

# My Bill Summary for December 2023

www.virginmedia.ie

Freephone1908

Virgin Media Ireland Limited

Macken House, 39/40 Mayor Street Upper,

Dublin 1, D01 C9W8

Registered in Ireland

Company Registration No. 435668

VAT Number: IE9661858K

BIC AIBKIE2D

IBAN IE62 AIBK 9312 6802 0213 87



MS INGA GUOGIENE  
APARTMENT 8 SEAVIEW  
SEABROOK MANOR  
PORTMARNOCK  
CO DUBLIN  
D13NY74

Account Number	84570948
Bill Issue Date	14 Dec 2023
Page	1 of 3

## Summary of Charges

Before this bill	Amount
<b>Balance brought forward</b>	<b>0.00</b>
<b>This month's charges</b>	
Your Virgin Media service charges (see page 3)	76.78
Other charges (see page 3)	27.49
<b>This period's total</b>	<b>104.27</b>

Total amount due **€104.27**

### We'll collect your payment on 28 Dec 2023

The total shown will be charged direct to your bank account as per your Direct Debit Instructions.

This is your final bill please pay within 14 days

# Paying your bill

**Direct Debit:** This is the hassle-free way to pay your bills. It's simple to set up - just go to [www.virginmedia.ie/myvirginmedia](http://www.virginmedia.ie/myvirginmedia) and follow the instructions, or complete the mandate below.

**Debit Card/Credit Card:** To instantly make a payment online, have your account number and bank details to hand and go to [www.virginmedia.ie/myvirginmedia](http://www.virginmedia.ie/myvirginmedia). Then all you have to do is log in and select the 'Make a Payment' button. You can also call our automated telephone service on **1908** and select option 1 for card payments.

**Bank:** You can make a payment at an ATM, through your bank account online, or with phone banking.

**eBilling:** Sign up for paperless bills with eBilling to view and pay your bills online. Simply go to [www.virginmedia.ie/myvirginmedia](http://www.virginmedia.ie/myvirginmedia) and follow the instructions to register for **My Virgin Media**.

**Cancelling Your Account:** If you cancel services within the Minimum Period as set out in your contract a cancellation fee will be applied. If you do wish to cancel your service, you must give us 30 days notice in writing and you remain liable for your services until such time as acceptable official notification is received by us. Please speak to a member of our Customer Care team who will advise you of your options.

**How to Contact Us:** Our aim is to provide all of our customers with a quality customer care service. If you have any questions visit the help section on [www.virginmedia.ie](http://www.virginmedia.ie) where you will find lots of useful information. If you need more specific information you can go to the support pages, or you can call us and we will be happy to assist you.

**For Sales:** to upgrade or make changes, go online or call **1800 940 324**. Lines are open 9am-6pm, Monday to Friday.

**For Moving Home:** Complete the 'Moving Home' online contact form or call **1800 940 050**. Lines are open 9am-6pm, Monday to Saturday.

**For Technical Support:** You will find extensive information and answers to frequently asked questions online at [www.virginmedia.ie](http://www.virginmedia.ie) or call **Freephone 1908**. Lines are open 9am-6pm, Monday to Saturday including Bank Holidays.

**For Customer Care:** You will find extensive information and answers to frequently asked questions online at [www.virginmedia.ie](http://www.virginmedia.ie) or call **Freephone 1908**. Lines are open 9am-6pm, Monday to Saturday.

**For Billing and Account Services:** You will find extensive information and answers to frequently asked questions online at [www.virginmedia.ie](http://www.virginmedia.ie) or call **Freephone 1908**. Lines are open 9am - 6pm, Monday to Friday.

## SEPA Direct Debit Mandate

**Name of Creditor:** Virgin Media Ireland Limited

**Address of Creditor:** Macken House, 39/40 Mayor Street Upper, Dublin 1, D01C9W8

**Creditor Identifier:** IE42SDD992847

To be completed by Virgin Media/For Office Use Only  
Unique Mandate Reference (UMR):

By signing this mandate, you authorise Virgin Media to send instructions to your bank to debit your account in accordance with the instruction from Virgin Media. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

Please complete all fields marked \*

Bank Account to be debited:	Type of Payment: <input checked="" type="checkbox"/> Recurrent
*IBAN:	
<input type="text"/>	
*1st Customer Name: _____	Customer Address: _____
2nd Customer Name: _____	
*Signature 1: _____	Signature 2: _____
*Date: <input type="text"/>	*Date: <input type="text"/>
Please complete and return this mandate to Virgin Media (the Creditor)	

For Information Purposes Only	
Virgin Media Customer Account Number:	Customer Contact number:
<input type="text"/>	<input type="text"/>



The amounts are variable and may be debited on various dates in accordance with your billing frequency.

# Bill Details for December 2023

Account number 84570948

Bill number 223016794

Bill date 14 Dec 2023

Page 3 of 3



## YOUR VIRGIN MEDIA SERVICE CHARGES

### BROADBAND

Description	Dates	Amount
500Mb Broadband	7 Nov - 9 Dec 2023	76.78
<b>Total for Broadband service charges</b>		<b>76.78</b>

**Your total Virgin Media service charges €76.78**

## OTHER CHARGES

Description	Dates	Amount
Late Payment Fee	1 Nov 2023	12.50
Unpaid Direct Debit Fee	17 Oct 2023	10.00
Reactivation Fee	10 Nov 2023	4.99

**Total other charges €27.49**