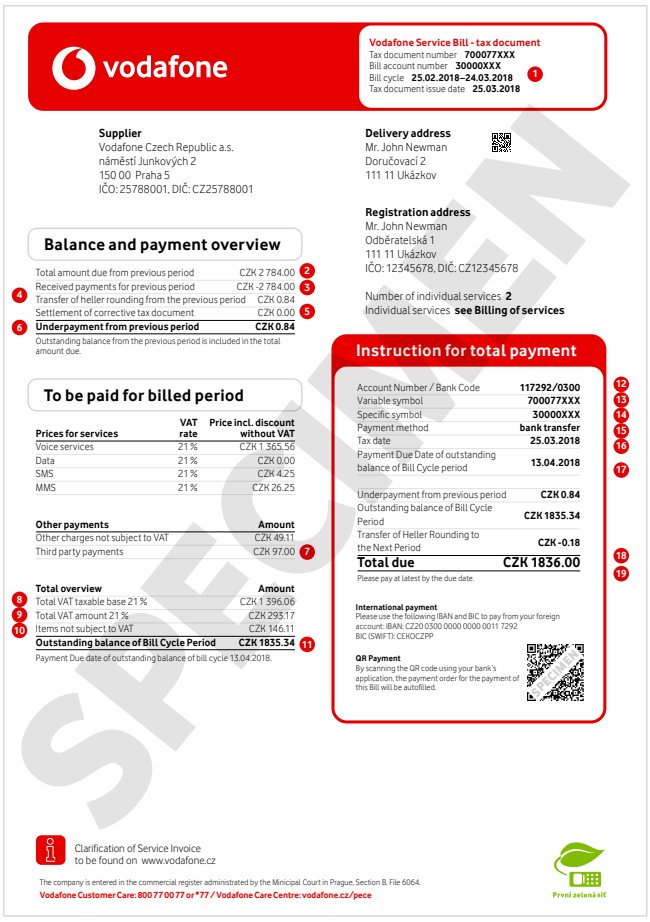
Understanding your bill



vodafone

Vodafone Service Bill - tax document
Tax document number **700077XXX**
Bill account number **30000XXX**
Bill cycle **25.02.2018–24.03.2018** 1
Tax document issue date **25.03.2018**

Supplier
Vodafone Czech Republic a.s.
náměstí Junkových 2
150 00 Praha 5
IČO: 25788001, DIČ: CZ25788001

Delivery address
Mr. John Newman
Doručovací 2
111 11 Ukázkov

Registration address
Mr. John Newman
Odběratelská 1
111 11 Ukázkov
IČO: 12345678, DIČ: CZ12345678

Number of individual services **2**
Individual services **see Billing of services**

Balance and payment overview

Total amount due from previous period	CZK 2 784.00 2
4 Received payments for previous period	CZK -2 784.00 3
Transfer of heller rounding from the previous period	CZK 0.84
Settlement of corrective tax document	CZK 0.00 5
6 **Underpayment from previous period**	**CZK 0.84**

Outstanding balance from the previous period is included in the total amount due.

To be paid for billed period

Prices for services	VAT rate	Price incl. discount without VAT
Voice services	21 %	CZK 1 365.56
Data	21 %	CZK 0.00
SMS	21 %	CZK 4.25
MMS	21 %	CZK 26.25

Other payments	Amount
Other charges not subject to VAT	CZK 49.11
Third party payments	CZK 97.00 7

Total overview	Amount
8 Total VAT taxable base 21 %	CZK 1 396.06
9 Total VAT amount 21 %	CZK 293.17
10 Items not subject to VAT	CZK 146.11
Outstanding balance of Bill Cycle Period 11	**CZK 1835.34**

Payment Due date of outstanding balance of bill cycle 13.04.2018.

Instruction for total payment

Account Number / Bank Code 12	**117292/0300**
Variable symbol 13	**700077XXX**
Specific symbol 14	**30000XXX**
Payment method 15	**bank transfer**
Tax date 16	**25.03.2018**
Payment Due Date of outstanding balance of Bill Cycle period 17	**13.04.2018**
Underpayment from previous period	**CZK 0.84**
Outstanding balance of Bill Cycle Period	**CZK 1835.34**
Transfer of Heller Rounding to the Next Period 18	**CZK -0.18**
Total due 19	**CZK 1836.00**

Please pay at latest by the due date.

International payment
Please use the following IBAN and BIC to pay from your foreign account: IBAN: CZ20 0300 0000 0000 0011 7292
BIC (SWIFT): CEKOCZPP

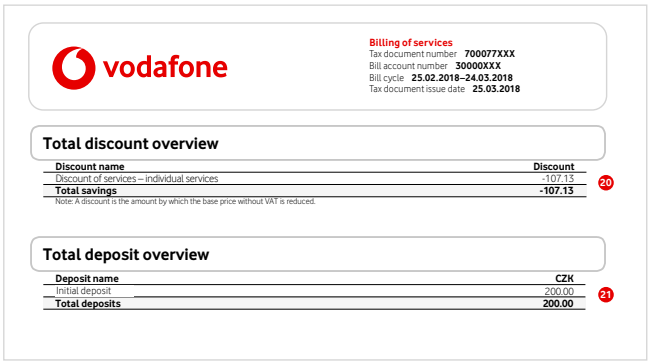
QR Payment
By scanning the QR code using your bank's application, the payment order for the payment of this Bill will be autofilled.

Clarification of Service Invoice to be found on www.vodafone.cz

The company is entered in the commercial register administrated by the Municipal Court in Prague, Section B, File 6064.
Vodafone Customer Care: 800 77 00 77 or *77 / Vodafone Care Centre: vodafone.cz/pece

První zelená síť

SPECIMEN



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Billing of services
Tax document number **700077XXX**
Bill account number **30000XXX**
Bill cycle **25.02.2018–24.03.2018**
Tax document issue date **25.03.2018**

Total discount overview

Discount name	Discount
Discount of services – individual services	-107.13 20
Total savings	**-107.13**

Note: A discount is the amount by which the base price without VAT is reduced.

Total deposit overview

Deposit name	CZK
Initial deposit	200.00 21
Total deposits	**200.00**

Vodafone Bill for services

1. **Bill cycle:** The period for which we are billing fees for services provided.
2. **Total amount due for payment from previous period:** The amount billed from the period.
3. **Received payments for previous period:** The total amount of payments received during the Bill Cycle.
4. **Transfer of heller rounding from previous period:** Heller rounding of the total amount for payment which was transferred to the Bill from the previous Bill Cycle.
5. **Settlement of corrective tax document:** Here you will find the amount of the issued corrective tax document (credit note) relating to the previous Bill.
6. **Outstanding balance from previous period:** The unpaid balance from the previous period. In the case that the amount is negative, this is an overpayment.
7. **Third party payments:** Fees for services, which Vodafone does not directly provide, but only brokers. This concerns, for example, Premium SMS services (such as SMS public transport ticket or contest voting), Audiotex (voice lines with special rates) and the Vodafone M-wallet. For identification of the provider, visit www.platmobilem.cz. Claims of providers and operators against Vodafone customers for payment of costs of goods or services are assigned to Vodafone and are cleared by payment of the Bill.
8. **Total VAT taxable base 21 %:** The sum of the amounts forming the base for value added tax (VAT).
9. **Total VAT amount 21 %:** Value added Tax in the amount of 21 % of the total VAT taxable base.
10. **Items not subject to VAT:** The sum of non-taxable items (other fees not subject to VAT and third party payments).
11. **Outstanding balance of Bill Cycle Period:** The total amount that we are charging you for the Bill Cycle. This does not include potential overpayments or outstanding balances from the previous Bill Cycle.
12. **Account number / Bank code:** The number of the bank account for payment by bank transfer. If you are paying by direct debit, the amount will automatically be debited to your account and credited to our account no.: 217077033/0300.
13. **Variable symbol / Tax document number:** Used for identification of your payment. It is identical with the tax document number.
14. **Specific symbol / Bill account number:** The number of your invoicing account to which we issue your Bills. It is used to identify your payments and in communication with our representatives.
15. **Payment method:** When paying by money order or bank transfer, we recommend paying the Bill by 5 business days prior to the due date at the latest. If you will be paying the Bill through an ATM or using the M-payment service, please do so by the day before the due date at the latest.
16. **Tax date of taxable supply:** The date as of which the services were factually provided.
17. **Payment due date of outstanding balance of Bill Cycle:** The date as of which, at the latest, the amount of invoice must be credited to the Vodafone account, otherwise you get into arrears. If you do not make the payment in time, it may happen that all of the active services belonging to your customer account may be blocked. We would then renew the services in their full scope only after payment of the entire outstanding balance.
18. **Transfer of heller rounding to next period:** Heller rounding of the total amount for payment which will be transferred to the Bill for the following Bill Cycle.
19. **Total due:** The amount that must be paid. The total amount for services charged in the given Bill Cycle and the potential total unpaid balance (amount owed), or, on the contrary, overpayment for the previous period. If the amount is negative, this is the case of overpayment, which will be transferred to your next Bill.
20. **Total discount overview:** The complete overview of all discounts given in the given Bill Cycle.
21. **Total deposit overview:** The total summary of currently remainders of principal deposits from all of the service numbers from your billing account.

Activate the direct debit payment method in the My Vodafone Self Care under Services – Billing and Limits Setting. Then you just need to contact your bank and provide a consent to direct debit payments for the benefit of the Vodafone's bank account and we will take care of the rest. Moreover, you can set up a monthly limit for the maximum amount that can be deducted.

We charge amounts for services to a precision of 4 decimal places, displaying those amounts in the Billing rounded to the nearest valid monetary value in accordance with the legal regulations. For example, if you send 4 SMS at CZK 1.5125 incl. VAT per message (recorded in the Billing with rounding to CZK 1.51 incl. VAT), we will charge CZK 6.05 incl. VAT for sending these messages.

Billing claims can be made in writing within 2 months from delivery of the Bill, and sent to Vodafone Czech Republic a. s., Claims Department, náměstí Junkových 2, 155 00 Praha 5. The right to make claims against the Bill terminates with the passing of the period for submitting claims.

Contract termination: The contract will be terminated no later than 30 days from delivery of the notice, unless agreed otherwise. The form and conditions for resignation form a written contract with a commitment are available at vodafone.cz/podminky. If you need to resign form a Framework Agreement for business customers, please request the prefilled form at *77.

More information available at www.vodafone.cz.

Expenses under control

For your maximum comfort when watching your expenses for our services, we have prepared a number of options to help you have them under control.
Smart Overview – you can find out how much you've already spent in Self Care.
FlexiLimit – will warn you by a free SMS when you spend the amount you set up yourself.
FlexiCeiling – you can set up an approximate amount you want to spend monthly. You will not be able to spend anything above the limit unless you cancel it.

We're responsible

Our fundamental concern is the satisfaction of our customers. At the same time we take an environmentally friendly approach and keep watch over other aspects of our social responsibility as well. To make this clear, we've built an integrated quality management system according to ISO standards. That way we'll always have our eye on what's most important to us.

Managing your account

The best way to manage your account is through Self Care. You can use it to set up services, check the amount spent this month and you can also find more information about your account there.
Mobile App – have your account under the control anytime and anywhere and enjoy plenty of benefits **vodafone.cz/app**.
Online Self-Service – all reports, settings and management of your account can be found on **muj.vodafone**.
Voice service – is here for you when you are not connected to the Internet. Just call ***77**.