made and we can also stop anyone else from using your phone by blocking its IMEI (serial number). Please let us know straight away, otherwise you may have to pay for any calls made. Call us on 03333 040 191.

If you have Vodafone Cover Me you will need to report this to us within 24 hours.

Guide to using your device/s

Useful information about using your phone, tablet, dongle and other devices. www.vodafone.co.uk/help or www.youtube.com/vodafoneuk or forum.vodafone.co.uk

Need some **information?**

Late Payment Fee

Please ensure payment is made by the due date shown in order to avoid a £4.17 late payment fee being applied

What about VAT?

VAT is charged at Std Rate, on all products, unless noted otherwise. Exceptions include:

- ▶ VAT exempt charges, eg insurance
 - ▶ Charges that are out of scope for VAT, eg non-Vodafone purchases. If you need a VAT invoice for these, please contact the supplier.
 - ▶ Charges with VAT at 0%, eg calls you made abroad outside the EU
 - ▶ In some cases, all Vodafone charges will be outside the scope of UK VAT in accordance with Art 56 of the EC Directive.
- Our VAT number is GB 569 9532 77

Registered in England no: 1471587 Registered office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN. We may monitor or record calls to help with training and quality assurance and other purposes permissible by law.

Non-geographic call charging

- ▶ All calls to 08, 09 and 118 numbers are made up of an access and a service charge. The charge we make, plus the charge set by the organisation you called.
- ▶ The access charge for your plan can be found in your agreement, or find out more at ukcalling.info



The paper used for this bill is manufactured from woodpulp from sustainable forests.

Want to **pay your bill?**

Direct debit/continuous credit card payment

To set up a direct debit mandate or continuous credit card payment, please call your customer services team. To make a one-off credit card payment, please call your customer services team.

By internet banking/telephone banking/personal bank transfer
Our sort code is 20-00-00
Our account number is 30830208
Please use the invoice number or your account number (703502585/00001) as the reference.

At a bank
You can pay by cash or cheque
Please:
▶ make your cheque payable to *Vodafone Limited*

- ▶ write your account number (703502585/00001) on the back.
- ▶ take your payment and the payment slip to any bank. Please note: if you don't have an account there, they may not accept your payment or they may charge a fee.

By post Please:
▶ make your cheque payable to *Vodafone Limited*

- ▶ write your account number (703502585/00001) on the back.
 - ▶ send the cheque and payment slip to us in the envelope provided, 7 days before the payment date.
- Please don't post cash.
If you lose the envelope, the address is: Vodafone Ltd, P.O. Box 32, Sheffield, S98 1BX.

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Page 2 of your bill

The second page of your bill contains practical information, including pages on our website to help you understand your costs and charges, find our online billing and help centres, VAT information, as well as instructions for asking questions, filing complaints, paying bills, and more.

vodafone		Account number	Invoice number	Date		
		703502585 / 00001	703502585002	1 Feb 22		
Breakdown by mobile 1						
Cost centre Broadband						
2	<i>mobile</i>	3	<i>service</i>	4	<i>usage</i>	<i>total</i>
	70350 258 501	£299.00	£0.00	£299.00		£299.00
	NEWBURY SITE2 on VF PC BB 12 MERAKI ADV SEC				5	with VAT £358.80
	70350 258 502	£266.50	£0.00	£266.50		£266.50
	NEWBURY SITE2 on VF PC BB 24 MERAKI ADV SEC					with VAT £319.80
6	70350 258 503	£239.50	£0.00	£239.50		£239.50
	NEWBURY SITE2 on VF PWCBB 36 MERAKI ADV SEC					with VAT £287.40
Total for cost centre Broadband before VAT		£805.00	£0.00	£805.00		
Cost centre Collab						
	<i>mobile</i>	<i>service</i>	<i>usage</i>	<i>total</i>		
	01344 444 441	£18.37	£0.00	£18.37		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £22.04
	01344 444 442	£18.37	£0.00	£18.37		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £22.04
	01344 444 443	£18.37	£0.00	£18.37		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £22.04
	01344 444 444	£18.37	£0.00	£18.37		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £22.04
	01344 444 445	£18.37	£0.00	£18.37		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £22.04
	01344 444 446	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01344 444 447	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01344 444 448	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01344 444 449	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01344 444 450	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01344 444 451	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01344 444 452	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01491 603 009	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
	01491 603 010	£31.41	£0.00	£31.41		
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM					with VAT £37.69
VAT inclusive totals						
The VAT inclusive totals shown here are for guidance only, and may not add up to the total shown on the front page. This is caused by small rounding differences between the calculations.						
continued on the back - please turn over						

Breakdown by mobile

- 1 All products on your Vodafone Pulse Connect bill are grouped under the Mobile heading for the purposes of your bill.
- 2 The Mobile pages are separated into three Cost centre sections, each with a detailed breakdown of charges for Broadband, Collaboration (Collab) and Mobile.
- 3 Each Cost centre section has a service column, which includes set monthly charges for Plans and Extras.
- 4 The usage column details charges not included in your plan, such as calls to 08 or 09 numbers and calling abroad. There are no usage charges for Broadband.
- 5 If you have Collaboration services, a Main Billing number is listed. All usage for every user is charged to this billing number but there is no monthly access fee, and this will show as £0.00.
- 6 The Broadband number is your account number + two additional digits.



Account number
703502585 / 00001

Invoice number
703502585002

Date
1 Feb 22

Breakdown by product

Service charges and credits

	<i>description</i>	<i>more details</i>	<i>total</i>
1	VF PC BB 12 MERAKI ADV SEC <i>up to 28 Feb</i>	1	£140.00
	Pulse Connect Discount <i>up to 28 Feb</i>	1	cr£21.00
	VF PC BB 24 MERAKI ADV SEC <i>up to 28 Feb</i>	1	£90.00
2	Pulse Connect Discount <i>up to 28 Feb</i>	1	cr£13.50
	VF PWCBB 36 MERAKI ADV SEC <i>up to 28 Feb</i>	1	£70.00
	Pulse Connect Discount <i>up to 28 Feb</i>	1	cr£10.50
	VF PC MOB UNL MIN DATA 10MBPS <i>up to 28 Feb</i>	15	£345.00
	Pulse Connect Discount <i>up to 28 Feb</i>	15	cr£269.00
	Credit Line Rental VF PC MOB UNL MIN DATA 10MBPS <i>up to 31 Jan</i>		cr£62.30
	VF PC COLLAB 24 BASIC UTM *inc prorating* <i>up to 28 Feb</i>	30	£928.00
	Pulse Connect Discount *inc prorating* <i>up to 28 Feb</i>	30	cr£116.10
	PC COL Main B Num *inc prorating* <i>up to 28 Feb</i>	1	£0.00
	125 international minutes (M) <i>up to 28 Feb</i>	15	£112.50
	Credit 125 international minutes (M) <i>up to 31 Jan</i>	5	cr£25.40
	Static IP Address x8 - 2Y <i>up to 28 Feb</i>	1	£10.00
	MR76 OUT WiFi AccessP 3Y - 6 <i>up to 28 Feb</i>	3	£90.00
	MR76 OUT WiFi AccessP 3Y - 7 <i>up to 28 Feb</i>	3	£90.00
	MV12 IN Security Cam 1Y - SC6 <i>up to 28 Feb</i>	3	£180.00
	MV12 IN Security Cam 1Y - SC7 <i>up to 28 Feb</i>	3	£180.00
	Total of your service charges and credits		£1,917.70

Extra usage charges

	<i>description</i>	<i>total</i>
4	Calls <i>up to 23 Jan</i>	£53.36
	Total of your extra usage charges	£53.36

Additional charges and credits

	<i>description</i>	<i>total</i>
5	Total of additional charges and credits <i>up to 10 Jan</i>	£0.00

Account charges

	<i>description</i>	<i>total</i>
6	Total of account charges <i>up to 28 Feb</i>	£240.00

Breakdown by product

- 1 This section shows all monthly access fees and credits along with a summary of all your Plans and Extras for all the Vodafone Pulse Connect products on your account.
- 2 Your applicable Vodafone Pulse Connect discount is shown with each product.
- 3 If you have Collaboration services, a Main Billing number is listed. All usage for every user is charged to this line but there is no monthly access fee, and this will show as £0.00.
- 4 All usage charges are listed separately.
- 5 All additional charges are also shown in this section. This would be items like Recovery Charges.
- 6 Your total account charges for items such as Device Financed Phones are shown here. The devices will be listed on the front page of your bill. You can also view detailed reporting for each device when you login online, in the Bill analytics reports tab. The Device Finance bill report shows the detail for every device charged each month.



Account number 703502585 / 00001 Invoice number 703502585002 Date 1 Feb 22

Breakdown for Broadband 1

2 70350 258 501 NEWBURY SITE2 on VF PC BB 12 MERAKI ADV SEC

3 Service charges and credits	
VF PC BB 12 MERAKI ADV	£140.00
SEC For the period 1 Feb to 28 Feb	
Pulse Connect Discount	cr£21.00
For the period 1 Feb to 28 Feb	
MR76 OUT WiFi AccessP 3Y -	£30.00
7 For the period 1 Feb to 28 Feb	
MR76 OUT WiFi AccessP 3Y -	£30.00
6 For the period 1 Feb to 28 Feb	
MV12 IN Security Cam 1Y -	£60.00
SCT For the period 1 Feb to 28 Feb	
MV12 IN Security Cam 1Y -	£60.00
SC6 For the period 1 Feb to 28 Feb	
Total for 70350 258 501	£299.00

This would be £358.80 including VAT

70350 258 502 NEWBURY SITE2 on VF PC BB 24 MERAKI ADV SEC

Service charges and credits	
VF PC BB 24 MERAKI ADV	£90.00
SEC For the period 1 Feb to 28 Feb	
Pulse Connect Discount	cr£13.50
For the period 1 Feb to 28 Feb	
Static IP Address x8 - 2Y	£10.00
For the period 1 Feb to 28 Feb	
MR76 OUT WiFi AccessP 3Y -	£30.00
7 For the period 1 Feb to 28 Feb	
MR76 OUT WiFi AccessP 3Y -	£30.00
6 For the period 1 Feb to 28 Feb	
MV12 IN Security Cam 1Y -	£60.00
SCT For the period 1 Feb to 28 Feb	
MV12 IN Security Cam 1Y -	£60.00
SC6 For the period 1 Feb to 28 Feb	
Total for 70350 258 502	£266.50

This would be £319.80 including VAT


VAT inclusive totals

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Detailed breakdown by individual product

- 1 This section shows a charging breakdown for each individual user and site.
- 2 Your Broadband, Collaboration and Mobile plans are outlined here.
- 3 The monthly access fee for the plan and any extras, plus applicable discounts, are shown for each site and user.
- 4 The dates for the billing period of each individual product are shown.



Mobile number
01491 604 323
NEWBURY SITE2

Account number
703502585 / 00001

Invoice number
703502585002

Date
1 Feb 22

Itemisation for 01491 604 323 1

Cost centre: Collab

2

Your price plan

You're on PC.COL Main B Num.

Non-geographic call charging
All calls to 08, 09 and 118 numbers are made up of an access and a service charge. The access charge is the charge we make for giving you access to this number. The service charge is set by the organisation you called. See page 2 of this bill for more information.

3

Calls

time	number or description	more details	your cost
Thu 20 Jan			
10:02	33650798764 • France	3m 10s	2.534
11:03	39993144184 • Italy	7m 5s	5.667
12:04	86130878289 • China	4m 10s	7.500
13:05	64206654777 • New Zealand	6m 25s	10.500
Fri 21 Jan			
10:02	17788906542 • US or Canada	4m 15s	5.000
11:03	17788906542 • US or Canada	6m 10s	7.000
12:04	19285558066 • US or Canada	5m 10s	6.000
13:05	19285558066 • US or Canada	6m 20s	6.000
Sat 22 Jan			
09:02	1481220050	2m 15s	0.675
11:03	1481220066	8m 13s	2.483
12:04	44701700000	9m 10s	0.000
13:05	44701700000	1m 20s	0.000
Sun 23 Jan			
09:02	448000729779	2m 11s	0.018
11:03	448000729779	8m 17s	0.018
12:04	441179861680 • Brazil	8m 10s	0.000
13:05	441179861680 • Brazil	2m 20s	0.000
Total of 16 calls			£53.361
Total usage for 01491 604 323			£53.361

4

Key

Weekend

Missing anything?
If anything you're expecting to see isn't showing, don't worry. Sometimes it takes a while for details to reach us. It will show on a future bill.

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Itemised usage

- 1 All usage itemisation is shown at the end of the bill and split by the number(s) on the account that have made the calls.
- 2 Note - all Collaboration usage is filtered into one Main Billing number. To view usage for each user, the administrator must login to their [Microsoft Admin Centre Microsoft Teams usage report - Microsoft Teams | Microsoft Docs](#).
- 3 The itemisation shows the number called, the duration and the amount charged.
- 4 The total usage charge for that number is listed at the bottom of the list in the specific period.