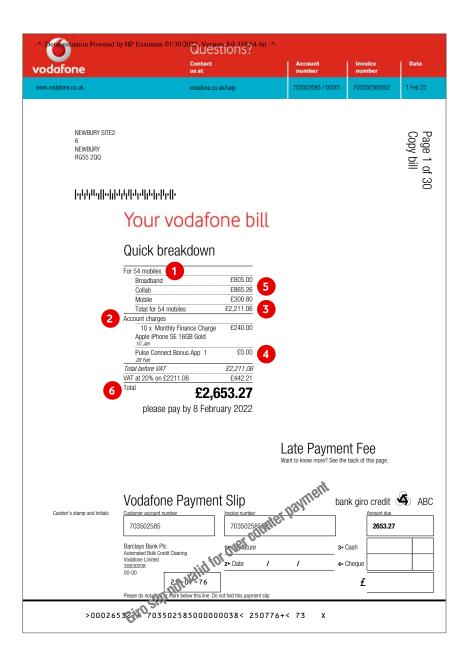
A guide to your Vodafone Pulse Connect bill





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.
- Any Bonus applications you may have will appear under Account charges and will always be £0.00.
- 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.
- 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.



- Demonstration Powered by HP Exstream 01/30/2022, Version 8.0.318 64-bit -*-Vodafone Bill Centre - online billing Vodafone Help - online help centre Our online billing service lets you check your bills whenever you like, and sort and manage Whatever your Vodafone-related questions, you'll find the answers at our online help them in a click. Best of all, it's really simple to use. To register, you'll need to be the person centre. For questions on your handset, how to activate Voicemail, make calls whilst responsible for the account. You'll also need your mobile phone and an email account and verseas or even more details about mobile broadband and email, the online help centre may need a copy of your latest Vodafone paper bill. is the place to go if you need help fast. Go to vodafone.co.uk/myaccount now to register. Just go to vodafone.co.uk/businesshelp Need to CONTACT US about anything? Any Questions? This bill is also available in large print, as a talking Changing your address · If you're about to change your address, please let us know your new details. bill or in Braille. Please · Please contact us two days before you're off so we can check you are set up correctly. Using your device abroad · Note, you will be charged for calls made both from and to your mobile while you're call 03333 043 222 Simply contact our Customer Services team on: Complaints If you're unhappy with our www.vodafone.co.uk/contactus service and want to make a complaint. please contact us first. If after eight weeks we are still unable to reach agreement on 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 a complaint, you are entitled to independent made and we can also stop anyone else from using your phone by blocking its IMEI (serial dispute resolution. Please contact: number). Please let us know straight away, otherwise you may have to pay for any calls made. Call Ombudsman Services (Communications) us on 03333 040 191 PO Box 730 Warrington If you have Vodafone Cover Me you will need to report this to us within 24 hours. WA4 6WU Guide to using your device/s Useful information about using your phone, tablet, dongle and other devices. Tel. 0330 440 1614 www.vodafone.co.uk/help or www.voutube.com/vodafoneuk or forum.vodafone.co.uk Provided your complaint is within their remit, they will investigate it free of charge. Need some information? What about VAT? VAT is charged at Std Rate, on all products. Late Payment Fee Registered in England no: 1471587 Registered office unless noted otherwise. Exceptions include: Vodafone House. The Connection. Newbury. Berkshire. RG14 Please ensure navment is made by the 2FN. We may monitor or record calls to help with tra and quality assurance and other purposes permissib · VAT exempt charges, eg insurance due date shown in order to avoid a Charges that are out of scope for VAT, eg £4.17 late payment fee being applied 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 Non-geographic call charging NG • 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 paper used for this bill is manufactured The access charge for your plan can be found om woodpulp from sustainable forests. in your agreement, or find out more at ukcalling.info Want to pay your bill? Direct debit/continuous credit card By internet banking/telephone At a bank By post Please: payment banking/personal bank transfer You can pay by cash or cheque make your cheque payable to Vodafone Limited To set up a direct debit mandate or Our sort code is 20-00-00 Please: τ continuous credit card payment, please call Our account number is 30830208 · write your account number make your cheque payable to age your customer services team. To make a Please use the invoice number or your (703502585/00001) on the back. Vodafone Limited one-off credit card payment, please call your account number (703502585/00001) send the cheque and payment slip write your account number customer services team as the reference to us in the envelope provided \sim (703502585/00001) on the back. 7 days before the payment date. 9 · take your payment and the payment slip Please don't post cash. By credit or debit card to any bank. Please note: if you don't If you lose the envelope, the address is: Please call 03333040191. have an account there, they may not Vodafone Ltd. P.O. Box 32. Sheffield. accept your payment or they may S98 1BX. charge a fee

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.



Demonstration Powered by HP vodafone	Exstream 01/30/2022, Version 8.0.318 64-bit	_*_ Account number 703502585 / 00001	Invoice number 703502585002	Date 1 Feb 22
	Breakdown by mobile 1			
2	Cost centre Broadband mobile 3 service		total	
	70350 258 501 £299.00 NEWBURY SITE2 on VF PC BB 12 MERAKI ADV SEC	5	£299.00 with VAT £358.80	
	70350 258 502 £266.50 NEWBURY SITE2 on VF PC BB 24 MERAKI ADV SEC		£266.50 with VAT £319.80	
6	70350 258 503 £239.50 NEWBURY SITE2 on VF PWCBB 36 MERAKI ADV SEC Total for cast castro Breadband before VAT	£0.00	£239.50 with VAT £287.40	
	Total for cost centre Broadband before VAT £805.00	£0.00	£805.00	
	Cost centre Collab mobile service	usaqe	total	
	01344 444 441 £18.37 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM	ŭ	£18.37 with VAT £22.04	
	01344 444 442 £18.37 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM	£0.00	£18.37 with VAT £22.04	
	01344 444 443 £18.37 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM	£0.00	£18.37 with VAT £22.04	
	01344 444 444 £18.37 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM	£0.00	£18.37 with VAT £22.04	
	01344 444 445 £18.37 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM	£0.00	£18.37 with VAT £22.04	
	01344 444 446 £31.41 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM		£31.41 with VAT £37.69	
	01344 444 447 £31.41 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM		£31.41 with VAT £37.69	
	01344 444 448 £31.41 <i>NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM</i>		£31.41 with VAT £37.69	
	01344 444 449 £31.41 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM 01344 444 450 £31.41	20.00	£31.41 with VAT £37.69	
	01344 444 450 £31.41 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM 01344 444 451 £31.41		£31.41 with VAT £37.69	
	01344 444 451 £31.41 NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM 01344 444 452 £31.41		£31.41 with VAT £37.69 £31.41	
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM 01491 603 009 £31.41		with VAT £37.69 £31.41	
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.	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM 01491 603 010 £31.41		with VAT £37.69 £31.41	Pag
	NEWBURY SITE2 on VF PC COLLAB 24 BASIC UTM		with VAT £37.69	⁵ age 3 of 30
		continued on	the back - please turn over	⁻ 30

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.

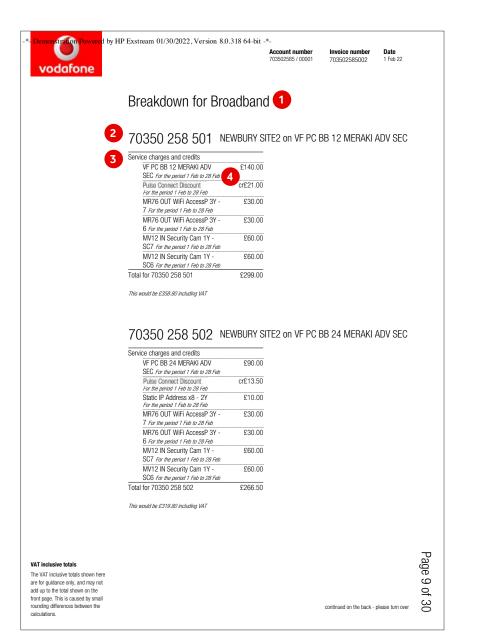


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		Account number 703502585 / 00001	Invoice number 703502585002	Date 1 Feb 22
dafone				
	Draakdawa bu praduat			
	Breakdown by product			
	Service charges and credit	ts		
_	_			
- 1	description	more detail		
	VF PC BB 12 MERAKI ADV SEC up to 28 Feb	1	£140.00	
	Pulse Connect Discount up to 28 Feb	1	cr£21.00	
6	VF PC BB 24 MERAKI ADV SEC up to 28 Feb	1	£90.00	
2	Pulse Connect Discount up to 20 Feb	1	cr£13.50	
	VF PWCBB 36 MERAKI ADV SEC up to 28 Feb	1	£70.00	
	Pulse Connect Discount up to 28 Feb	1	cr£10.50	
	VF PC MOB UNL MIN DATA 10MBPS up to 28 Feb	15	£345.00	
	Pulse Connect Discount up to 28 Feb	15	cr£69.00	
	Credit Line Rental VF PC MOB UNL MIN DATA 10MBPS Jan	5 up to 315	cr£62.30	
	VF PC COLLAB 24 BASIC UTM *inc prorating* up to 28	Feb 30	£928.00	
	Pulse Connect Discount *inc prorating* up to 28 Feb	30	cr£116.10	_
	PC COL Main B Num *inc prorating* up to 28 Feb	1	£0.00	8
	125 international minutes (M) up to 28 Feb	15	£112.50	
	Credit 125 international minutes (M) up to 31 Jan	5	cr£25.40	
	Static IP Address x8 - 2Y up to 28 Feb	1	£10.00	
	MR76 OUT WiFi AccessP 3Y - 6 up to 28 Feb	3	£90.00	
	MR76 OUT WiFi AccessP 3Y - 7 up to 28 Feb	3	£90.00	
	MV12 IN Security Cam 1Y - SC6 up to 28 Feb	3	£180.00	
	MV12 IN Security Cam 1Y - SC7 up to 28 Feb	3	£180.00	
	Total of your service charges and credits		£1,917.70	
	Extra usage charges			
4	description		total	
	Calls up to 23 Jan		£53.36	
	Total of your extra usage charges		£53.36	
	Additional charges and cre	odite		
	Additional onlarges and or	Juito		
•	description		total	
5	Total of additional charges and credits up to 10 Jan		£0.00	
	-		20.00	
	Account charges			
6	description		total	
•	Total of account charges up to 28 Feb		£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.

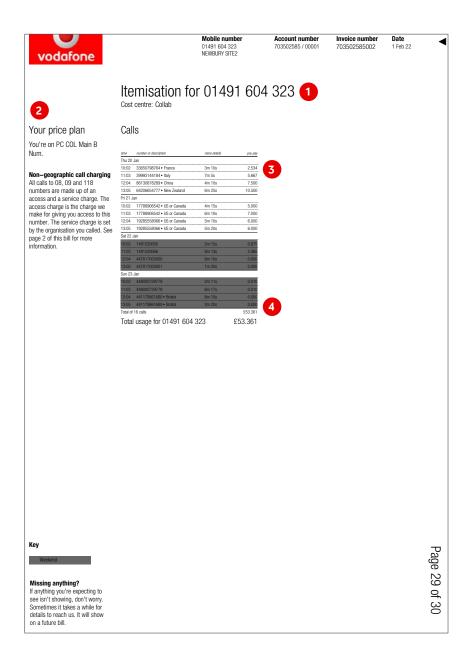




Detailed breakdown by individual product

- 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.





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 <u>Microsoft Admin Centre Microsoft Teams usage report - Microsoft</u> <u>Teams | Microsoft Docs.</u>
- 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.

