



# BUSINESS

SHARP MEDIA CREATIVE SOLUTIONS  
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NOTTINGHAM  
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NG13 7AQ

## Welcome to Virgin Media Business. Its great to have you on board.

As this is your first bill from us, you may see some additional items included this month. Don't worry though, they will only appear once and cover service charges between your activation date and your bill date.

[www.virginmediabusiness.co.uk/mobilebill](http://www.virginmediabusiness.co.uk/mobilebill)

## Your important dates

Billing date: **21st October 2019**

Payment date: **11th November 2019**

## Your account details

Account number: FA74380289  
Invoice number: 2278088192  
Page number: 1 of 3  
Credit Limit: £547.00  
Registered no: 1785381 VAT registered no: 591819014

## Your business mobile invoice

### Transaction summary

Previous invoice amount: **£0.00**  
Total transactions since last bill: Cr£420.00

VAT (20%): **£0.00**

Balance brought forward: **Cr£420.00**

### New charges this month

Rental charges: £25.50  
One-off charges: £350.00  
Adjustments: -  
Discounts: -  
Usage: £0.00

Total new charges (excl VAT): **£375.50**

VAT (at appropriate rate): **£75.10**

Total new charges (inc VAT): **£450.60**

**Total amount due: £30.60**

The 'Total amount due' will be collected by Direct Debit on or after **11th November 2019**.

## Your VAT summary

### VAT charges this month

Exempt on £0.00: £0.00  
Out of scope on £0.00: £0.00  
VAT @ 0% on £0.00: £0.00  
VAT @ 20% on £375.50: £75.10

Total VAT (at appropriate rate): **£75.10**

Your call details are available online through MyBill.

## Payment options

### By Direct Debit:

Direct Debit is a convenient and simple way to pay. If you would like to pay future invoices by Direct Debit visit:

[virginmediabusiness.co.uk/mobilepayments](http://virginmediabusiness.co.uk/mobilepayments)

### By BACS

You can pay your invoice via BACS. Your Bank will ask for the following information:

**Your account name:** SHARP MEDIA CREATIVE SOLUTIONS

**Your account number:** FA74380289

**Virgin Media bank account:** 00971669

**Virgin Media bank sort code:** 200000

Please send your remittance to: [mobileremittances@virginmedia.co.uk](mailto:mobileremittances@virginmedia.co.uk)

To view an example remittance: [virginmediabusiness.co.uk/mobilepayments](http://virginmediabusiness.co.uk/mobilepayments)

### Failed items & late payments

We have introduced a late payment charge of up to £100 plus any interest on your outstanding balance. Please make sure you pay your bills on time to avoid incurring this charge. Alternatively switch to Direct Debit payment so that your bill will automatically be paid on time.

### Your credit limit

Your credit limit is the maximum amount that you may owe us at any one time. We'll send you a text to let you know you are near your credit limit although you shouldn't rely on this for your budgeting as it may not always be possible to reach you. If you do go over your limit our team may temporarily suspend your service. If this happens you'll need to make an interim payment. The easiest way to do this is to phone us and make an immediate payment.

You can find your credit limit in 'Your account details' on the front page of this invoice.

## Help and support

### Online

General help: [virginmediabusiness.co.uk/mobilehelp](http://virginmediabusiness.co.uk/mobilehelp)

Billing help: [virginmediabusiness.co.uk/mobilebill](http://virginmediabusiness.co.uk/mobilebill)

Contact Us: [virginmediabusiness.co.uk/customerservices](http://virginmediabusiness.co.uk/customerservices)

Code of Practice: [virginmediabusiness.co.uk/code-of-practice](http://virginmediabusiness.co.uk/code-of-practice)

### Phone

We're open Mon - Fri 8am to 6pm:

Freephone: 0800 052 0800

Text us: 07480 639 012

To help us improve the quality of our customer service, calls may be monitored or recorded.

### Rounding of call charges

After any minimum call charge that applies, our calls are billed per minute except for calls to landlines outside of your allowances and the access charge for service numbers, which are billed per second.

Our charges are rounded up to the nearest penny except for charges of less than a penny when we round down.

VAT is calculated on the total new charges amount and on the total transactions summary amount.

### Getting in contact

Any correspondence should quote your account number and be sent to the following address:

**Customer Services,  
Virgin Media Business Limited,  
Virgin Media Business,  
PO Box 1787,  
Sheffield,  
S9 3UH.**

If you're not happy with the response from Virgin Media Business, please contact the Customer Service Manager. We aim to resolve all enquiries and complaints to your satisfaction. For more details, please view our Code of practice. If you're a small business (10 employees or less) and we've not reached an agreed settlement within eight weeks of receiving your complaint, or we agree in writing before the eight weeks is up, that the disagreement should be settled by independent adjudication, you can refer your complaint for independent consideration to CISAS (the Communications and Internet Services Adjudication Scheme). This service is absolutely free of charge. The contact details for CISAS are as follows:

CISAS, 70 Fleet Street, London, EC4Y 1EU.  
Phone: 0207 5203827  
Email: [info@cisas.org.uk](mailto:info@cisas.org.uk)





# BUSINESS

## Your account details

Account number:	FA74380289
Invoice number:	2278088192
Page number:	3 of 3

## Service Numbers

Here are the changes for service numbers that begin with 084, 087, 09 and 118. These numbers have a combined **access and service charge**; we set the access charge and the company you are phoning sets the service charge.

**Check out the access charge:**

Mobile number:	Access charge:	Cost applies:	Tariff:
07890296644	48ppm (exc VAT)	from 7th Oct 2019	Unlimited + 3GB

If any of the numbers mentioned above are included in your call package you will now be charged the access and service charge. Customers on certain Framework Agreements may be exempt from this access charge.