

Reading your bill

Review different sections of your Batelco Services Bill below for information about charges, billing terms and other details.

(Please note that this is a sample statement, actual details will vary.)

1 The customer name, billing address and other details.

2 Account No.
Each account number is a unique set of digits allocated by Batelco to the customer. A customer might have several account numbers under one CR.

Billing No.
Individual bill number per service, will change every month. Active/cancelled is showing the status of the service.

Billing Profile.
A unique Billing number used for group of services that are billed together in one invoice and share the same billing information and payments.

3 Balance Brought Forward
Balance carried from last bill (or credit carried over from last bill)

Current Charges
Total charges for current month.

For Period
The billing duration period from date - to end date.

Total Amount
The bill amount the customer currently owes. This is calculated as amount due of all bill section including previous months if there is a balance brought forward.

Payment Due Date
The last day for payment to be submitted before your service is interrupted.

4 Total Adjustments
Total adjustment amount that was done in the last month.

Total Disputes
Total disputed amount excluded from the due amount, until the investigation is completed.

5 Rental Charges
Monthly rental charges (eg. Device instalment rental, bolt on, Bulk SMS)

One time charges
Once off charges (eg. Installation, Data, domain, Registration, penalty charges, Google Play Store)

Usage Charges
Charges for all types of service usage (eg. National calls, international calls, Roaming calls, SMS, bulk SMS, Telegrams & GPRS)

Discounts
All type of discounts (eg. Free rental, free registration, free SIM swap, trail, free minutes, advance rental, spilt billing payment.)

Other Services
Rental Charges - Other rental charges like print bill

Batelco Services Bill

Ahmed Mohammed Bill Sample

House No: XXXX
Road: XXXX Block: XXXX
Bahrain

Account No. 1001XXXXXX
Bill Profile 2000XXXXXX
Bill No. 180XXXXXXXXXXXX
Bill Date 2018/02/12

| Bill date | 2018/02/12 | Payment Due Date | 2018/02/21 | Total Amount Due | BD | 58.580 |
|-----------|------------|------------------|------------|------------------|----|--------|
|-----------|------------|------------------|------------|------------------|----|--------|

| | | | | | |
|-------------------------|-------------------------|-------------|------------------------------|----|-------------|
| Balance Brought Forward | BD | 242.004 (-) | Previous Billed Amount | BD | 0.000 |
| Current Charges | BD | 300.584 | Payment Received - Thank you | BD | 242.004 |
| For Period | 2018/02/11 - 2018/01/17 | | Balance Brought Forward | BD | 242.004 (-) |
| Total Amount Due | BD | 58.580 | Total Adjustments | BD | 0.000 |
| Payment Due Date | 2018/02/21 | | Total Disputes | BD | 0.000 |

Summary of Current Charges

Mobile Voice & Broadband Services

| | | |
|------------------|-----------|----------------|
| Rental Charges | BD | 271.424 |
| One Time Charges | BD | 20.000 |
| Usage Charges | BD | 8.410 |
| Discounts | BD | 0.000 |
| Total | BD | 299.834 |

Other Services

| | | |
|------------------|-----------|--------------|
| Rental Charges | BD | 0.750 |
| One Time Charges | BD | 0.000 |
| Usage Charges | BD | 0.000 |
| Discounts | BD | 0.000 |
| Total | BD | 0.750 |



When making a payment, please present this page in full

Ahmed Mohammed Bill Sample

Contact No 9733XXXXXX
Email
Farfesh Reward Points 123

Balance Brought Forward BD 242.004 (-)
Current Charges BD 300.584

Farfesh Reward points are accumulated on account level for ID 900XXXXXX

Reading your bill

Review different sections of your Batelco Services Bill below for information about charges, billing terms and other details.

(Please note that this is a sample statement, actual details will vary.)

- 1 Payment Details**
 Shows the payment channels used, date of payment, payment reversal if any and the amount.

- 2 Summary of Charges**
 A summary of list of service numbers in this specific bill, along with package name and rental.

- 3 Bill Details**
 A breakdown of the details related to the service number shown.
 - Advanced Rental**
This section covers all rentals paid in advance.
 - Rental Charges**
Covers monthly rental charges
(eg. Device instalment rental, bolt on, Bulk SMS)
 - One time charges**
Once off charges
(eg. Installation, Data, domain, Registration, penalty charges, Google Play Store)
 - Usage Charges**
Charges for all types of service usage
(eg. National calls, international calls, Roaming calls, SMS, bulk SMS, Ring back tones, Telegrams & GPRS)

- 4 Further Usage Details**
 A breakdown of usage charges detailing where and how you've been charged for a service (eg. National Calls, International Calls or SMS)

| Payment Details | | | | |
|-----------------|----------------|------------|-----------|----------------|
| Method | Type | Date | | Amount |
| Credit Card | Advance Rental | 2018/01/17 | BD | 121.002 |
| Credit Card | Advance Rental | 2018/01/17 | BD | 121.002 |
| Total | | | BD | 242.004 |

Mobile Voice & Broadband Services

| Summary of Charges | | | | |
|--------------------|----------------|--|-----------|----------------|
| Services | | | | Amount |
| 3822XXXX | Contracted BD8 | | BD | 159.122 |
| 3833XXXX | Contracted BD8 | | BD | 140.712 |
| Total | | | BD | 299.834 |

| 3822XXXX - Bill Details | | | | |
|--|--|-------------------------|-----------|----------------|
| Advanced Rental | | | | |
| This section covers all rentals paid in advance. | | | | |
| Charges | | Date | | Amount |
| 6 Months Advance Rental | | 2018/07/16 - 2018/01/17 | BD | 121.002 |
| Total | | | BD | 121.002 |

| Rental Charges | | | | |
|--|--|-------------------------|-----------|---------------|
| This section covers all the monthly charges for the subscribed services. | | | | |
| Charges | | Date | | Amount |
| Mobile Device Installment (Remaining installments 23) | | 2018/02/16 - 2018/01/17 | BD | 20.167 |
| Rental paid in advance for Mobile Device Installment | | 2018/02/16 - 2018/01/17 | BD | 20.167 (-) |
| Super 8 Contract | | 2018/02/11 - 2018/01/17 | BD | 6.710 |
| Super 8 Contract | | 2018/03/11 - 2018/02/12 | BD | 8.000 |
| Total | | | BD | 14.710 |

| One Time Charges | | | | |
|---|--|------------|-----------|---------------|
| This section includes charges for any additional once off services subscribed to. | | | | |
| Charges | | Date | | Amount |
| 20Gb Data Voucher | | 2018/01/23 | BD | 10.000 |
| SIM and Registration Fee | | 2018/01/17 | BD | 5.000 |
| Total | | | BD | 15.000 |

| Usage Charges | | | | |
|---|---------|-------|-----------|--------------|
| This section includes additional usage charges that are not covered by your monthly package plan or additional one time services. | | | | |
| Charges | Unit | Usage | | Amount |
| National Calls | Minute | 685 | BD | 1.080 |
| International Calls | Minute | 27 | BD | 4.840 |
| SMS | Message | 85 | BD | 2.490 |
| Total | | | BD | 8.410 |

| National Calls Summary | | | | |
|---|---------|--|-----------|--------------|
| This section includes a summary of all national voice and video calls to Batelco, other operators, and premium numbers. | | | | |
| Charges | Minutes | | | Amount |
| Calls to Batelco | 22 | | BD | 0.015 |
| Calls to Other Operators | 638 | | BD | 1.065 |
| Calls To Premium Numbers | 25 | | BD | 0.000 |
| Total | | | BD | 1.080 |

| International Calls Details | | | | | | |
|---|---------|------------|----------|----------|----|--------|
| This section includes all outgoing international voice and video calls. | | | | | | |
| Called Number | Country | Date | Time | Duration | | Amount |
| 00971XXXXXXXXXX | U.A.E. | 2018/01/26 | 10:55:11 | 00:13:44 | BD | 2.240 |