

Bill guide



An O₂ services bill is divided into three parts:

Bill/Tax document

It includes all the information needed to make a payment (entrepreneurs can use it as an accounting document)

Bill Breakdown

It contains additional information about your bill. Each number has its breakdown. If there are fees or discounts that do not apply to a specific number, you can find them in the bill breakdown for a reference number.

Detailed Bill Breakdown

This contains a detailed breakdown of the services used by a specific number; e.g. a complete list of carried out calls, SMS messages or 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
 Billing period: 01.04.2014-30.04.2014
2 Reference no. 3603603603
 Telephone no. 600111222

5 Pavel Novák
 Červená 2525/25
 110 00 Praha 1

4 Customer
 Pavel Novák
 Červená 2525/25
 110 00 Praha 1

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6 Payments for O2 services
 Price excl. VAT
 Recurring charges 288,43 Kč
 Messages 55,78 Kč
 Credits / Discounts -82,64 Kč

7 Tax overview
 Total price excluding VAT (rate 20%) 261,57 Kč
 VAT amount (rate 20 %) 54,93 Kč
 Total price including VAT 316,50 Kč
 Payment transactions 72,00 Kč
 Total amount due in the current billing period 388,50 Kč
 Overpayment from previous billing periods -14,25 Kč
 Total amount due 374,25 Kč

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8 Payment information
 Payment method Bank transfer
 Due date 23. 05. 2014
 Recommended date for payment 15. 05. 2014
 Tax document issue date 01. 05. 2014
 Date for tax purposes 30. 04. 2014
 O2 bank account no. 500114004/2700
 Variable symbol 0123456789
 Total amount due 374,25 Kč (including VAT)
 Amount includes a refund for a previous overpayment

10 For more convenient payment we recommend Direct debit. Get an **electronic bill** with detailed breakdown for free – go to www.mojeo2.cz

11 Payment overview as of 01.05.2014

Overpayments	Due date	Billed	Paid	Amount due
Overpayment from previous billing periods		0,00	0,00	-14,25
Balance for next period				0,00

A bill guide can be found on www.o2.cz/billing. For questions please use the email on line contact form 'Write to us'. A claim regarding your bill can be lodged within 2 months after receiving it.
 Tax document

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

Address where the service provision contract is registered.

5 Correspondence address

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

6 List of payments for O₂ 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.

7 Tax overview

Data needed for your tax duties and accounting (entrepreneurs can use it as an accounting document).

8 Payment transactions

Fees for Payment services and other payment transactions (services not provided by O₂). 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/3partner.

9 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.

10 Total amount due

This amount may include eventual overpayments and outstanding bills from previous billing periods. If so you will find more information in the Payment overview section – point 11.

11 Payment overview

This part of the bill describes eventual overpayments and outstanding bills from previous billing periods. Amounts from individual lines are included in the Total amount due, see point 10. If you are sure that you have already paid for some of the outstanding bills, please deduct this amount from the Total amount due. If you pay by direct debit you need to pay outstanding bills by bank transfer.

Bill breakdown

Bill breakdown

Telephone no.: 600 111 222
 Tariff: FREE O2
 Billing period: 01. 04. 2014–30. 04. 2014

DISCOUNTS AND CREDITS				
Discount type	Period	Discounts excl. VAT	VAT rate	Total in CZK*
Discount O2 Internet / O2 TV on fee	01. 04.–30. 04.	-82.64	21 %	-100.00
Total discounts (excluding VAT)		-82.64		

Your discount will expire on 15. 5. 2014.

RECURRING CHARGES					
Period	Count	Discounts excl. VAT	VAT rate	Total in CZK*	
FREE O2	01.04–30.04	1	288.43	21 %	349.00
Total discounts (excluding VAT)			288.43		

CONNECTION CHARGES						
Count	Time period	Billed	Free units	Price each, VAT	VAT rate	Total in CZK*
Calls						
Connections						
To O2 mobile network	13	Peak 28:30 min	00:00	0.00	21 %	0.00
	5	Off-peak 07:00 min	00:00	0.00	21 %	0.00
To other mobile networks in the CR	11	Peak 18:00 min	00:00	0.00	21 %	0.00
	5	Off-peak 14:00 min	00:00	0.00	21 %	0.00
Messages						
SMS						
	Always	SMS	54	6.03	21 %	31.50
	Off-peak	SMS	2	2.48	21 %	3.00
MMS						
	Peak	MMS	7	2.48	21 %	3.00
				30.99		
Internet						
Internet connection						
			2 hod	24.79	21 %	30.00
Total use (excl. VAT)				55.78		

Total for telephone number 600 123 456 (excl. VAT) **261.52**

PAYMENT TRANSACTIONS					
Count	Billed	VAT rate	Final price		
Other payment transactions					
Connections					
903xxxx games, music, video, ...	3 SMS	-	72.00		
Total payment transactions				72.00	

Bill breakdown
 * Heller rounded.

Appendix to Tax document no. 0123456789. This is not a tax document.

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12 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".

13 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.

14 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.

15 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.

16 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.

Can I get my bill in electronic form?

Yes, if you are customer with personal identification number, just visit our websites at www.mojeo2.cz and you can simply register there. If you are an entrepreneur, please contact your business representative or call your customer line on 800 203 203. From then on your bills will be delivered to you on the usual date but in an electronic form only; and as a bonus you will get a Detailed breakdown of calls for free.

How can bills be settled?

You can pay for O₂ 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 O₂ Shops (with a service charge according to a 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 proportional amount of free units of the original tariff is applied. If you use fewer minutes than those that belong to you in this proportional amount, you lose your unused free units. If you use more minutes in your new tariff than the proportional amount of the free units of your new tariff, you are charged for calls exceeding the free units. The same applies the other way round as well; 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 O₂ 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 on which the money should already be in the O₂ account. Therefore your bill always includes a recommended payment date as well. You can find both dates 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? This applies only to mobile services.

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 returning a 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, O₂ GURU video clip or a frequently asked question file at our address: www.o2.cz/billing