

HOW TO READ YOUR BILL - PART I

We know bills are difficult to read so here is a breakdown on what your bill is actually telling you.

1. "Period billed from"

Remember, you have now received your bill in the current month to notify you of your payment obligation and this is the amount that will be debited off your account next month. *(That means period billed is 01 June – 30 June, Invoice date is July and your Payment/Debit date is August 1st, 15th or 25th depending on your debit date).*

2. "VPlan details"

- VPlan** refers to the package you are on.
- Minimum monthly commitment** refers to the minimum amount of money you will pay us each month *(This does not include usage over & above your minimum monthly commitment).*
- Talk Limit** is the limit that you set to control your own spend *(Your talk limit is the default limit for your current deal and this is set to a certain amount. For example, your talk limit could be R600 a month on your usage, which basically prevents you from spending over R600 on your bill. You can call us and increase this limit, but cannot decrease it. But remember, you may top up at any time and therefore do not need to wait for your talk limit to be reached).*

3. "Deal"

Included value refers to any additional airtime or SMSs you receive over and above your minimum monthly commitment *(This will depend on the package you are on).*

Period billed from 01	Mobile number 04	Account number 05
V Plan details (Incl. VAT) 02	Airtime Carry Account (Incl. VAT) 06	
V Plan Minimum monthly commitment (Incl. VAT) Talk Limit	Airtime Carry Balance from previous month Airtime Included Value Unused Commitment for current month Rewards Earned Balance available	
Deal (Incl. VAT) 03		
Included Value Airtime SMS		
Description	Count	Amount
Local usage (Excl. VAT)		R
Local usage (Incl. VAT)		R
Voice calls (Incl. VAT)		R
Virgin to Other Mobile		
Virgin to fixed		
SMS and Data (Incl. VAT)		R
Data		
SMS - International		
SMS - National		
Value Added Services		R
Itemised billing (web/email)		
International roaming (Excl. VAT)		R
International outgoing roaming calls		
International incoming roaming calls		
International outgoing roaming SMS		
Usage and VAS payable summary (Excl. VAT)	Total Excluding VAT R	
Minimum monthly commitment		
Total local usage above commitment less airtime carry applied		
Value added services		
International roaming		
<small>*If your usage is less than your minimum monthly commitment, you will be charged your minimum monthly commitment. The unused portion of your minimum monthly commitment will be carried over to the next month in your Airtime Carry account.</small>		
Mobile Details		
Your Samsung G810 is included in your Top Up 299 deal		
Top Up (Incl. VAT)		
Top Up		

4. "Mobile number"

Refers to the phone number this bill applies to.

5. "Account number"

Is your unique account number with us.

6. "Airtime carry account"

- Airtime Carry Balance from previous month** refers to any unused airtime from the previous month. *(This includes any unused commitment airtime and any top ups you have made in the month).*
- Airtime Included Value** is any airtime received as part of your deal over & above your monthly commitment.
- Unused Commitment for current month** refers to airtime not used in current month.
- Rewards Earned** refers to any rewards earned in the current month *(Only available if you are eligible for rewards – please see our website for more detail).*
- Balance available** is any airtime you have not used in this month that will be carried over to the following month *(Remember this is the amount that you had left over on the date you were billed and this would have changed with any usage since then. Also remember that your airtime carried forward balance cannot be greater than 3 X your monthly commitment or your ACF amount will expire).*

HOW TO READ YOUR BILL - PART II

We know bills are difficult to read so here is a breakdown on what your bill is actually telling you.

7. "Local usage"

Refers to the calls, data and SMSs made in the bill month within South Africa.

8. "Voice calls"

a) **Virgin to Other Mobile** refers to the charge of all calls made to any other number that is not a landline.

b) **Virgin to Fixed** refers to the charge of all calls made to landlines.

9. "SMS & Data"

a) **Data** refers the charge of all data usage in the bill month (Data is billed per megabyte).

b) **SMS (National)** refers to any local SMSs sent in the bill month.

10. "Value added services"

Refers to any charges that relate to value added services associated to your account (for example Itemised Billing or Insurance).

11. "International Roaming"

a) **International outgoing roaming calls** are charges related to when you are roaming and make an outgoing call.

b) **International incoming roaming calls** are charges related to when you are roaming and receive a call.

c) **International outgoing roaming SMSs** are charges related to when you are roaming and send an SMS.

Period billed from	Mobile number	Account number
V Plan details (Incl. VAT) V Plan Minimum monthly commitment (Incl. VAT) Talk Limit		Airtime Carry Account (Incl. VAT) Airtime Carry Balance from previous month Airtime Included Value Unused Commitment for current month Rewards Earned Balance available
Deal (Incl. VAT) Included Value Airtime SMS		
Description	Count	Amount
Local usage (Excl. VAT)		R
Local usage (Incl. VAT)		R
Voice calls (Incl VAT)		R
Virgin to Other Mobile		
Virgin to fixed		
SMS and Data (Incl. VAT)		R
Data		
SMS - International		
SMS - National		
Value Added Services		R
Itemised billing (web/email)		
International roaming (Excl. VAT)		R
International outgoing roaming calls		
International incoming roaming calls		
International outgoing roaming SMS		
Usage and VAS payable summary (Excl. VAT)		Total Excluding VAT R
Minimum monthly commitment		
Total local usage above commitment less airtime carry applied		
Value added services		
International roaming		
*If your usage is less than your minimum monthly commitment, you will be charged your minimum monthly commitment. The unused portion of your minimum monthly commitment will be carried over to the next month in your Airtime Carry account.		
Mobile Details		
Your Samsung G810 included in your Top Up 299 deal		
Top Up (Incl. VAT)		
Top Up		

12. "Usage and VAS Payable summary"

a) **Minimum monthly commitment** refers to the minimum amount you will pay us each month. If your usage for the bill month is less than your minimum monthly commitment we will carry the difference over to your airtime carry forward account.

b) **Total local usage above commitment less airtime carry applied** refers to usage over and above your commitment, we will then take airtime carry over from previous month and deduct from your 'over usage' amount.

c) **Value added services** refers to your total Value added service payable for this month. This could include itemised billing or insurance or both.

13. "Mobile details section refers to your phone details"

a) If you are on an Airtime Only Contract you can check how much you owe on your current handset, what your handset installment is and how many months remain until you are eligible for a handset renewal.

b) If you are on a TopUp deal this section will show you what handset you have.

14. "Top Up"

Refers to any airtime loaded during the month.

