

Reading your bill

Mobile Services

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.

VAT Registration No. or VAT Exemption No.
Explanation needed here
- 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
- 6

VAT Charges
Total VAT Charges



Batelco Services Bill

Test Bill

House No: 2742
Road: 1444 Block: 1813
Bahrain

1

2

Account No. 1001122520
Bill Profile 2000001982
Bill No. 1802120058547
Bill Date 2018/02/12
Bill Period 2018/02/11 - 2018/01/17
VAT Registration No. 803150131452

Balance Brought Forward	BD	242.004 (-)
Current Charges	BD	300.584
For Period	2018/02/11 - 2018/01/17	
Total Amount Due	BD	58.580
Payment Due Date	2018/02/21	

3

4

Previous Billed Amount	BD	0.000
Payment Received - Thank you	BD	242.004
Balance Brought Forward	BD	242.004 (-)
Total Adjustments	BD	0.000
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

5

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

VAT Charges

VAT Charges	BD	0.000
Total	BD	0.750

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Enjoy More
with Batelco Mobile

UPGRADE
YOUR WORLD



When making a payment, please present this page in full

Bill date	2018/02/12	Payment Due Date	2018/02/21	Total Amount Due	BD 58.580
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Batelco Reward Points 0

Farfesh Reward points are accumulated on account level for ID 900311061

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- 1

Payment Details

Shows the payment channels used, date of payment, payment reversal if any and the amount.
- 2

Dispute Details

Total disputed amount excluded from the due amount, until the investigation is completed.
- 3

Summary of Charges

A summary of list of service numbers in this specific bill, along with package name and rental.
- 4

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)
- 5

VAT Charges

VAT at 5% is applicable on all National and International Services, with the exception of Roaming which is not subjected to VAT charges.

1

Payment Received Details

Details not available

2

Dispute Details

Description	Amount
Total Disputes	BD 1.000
Total	BD 1.000

3

Mobile Voice & Internet Services

Summary of Charges

Services	Service Status	Amount
70004944 No Contract BD8	Active	BD 27.315
Total	BD	27.315

4

70004944 – Bill Details

Rental Charges

This section covers all the monthly charges for the subscribed services.

Charges	Date	Amount
Super 8 No Contract	27/09/2018 - 26/10/2018	BD 8.000
Total	BD	8.000

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	910	BD 13.515
International Calls	Minute	20	BD 4.810
SMS	Message	34	BD 0.990
Total	BD		19.315

Usage Charges Details

National Calls Summary

This section includes a summary of all national voice and video calls to Batelco, other operators, international, and premium numbers (196, 141, toll free numbers, and special rate numbers).

Charges	Minutes	Amount
Calls to Batelco (Charged)	545	BD 8.175
Calls to Other Operators (Charged)	356	BD 5.340
Calls To Premium Numbers (Free)	9	BD 0.000
Total	BD	13.515

International Calls Details

This section includes all outgoing international voice and video calls.

Called Number	Country	Date	Time	Duration	Amount
0022243790214	Mauritania	06/09/2018	15:25:48	00:07:27	BD 2.160
00971504631127	U.A.E.	06/09/2018	15:27:35	00:05:13	BD 1.200

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VAT Charges

VAT Charges

This section covers all the VATcharges for the subscribed services.

Charges	Date	Amount
VAT Charges on services	2018/02/11 - 2018/01/17	BD 0.750
VAT Charges on Device(s) price	2018/02/11 - 2018/01/17	BD 0.750
Total	BD	0.750

Reading your bill

Fixed Line Services

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

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

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
- 5 **VAT Charges**
Total VAT Charges

My Fixed Line Bill



1

Test Bill
Flat no 0000
Building No 0001 -
Road No. 0001 -
Block No. 0317

2

Telephone No.	1730260
Bill Date	20/02/2018
Bill No.	27835576
Status	Active
VAT Registration	No. 154782365

3

Balance Brought Forward	BD	10901.264
Current Charges	BD	157.500
Total Amount Due	BD	11058.764
Payment Due Date		22/03/2018

Previous billed amount	BD	10901.264
Balance Brought Forward	BD	10901.264
(Details for received payments section A)		

4

Summary of Current Charges in (BD)

Internet Service	
Total (Details Section B)	0.000
Fixed Service Charges	
Rental Charges	150.000
Total (Details Section C)	150.000
National Services	
Total (Details Section D)	0.000
International / Others	
Total (Details Section E)	0.000

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TEST BILL
VAT Charges on Services BD 7.500

Dear Customer,
Our records show that your bill is over due, kindly arrange for immediate payment to avoid temporary service disconnection. BD5 fee applies for reconnection.

Failure to pay will lead to permanent disconnection and losing the number.

Thank you

Enjoy calling
International Calls
from your Fixed line with the
best rates and per minute
charges.

For rates details, visit batelco.com

When making payment, please present this page in full.

5

TEST BILL
VAT Charges on Services BD 7.500

Balance Brought Forward	BD	10901.264
Current Month	BD	157.500

Bill Date	20/02/2018	Total Amount Due	BD	11058.764
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