



BUSINESS

598 VMFS722N

Sonder Ip Limited
23 The Avenue
Roundhay
Leeds
LS8 1JG



Need Help?

We have a wealth of information available online if you need any help. Simply visit:

www.virginmediabusiness.co.uk/help

Your important dates

Billing date: **26th March 2020**

Payment date: **14th April 2020**

Your account details

Account number: 900202101
Area reference: 22
Invoice number: 900202101/001/0320
Payment reference number: 900202101001
Page number: 1 of 3
Registered no.: 01785381 VAT registered no.: GB 591 8190 14

Your business services invoice

Balance brought forward: £0.00

New charges this month

Broadband charges: £42.00
Telephone charges: £3.07

Total new charges (excl VAT): £45.07

VAT @ 20%: £9.01

Total new charges (incl VAT): £54.08

Total amount due: £54.08

The 'Total amount due' will be collected by Direct Debit on or after **14th April 2020**.

EXCITING OFFERS. JUST FOR YOU.

Take a look today, at virginmediabusiness.co.uk/feelthelove

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/help

By BACS

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

Your account name: SONDER IP LIMITED

Your payment reference number: 900202101001

Virgin Media Payments Ltd Bank Account: 40101079

Virgin Media Payments Ltd Sort Code: 20-00-00

Please send your remittance to: bacspayments@virginmedia.co.uk

At a bank

Some banks may charge if you do not have an account with them. Complete the Bank Giro Credit slip at the bottom of this invoice and take it together with your payment to any bank. Please allow 4 working days for payment to reach our account.

Credit / Debit card

Mastercard (Eurocard), Visa, Maestro and Delta are all accepted. Call Business Customer Services to make a payment.

By cheque

Please send your remittance to:

Virgin Media Business, Business Payments, PO Box 4459, Worthing, BN13 1XP

Cheques should be crossed and made payable to Virgin Media Payments Ltd.

Please enclose the attached bank giro credit slip with your cheque and write your Virgin Media Business invoice number on the back of the cheque. Do not send cash through the post.

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.

Help and support

Online

General help: www.virginmediabusiness.co.uk/help

Billing help: www.virginmediabusiness.co.uk/billing

Contact Us: www.virginmediabusiness.co.uk/customerservices

Code of Practice: www.virginmediabusiness.co.uk/code-of-practice

Phone

Freephone: 0800 052 0800 (8.00am to 6.00pm Mon to Fri)

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

Rounding of call charges

Call duration is calculated by rounding the length of the call up to the nearest second (or up to the nearest minute for calls charged by the minute).

The call charge then takes the call duration in seconds and multiplies by the applicable 'Pence Per Minute' rate (as detailed in your tariff sheet), divided by 60. Note, if a Fixed Fee charge applies, this is added to provide the total cost.

The summarised usage charges presented on your bill are rounded up/down to the nearest penny before applying VAT.

Getting in contact

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

**Business Customer Services,
Virgin Media Business,
Communications House,
Chippingham Street,
Attercliffe,
Sheffield,
S9 3SE.**

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 on the above link. 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 520 3814 Email: cisas@cedr.com

Web: www.cedr.com/consumer/cisas/



BUSINESS

Your account details

Account number: 900202101
Invoice number: 900202101/001/0320
Page number: 2 of 3

Payment summary

Amount due from previous invoice		£55.22
Payments received		
Date	Description	Amount
Tue 10 Mar	Payment - Thank You	-£55.22
Total payments received		-£55.22
Brought forward balance		£0.00

Product summary

Broadband charges	Amount
Rental charges	£42.00
Broadband charges total	£42.00
Telephone charges	Amount
Usage charges	£1.32
Rental charges	£1.75
Telephone charges total	£3.07

Product details

Broadband charges

Rental charges			
Occurrence	Description	Date	Amount
1	Dynamic IP address	01 Apr 20 - 30 Apr 20	£0.00
1	Voom Fibre Option 1 + Phone	01 Apr 20 - 30 Apr 20	£42.00
Total rental charges			£42.00

Telephone charges

Rental charges			
Telephone number	Description	Date	Amount
01132267032	BUSINESS EXCHANGE LINE	01 Apr 20 - 30 Apr 20	£0.00
01132267032	Business Talk Unlimited Extra	01 Apr 20 - 30 Apr 20	£0.00
01132267032	CALL DIVERT	01 Apr 20 - 30 Apr 20	£1.75
Total rental charges			£1.75
Usage charges			
Telephone number		Usage period	Amount
01132267032		up to 24 Mar 20	£1.32
Total usage charges			£1.32



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Page number: 3 of 3

Product details (cont...)

Telephone charges (cont...)

Discounts			
Plan name	Description	No. of calls	Amount
BFULLC	Full Charge Calls	19	£0.00
Total discounts			£0.00

Service Numbers

Here are the charges for service numbers that begin **084, 087, 118 and 09**. 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:

Access Charge: 7ppm (excl VAT)

Cost Applies: 25 Feb 2020 - 24 Mar 2020

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