



812 TBAM531A 8LCKS3 20400 A



Mrs Catherine Johnson
345 Soundwell Road
Bristol
BS15 1JN

Your Bill

i Here's your monthly bill. Just to let you know:

You can swap to eBilling and save £21 a year. It's easy to do. To find out how, visit virginmedia.com/ebilling

PAYMENT BY DIRECT DEBIT DUE

24 Dec

BILLING PERIOD

22 Dec - 21 Jan

Bill date: 03 December 2012
Account Number: 700790601
Area reference: 07
Page no: 1 of 3

This is not a tax invoice

Bill summary

Owed from last bill (page 2)	£0.00
Your package (page 2)	£78.90
Other fees, charges & credits (page 2)	£1.75
Usage charges	
• Telephone calls	£49.57
Usage charges total (Page 3)	£49.57

Amount due £130.22

Thank you for paying your last bill.
The 'Amount Due' will be collected by Direct Debit on or just after **24 December 2012**.

From us to you...

Exclusive Virgin Media customer offer – our best unlimited mobile tariff is now half price for 6 months. Offer ends 31st December.
You're already a Virgin Media customer so we're offering you our new all-singing, all-dancing Premiere mobile tariff. Get a shiny new smartphone with unlimited data and texts, unlimited calls to UK landlines, 2500 minutes plus insurance included, all for just **£11.50 a month** for 6 months, then £23 after that.

Call us before 31st December on 0800 952 2012 for this exclusive customer offer.

Offer on selected handsets. Credit check and Legal Stuff applies.

08/12/2012

5 easy ways to pay

Your payment reference number is
700790601001



9826125300700790601000013

Payment type	Time to allow	How
Direct Debit	0 days	The simplest way to pay and it saves you £60 a year! Once it's set up, we automatically debit your account on or near the 'Payment Due' date. To set up a Direct Debit, go to virginmedia.com/myvirginmedia or dial 150 from a Virgin Media home phone
Debit or credit card	2 days	You can pay with Visa, Mastercard, Maestro and Electron in these two ways: Online: Use our QuickPay service at virginmedia.com/payments . All you'll need is the Payment and Area Reference number at top of your bill. Phone: Call 150 from your Virgin Media home phone and select option 1. You can also store your card details for next time.
Cash	5 days	Fill in your Giro payment slip and take it to any bank, or your bill to any PayPoint (you can find them in newsagents, garages etc). To find your nearest PayPoint go to paypoint.com/locator
Cheque	5 days	Make payable to Virgin Media Payments Ltd. Just write your payment reference number (shown above) on the back, but please do not post-date the cheque. You can then: • Take your cheque and payslip to any bank • Or send us your cheque and payslip in the envelope that came with your bill
Internet or phone banking	5 days	To make an electronic payment select "Virgin Media (1)" where available and quote your unique internet/phone banking reference: 70079060100107 Where not available, please use: • Our bank account number: 23484314 • Our sort code: 20-13-42

Need some help?

Got in touch	virginmedia.com/contact
General help	virginmedia.com/help
Manage your account	virginmedia.com/myvirginmedia
Switch to paper free billing	virginmedia.com/ebilling
Tell us you're moving house	virginmedia.com/movinghome
Computer or gadget problems?	virginmedia.com/dhs

We'll tell you what the problem is for free, and then any technical help is chargeable

Want to check for service problems in your area?
Call free on 0800 561 0061

Give us a call
If you can't get an answer to your question online, call our team free on 150 from your Virgin Media home phone. Or call us on 0845 454 1111* from any other phone.

Payment handling and late payments

Your payment is made to Virgin Media Payments Ltd, which is responsible for collecting the amounts payable by you to Virgin Media Ltd. Just so you know, if you don't pay by Direct Debit, Virgin Media Payments Ltd will charge you a payment handling fee of £5 a month. If you're paying your bill late, you might be charged a late payment fee of £10. We might also need to charge a fee if your payment has been cancelled or hasn't been cleared by your bank.

Unresolved complaint?

If we haven't been able to resolve your complaint within 8 weeks, you can ask CISAS (an independent alternative dispute resolution scheme) to investigate your complaint for free. Visit casas.org.uk, call 020 7520 3327 or write to them at International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU, United Kingdom. Please do not send any payment to this address.

Our registered office: Virgin Media Limited (Reg No 2381237) and Virgin Media Payments Limited (Reg No 6524812), Media House, Sully Road Business Park, Hockley, Haverhill, Essex, Essex, RM2 6UP. VAT registered number GB 261 8185 14

Manage your account

Just go to virginmedia.com/myvirginmedia and click 'Register'. Enter your Account Number 700790601 and Area Reference number 07

And once you're in:

- Switch to paper free billing – save £1.75 a month
- Check your package and upgrade
- View your account balance and usage
- Pay a bill or set up Direct Debit

Virgin Broadband customers:

- Access your Virgin Media Mail
- Set up Virgin Media Security for free (which includes parental controls)
- Back up and store your precious files
- Get free apps

Got a Talk Anywhere call plan?

To check how many minutes you have left, call 150 free from your Virgin Media phone.

Need your paper bill in a different format?

If you're visually impaired or have any difficulties reading this bill, just give our team a call and we'll be happy to send your bills in Braille, large print or audio. Virgin Media phone.

Please don't write or mark below this line or fold your payment slip. Thank you!