

# 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
<b>Total</b>	<b>BD</b>	<b>299.834</b>

#### Other Services

Rental Charges	BD	0.750
One Time Charges	BD	0.000
Usage Charges	BD	0.000
Discounts	BD	0.000
<b>Total</b>	<b>BD</b>	<b>0.750</b>



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
<b>Total</b>			<b>BD</b>	<b>242.004</b>

## Mobile Voice & Broadband Services

Summary of Charges				
Services				Amount
3822XXXX	Contracted BD8		BD	159.122
3833XXXX	Contracted BD8		BD	140.712
<b>Total</b>			<b>BD</b>	<b>299.834</b>

### 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
<b>Total</b>		<b>BD</b>	<b>121.002</b>

**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
<b>Total</b>		<b>BD</b>	<b>14.710</b>

**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
<b>Total</b>		<b>BD</b>	<b>15.000</b>

**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
<b>Total</b>			<b>BD</b>	<b>8.410</b>

**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
<b>Total</b>		<b>BD</b>	<b>1.080</b>

**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