

# Bill guide

Your O<sub>2</sub> services bill is divided into three parts:

## Bill/Tax document

It can be used as an accounting document and includes all the information needed to make a payment.

## Bill Breakdown

It contains additional information about your bill. Each figure has a breakdown. If there are fees or discounts that do not apply to a specific number, they can be found in the bill breakdown by a reference number.

## Detailed Bill Breakdown

This contains a detailed breakdown of the services used by a specific number; i.e. a complete list of calls, SMS messages and data transmissions.

## Bill/Tax document

**O2 Czech Republic a.s.**  
Za Brumlovkou 266/2  
140 22 Praha 4 - Michle  
ID: 60193336, Tax ID: CZ60193336  
Registered in CR: MS in Prague, B.2322

**1** Tax document no.: 0123456789  
**2** Billing period: 01.04.2012–30.04.2012  
**4** Customer code: 4.1111.11.00.999999  
**7** Reference no.: 3603603603  
**11** Number of tel. no.: 223  
(see the section 'List of telephone numbers')

**Customer**  
Pavel Novák s.r.o.  
Cervená 2525/25  
110 00 Praha 1  
ID: 111222333  
Tax ID: CZ111222

**6** Pavel Novák s.r.o.  
Cervená 2525/25  
110 00 Praha 1

**8** **Payments for O2 services**

	Price excl. VAT
Recurring charges	92,228.39 CZK
Non-recurring charges	150.00 CZK
Calls	64,260.25 CZK
Messages	5,275.19 CZK
Data, Internet	3,320.77 CZK
Roaming	4,262.58 CZK
Credits / Discounts	-27,149.39 CZK
Charge up to minimal compensation	28.04 CZK
<b>Total price excluding VAT (rate 20%)</b>	<b>142,375.83 CZK</b>
VAT amount (rate 20 %)	28,475.17 CZK
<b>Total price including VAT</b>	<b>170,851.00 CZK</b>
Payment transactions	613.00 CZK
<b>Total amount due in the current billing period</b>	<b>171,464.00 CZK</b>
Overpayment from previous billing periods	-3,600.00 CZK
<b>Total amount due</b>	<b>167,864.00 CZK</b>

**9** **Tax overview**

**10** **Payment information**

Payment method	Bank transfer
Due date	18.05.2012
Recommended date for payment	12.05.2012
Tax document issue date	01.05.2012
Date for tax purposes	30.04.2012
O2 bank account no.	500114004/2700
Variable symbol	0123456789
<b>Total amount due (including VAT)</b>	<b>167,864.00 CZK</b>
Amount includes a refund for a previous overpayment	

**13** **Payment overview as of 01.05.2012**

Overpayments	Due date	Billed	Paid	Amount due
Overpayment from previous billing periods		0.00	0.00	-3,600.00
<b>Balance for next period</b>				<b>0.00</b>

**12** **List of telephone numbers**

600 111 222, 601 000 001, 601 000 002, 601 000 003, 601 000 004, 601 000 005, 601 000 006, 601 000 007, 601 000 008, 601 000 009, 601 000 010, 601 000 011, 601 000 012, 601 000 013, 601 000 014, 601 000 015, 601 000 016, 601 000 017, 601 000 018

**10** The bill for payment transactions may not be used as a document (as defined in VAT law). Detailed information about transactions can be found in 'General terms and conditions', or on [www.o2.cz/partner](http://www.o2.cz/partner).

**11** For more convenient payment we recommend Direct debit. Get an **electronic bill** with detailed breakdown for free: call 800 111 777

## Bill legend

### 1 Bill/tax document number

It changes with each bill, and it identifies the bill as a tax document. It is identical to the variable symbol.

### 2 Billing period

The period for which you regularly get your bill. This period does not have to correspond to a calendar month.

### 3 Reference number

This number is important for your identification.

### 4 Customer code

Additional data to identify you.

### 5 Number of phone numbers

Number of phone numbers that have a registered fee.

### 6 Customer

Address where the service provision contract is registered.

### 7 Correspondence address

Address to which the bill is sent. It can be different from the address specified in your contract.

### 8 List of payments for O<sub>2</sub> services

Division of fees into individual categories. A summary of amounts can be found on individual lines in the sections with the same names on the bill breakdown.

### 9 Tax overview

Data needed for accountancy and tax reasons.

### 10 Payment transactions

Fees for Payment services and other payment transactions (services not provided by O<sub>2</sub>). E.g., downloading music, videos, voting on TV shows, public transport tickets, DMS, calls to audio text lines with a 90x prefix. A detailed list of services and useful information can be found at [www.o2.cz/partner](http://www.o2.cz/partner)

### 11 Type of bill

Your bills are distinguished by a symbol according to the services you use. A mobile phone symbol represents mobile services; a house symbol represents fixed-line services.

### 12 Total amount due

This amount may include overpayments and outstanding bills from previous billing periods. If so you will find more information in the Payment overview section – point 13.

### 13 Payment overview

This part of the bill describes overpayments and outstanding bills from previous billing periods. Amounts from individual lines are included in the Total amount due, see point 12. If you are sure that you've already paid for some of the outstanding bills listed, please deduct this amount from the Total amount due.

# Bill breakdown

RECURRING CHARGES				
	Period	Count	VAT rate	Price excl. VAT
O2 Optimum Profi Promo	01. 04.–30. 04.	1	20 %	310.00
Team Profi	01. 04.–30. 04.	1	20 %	1.00
<b>Total recurring charges (excl. VAT)</b>				<b>311.00</b>

  

USE OF FREE UNITS				
	Transferred from previous period	Entitlement for billing period	Used within current period	Transferred to following period
Free minutes	min	00:00	250:00	00:00

  

CONNECTION CHARGES						
	Count	Time period	Billed	Free units	VAT rate	Price excl. VAT
<b>Calls</b>						
<b>Connections</b>						
To O2 mobile network	167	Peak	5:26:08 min	62:16	20 %	1,141.18
	35	Off-peak	2:21:20 min	35:57	20 %	214.72
	38	Non-work days	1:18:34 min	20:47	20 %	245.56
To other mobile networks in the CR	95	Peak	3:07:07 min	76:40	20 %	694.83
	22	Off-peak	4:58 min	16:00	20 %	302.12
	12	Non-work days	5:46 min	26:30	20 %	84.08
To fixed networks in the CR	12	Peak	19:36 min	10:31	20 %	39.93
	1	Off-peak	1:00 min	0:00	20 %	4.40
	1	Non-work days	1:00 min	0:00	20 %	4.40
Within VPN	7	Peak	10:00 min	0:00	20 %	151.50
	1	Off-peak	15:30 min	0:00	20 %	23.25
To Information service 1188	2	Peak	4:00 min	0:00	20 %	91.68
	1	Non-work days	2:00 min	0:00	20 %	37.50
To international numbers	1	Peak	1:00 min	1:00	20 %	16.85
<b>Total use (excl. VAT)</b>				<b>3,052.30</b>		
<b>Messages</b>						
SMS to mobile networks in the CR		Always	284 SMS	0	20 %	426.00
SMS to international numbers		Always	2 SMS	0	20 %	8.34
<b>Total use (excl. VAT)</b>						<b>434.34</b>
<b>Total use (excl. VAT)</b>						<b>3,486.64</b>

  

DISCOUNTS AND CREDITS				
	Discount type	Period	VAT rate	Discounts excl. VAT
OPPLight směr ost.-2,64 CZK	on use	01. 04.–30. 04.	20 %	-451.89
Sleva 20 %	on use	01. 04.–30. 04.	20 %	-128.15
Sleva 20 %	on use	01. 04.–30. 04.	20 %	-640.70
Sleva 20 %	on use	01. 04.–30. 04.	20 %	-5.90
Sleva 20 %	on use	01. 04.–30. 04.	20 %	-141.99
<b>Total discounts (excluding VAT)</b>				<b>-1 368.63</b>

  

**Total for telephone number 600 123 456 (excl. VAT)** **2,429.01**

  

PAYMENT TRANSACTIONS				
	Count	Billed	VAT rate	Final price
<b>Other payment trans.</b>				
900xxxx games, music, video	Connections	1 SMS	-	3.00

## 14 Tariff

The name of the tariff that you were using in the given billing period. If the tariff has changed, this change is displayed as "original tariff/current tariff".

## 15 Period

This is the period when your service or discount was active. Based on this period only a proportional amount of regular fees or discounts may be charged.

## 16 Free units use

Displays the use of free units in a billing period including your claim, use and eventual transfer to the next period. If there is a dash "-" free units are not transferred to the next billing period.

## 17 Connection Charges

Individual types of connection can be found in the detailed bill breakdown. Every line in this section represents a detailed breakdown of carried out connections.

## 18 Free units

This is the number of units that you have not been billed for. If the particular connection is free as part of your tariff, you will recognize it by the zero spent free units and the zero amount at the end of the line.

## 19 Billed

The number of billed units can differ from the units actually used for calls because free units are not billed. The billing method depends on the terms and conditions of your tariff.

## Frequently asked questions

### Where do I find the bill guide?

You can find a detailed invoice guide at our websites [www.o2.cz/billing](http://www.o2.cz/billing).

### How can bills be settled?

You can pay for O<sub>2</sub> services in several ways: by a bank transfer, by direct debit, via SIPO (only in case of fixed lines), by a type A money order, by a cash payment at O<sub>2</sub> Shops (with a service charge according to the current pricelist of services).

### Why do I have billed minutes on my invoice after a tariff change even though not all the free minutes have been used up?

If a tariff is changed during the billing period a proportion of the free units of the original tariff is applied. If you use fewer minutes than those you are entitled to of this proportion, you lose your unused free units. If you use more minutes in your new tariff than the proportion of the free units of your new tariff, you are charged for calls exceeding the free units. The opposite also applies; if you use more free units and then you change your tariff and you do not use the free minutes from this tariff fully.

### Why am I being billed for a payment-reminder?

Since you have not settled your bill by its due date, and a dunning procedure (the phase when we repeatedly contact you to remind you that you owe money) has already been started, a written reminder of payment has been sent to you. Processing an unsettled invoice costs us money, which we ask you to cover. The amount of the fee is specified in the O<sub>2</sub> pricelist and complies with the General Terms and Conditions of the Company.

### When do I have to pay?

The due date depends on the type of services and payment method and is the due date by which the money should already be in the O<sub>2</sub> account. Therefore your bill always includes a recommended payment date as well. Both dates can be found in the 'Payment information' section.

### I have paid a deposit and it is listed on my bill. When and how will I get it back?

When the terms and conditions for settling the deposit are met, your deposit is released, and the amount of your deposit is deducted from your bill. Exceptional deposits are freed when the terms and conditions are met and the customer requests it. Problems with the return of the deposit are most commonly caused by late payment of bills. The money must be in our account on the due date. Make sure that you submit the money order on time.

### What does "Additional Charge (to bring the total up to the Minimum Commitment)" on my bill mean?

You agreed to spend a minimum amount every month, in order to qualify for a subsidized mobile. If you spend less, we charge you the missing amount. Payment transactions are not included in the minimum amount.

## Additional information

Additional and more detailed information can be found as an interactive bill guide, O<sub>2</sub> GURU video clip or a frequently asked question file at our address: [www.o2.cz/billing](http://www.o2.cz/billing)