

# EXPLAINING POTENTIAL FIRST BILL DIFFERENCES

## Here's the facts

On your first bill, your service charges total may seem higher than your agreed Minimum Monthly Commitment. Why? Let's take an example: On **June 10th**, Dave signs up to the Meteor Connect 50 Plan for €50 a month. He then pays this €50 on the billing date [in this example, June 20th], when he also gets his monthly free minutes and texts.

June

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July

				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

When Dave's first bill arrives on **June 20th**, as well as covering the following month [marked in grey above], it also includes the previous 10 days for which his account was active [marked in orange]. After his first bill, all following bills will just be for his monthly commitment of €50 [for the coming month] plus any additional costs [for the month just passed].

# WELCOME TO METEOR

## Here's a guide to how your bill works



WHERE CAN I FIND OUT MORE?

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# WHAT'S IT ALL ABOUT?

Your Meteor bill made easy

Hi there - thanks for signing up to Meteor. As you're new to our network, we've put together this quick guide to show you how every part of your bill works.

For starters, it covers all charges, whether you have signed up to Bill Pay, Broadband To Go, or both. It breaks down into the following 3 sections:

### 1. Invoice

That's the page with your address on it. It shows all the key information you need to pay your bill: billing period, a summary of the charges, amounts due, that sort of thing.

### 2. Charges

The next page displays your chosen price plan's great value minimum monthly commitment charge, which includes all your free texts and minutes, plus a handy summary of all additional charges and credits by type - e.g. calls, texts, data etc.

The charges on the first bill may sometimes cause confusion, so we've put a full explanation on the back page of this leaflet.

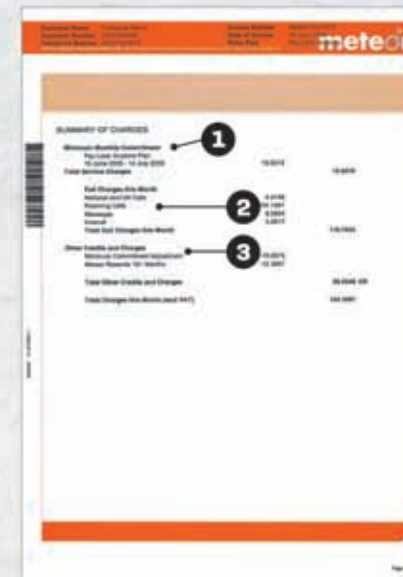
### 3. Itemised Breakdown

This is a full list of all your call, text and data activity for the billing period.



## INVOICE SECTION A QUICK GLANCE

- 1 Your account and invoice numbers.**
- 2 Billing period** - this is made up of **(a) additional usage charges**, which are always for the past month; and **(b) your monthly commitment**, which is always for the month ahead.
- 3 Overdue amount** - this is your previous balance **less any payments**. On your first bill, if you made any advance payments (e.g. €60 to enable roaming), it'll display €60CR here as you're in credit.
- 4 Amount due** - this is the total amount due on your first bill. The Payment Due date is just below. On this date we'll request payment from your bank for the full amount.



## CHARGES SECTION BREAKDOWN OF CHARGES

- 1 Minimum monthly commitment** - this figure is the agreed monthly amount payable for your chosen plan ex VAT. This amount is payable in advance for the following month. A second monthly commitment amount may appear on your first bill only, see overleaf for a full breakdown.
- 2 Any usage charges outside your bundle** will be listed here, e.g. international calls.
- 3 Here you'll see credits** such as discounts you've availed of or any other charges, e.g. if you've bought a Mobile Internet Add-On.