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www.MyVi.in

# your Vi bill



Every 3000 sheets of paper cost us a tree. Let's conserve.  
**SMS ACT GOGREEN TO 199 (toll free)** to get your bills on email only

**Total Payable Amount Rs. 470.82****Due date 16 Jun 2023****M/s. Shipment Solutions Private Limited**

Door No 241590  
 Subhramanyan Road, 2nd Floor Island  
 Ernakulam-682003, Kerala

**Vi No** : 9072392303  
**Account No** : 69219518  
 No. of Connections : 1  
**Your Plan** : Entertainment 399  
 Credit Limit : Rs. 1,800  
 Security Deposit : Rs. 0  
 Alternate Contact No : 8129602305

**Bill Cycle Date** : 01.06.23  
 Invoice Date : 01.06.23  
 Bill Period : 01.05.23 to 31.05.23  
 Invoice No : KLI110533328960  
 Description of Service : Telecommunications  
 Place of Supply : Kerala  
 State Code : 32  
 Customer GST No : 32AAACS7126B1ZB

Previous Balance	Payments (Last 1 month)	Adjustments	Total Charges for the Current Bill Period	Total Payable Amount	Payable after 16-06-23
Rs. 470.82	- Rs. 470.82	+ Rs. 0.00	+ Rs. 470.82	<b>Rs. 470.82</b>	Rs. 570.82
				Payable on or before 16 Jun 2023	(incl Rs. 100 late payment charges)

**i** Please pay before due date to avoid any late payment fee. Pay previous balance, if any, immediately to avoid disconnection. Previous Balance refers to outstanding amount as per the last bill. Adjustments refers to any credits passed in your account due to reversal / waiver of any charges

Charge Summary	Amount (Rs.)
One Time Charges	0.00
Monthly Charges	399.00
Usage Charges	0.00
- Call Charges	0.00
- Conference Calls	0.00
- SMS	0.00
- Mobile Internet	0.00
- National Roaming	0.00
- Value Added Services	0.00
International Roaming Service Charges	0.00
Discounts	0.00
Other Credits / Charges	0.00
Miscellaneous Charges	0.00
<small>(For detailed charges please refer the "Your Usage Details" section in the bill)</small>	
Late payment charges	0.00
Taxable Value	399.00
Tax	71.82
<b>Total charges for the Current Bill Period</b>	<b>470.82</b>
<small>(Four Hundred Seventy Rupees and Eighty Two Paise)</small>	

**Many ways to pay your Vi Bill**Online  
(MyVi.in/vi-app)

VI Stores



UPI

Cheque / DD should be payable to  
**Vodafone Idea Ltd. - 9072392303**

**GST QR Code**  
**Invoice Ref No:**

**update to the new Vi™ App**

download now



Keep your family safe and secure while using the internet, especially children & young adults. Get tips at [www.MyVi.in/parental-control](http://www.MyVi.in/parental-control)

**Vodafone Idea Limited** 1ST FLOOR, VJ TOWER, NH BYPASS, VYTTILA PO, COCHIN-682019

HSN Code : 998413

Vodafone Idea GST No : 32AAACB2100P1Z6

CIN : L32100GJ1996PLC030976

**Regd. Office :** Suman Tower, Plot No 18, Sector no 11, Gandhinagar 382011, Gujarat - Tel + 91 79 6671 4000, [www.MyVi.in](http://www.MyVi.in)

(Formerly Idea Cellular Limited) An Aditya Birla Group & Vodafone Partnership

## We're Happy to Help™

- Call us on **199** from your Vi mobile or call on **98470 12345** from any other network.
- You can also visit [www.MyVi.in](http://www.MyVi.in), email us at [customercare@vodafoneidea.com](mailto:customercare@vodafoneidea.com)
- For complaints, service activation/deactivation and tariff change requests call **198** (toll free) from your Vi mobile.

**Note : Charges of 50p/3 mins will be applicable when you choose to speak to an agent on dialing 199 from your Vi mobile.**

## Write to Us at

Vodafone Idea Limited(CIN:L32100GJ1996PLC030976, PAN:AAACB2100P), 1ST FLOOR, VJ TOWER, NH BYPASS, VYTTILA PO, COCHIN-682019

Be sure to get the docket number (your unique complaint/request number) and quote it in all future communication.

Name: **Bindu Gopal**

Designation: VP - Customer Service

Phone: **+91 99461 23456**

Email: [appellate.ker@vodafoneidea.com](mailto:appellate.ker@vodafoneidea.com)

Contact them with the docket number, from Monday to Friday, between 10.00 AM to 6.00 PM at the above address

## About Your Tariff Plans

- No migration fee will be charged when migrating to any plan
- No increase in your tariff plan for 6 months from enrollment of tariff
- No charge will be levied for any service without your explicit consent
- Security deposit will be refunded within 60 days of closure of the account, beyond which, we will pay you an interest of 10% per annum on the deposit
- To calculate the financial implications of your tariff plan, visit [www.MyVi.in](http://www.MyVi.in)
- It is advisable to change the tariff plan at the end of the bill cycle

## Value Added Services

- From entertainment to infotainment, get our best services hand-picked for you, call **123** (toll free)
- To deactivate any service, SMS **STOP** to **155223** or call **155223** (toll free)

## Manage Your Vi Account Online

- Register for 'Vi App' by visiting [www.MyVi.in/vi-app](http://www.MyVi.in/vi-app)
- Download Vi App on your smartphone. SMS **VIAPP** to **199** (toll free)

## International Roaming

- International rates for Data usage vary from Rs. 5.50/10 KB to Rs. 10/10 KB, depending upon the country of visit. Please visit [www.MyVi.in](http://www.MyVi.in) for details.
- Applications within your handset might be set for auto sync/auto refresh. Kindly change settings to manual sync/manual refresh when travelling overseas.
- SMS on International Roaming is charged at Rs. 15/SMS (1 SMS = 160 characters)

To activate International Roaming before you fly overseas, SMS **ACT IR** to **199** (toll free)

Save up to 95% on International roaming with Vi, SMS **IROAM** to **199** (toll free) to check IR discount benefits on International Roaming.

## Tips for You!

Free Data usage on your connection is also applicable on usage carried out on any Vi network within India.

## Complaints and Requests

To check the status of your complaints and requests for the last 3 months, log onto Vi App. Select "Complaints and Requests" under the "My Account - Support" section.

To avoid unwanted telemarketing calls, register your Vi number in NDNC Registry - call **1909** (toll free) or SMS **START 0** to **1909** (toll free).

All contents of this bill will be deemed correct by you if you don't inform us of any discrepancy within the due date.

## Helpful Information for You

### Billing information:

For last bill summary, unbilled amount, credit limit, last 3 payments, etc., dial **\*199#**

You can also send an SMS to **199** (toll free) for the following:

- Last bill summary : SMS **MBILL**
- Data balance : SMS **DATA BAL**
- Bill in regional language : SMS **LBILL**

**To activate ISD Calls:** SMS **ACT ISD** to **199** (toll free)

**For itemised bill** (Charges as applicable)

Log on to [www.MyVi.in](http://www.MyVi.in) or SMS **ACT IB** to **199** (toll free)

### Subscribe to e-bill:

- SMS **ACT GOGREEN** to **199** (toll free)
- SMS **EMAIL (space) email ID** to **199** (toll free) to register your email ID

### To change address:

Visit your nearest store with the new address proof.

For more information call **199**

### Reporting loss of SIM:

Call Vi Care immediately at **199** or **98470 12345**

and inform us. The connection will be barred immediately.

**If you have any discrepancy in bill you will have to come back within the due date or else it will be considered as correct.**

## Avoidable Charges

### Late payment charges

Outstanding Amount	Late Payment Charges
Rs. 50 to Rs. 300	Rs. 50
Rs. 301 to Rs. 4999	Rs. 100
Rs. 5000 and above	Rs. 500

### Bounced cheque charges

If your cheque returns unpaid by your bank, below charges will apply. Cheque bounce may also result in withdrawal of services

Amount	Cheque Bounce Charges
Up to Rs. 1000	Rs. 100
More than Rs. 1000	Rs. 200

## Dynamic Credit Limit

To find your dynamic credit limit, SMS **BILL** to **199** (toll free)

Your dynamic credit limit depends on the security deposit you've paid, your average monthly usage, payment track record and on how long you've been with us. You may be asked to make an interim payment if your usage is more than your dynamic credit limit.

However, Vi at its discretion allows usage beyond the credit limit based on your payment history, without changing the credit limit. Your payment will be basis actual calls made.

To increase your credit limit you have to make an additional payment towards your security deposit. Dynamic credit limit is applicable on local and national roaming usage.

## Rounding Rule

**Call duration** is rounded upwards for fractions of a second.

**Data usage** is rounded upwards to the nearest multiple of 10 Kilobytes.

**SMS** beyond 160 characters (i.e. including blank space, words, numbers, special characters, symbols etc.) is considered as two (2) or more **SMS** (as the case may be).

## SEZ Exemption

SEZ Exemption would be applied only upon submission of the requisite documents as per Government norms. Exemption would be effective from forthcoming invoice. For queries, reach out Account Manager/Relationship Manager.

Supply meant for export/supply to SEZ unit or SEZ developer for authorized operations under bond or letter of undertaking without payment of Integrated Tax.

# Your Usage Details

## M/s. Shipment Solutions Private Limited

<b>Bill Period</b> 01 May 23 to 31 May 23	<b>Vi No</b> 9072392303	<b>Pulse Rate</b> Vi 2 Vi 60 Seconds and Vi 2 Others 60 Seconds	<b>Dynamic Credit Limit</b> Rs. 1800 (for details refer pg. 2)
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### Your Postpaid Plan

<b>Entertainment 399</b>	<b>Call Rates</b> (@ Home Circle)	<b>Local</b> (Rs./min:sec)	<b>STD</b> (Rs./min:sec)	<b>SMS Rates</b>	<b>Rs./SMS</b>
<b>With this plan, you get:</b> Free Talktime : Unlimited Mins (Home & Roam Local+STD) Free SMS : 100 SMS (Home & Roam) Free Internet Quota : 40 GB	<b>Incoming</b>	Free	Free	<b>Outgoing</b>	
	<b>Outgoing</b>			Local	0.25
	To Vi Mobile	0	0	STD	0.25
	To Other Mobile	0	0	International	5
	To Landline	0	0		
	Video Calls	3	-	<b>Mobile Internet Rates</b>	<b>Rs./10KB</b>
				Browsing without pack (4G/3G/2G)	0.0048 /0.0048

Above tariff details do not include any VAS tariffs, Roaming Charges, SMS/Call to special numbers, special promo packs or special promo features like Family & Friends, CUG, etc For further details on international call rates, visit [www.MyVi.in](http://www.MyVi.in)

Your Security Deposit with us  
**Rs. 0**

Security deposit will be refunded within **60 days** of closure of the account, beyond which, we will pay you an interest of **10% per annum** on the deposit.

### Last 6 Months Bill History

Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
Rs 470.82	Rs 470.82	Rs 470.82	Rs 470.82	Rs 470.82	Rs 470.82

### Last 3 Payments

13-Mar-23	16-Apr-23	08-May-23
Rs 470.82	Rs 470.82	Rs 470.82

**Note :** Payment details under Last 3 Payments section doesn't include any payments towards the deposit. Any security deposit released will reflect as payment in your subsequent bill.

Monthly Charges	Rental Period	Units	Charge/Unit	Charges (Rs.)	Discounts (Rs.)	Net Charges (Rs.)
Plan Rental - Entertainment 399	01.05.23 to 31.05.23			399.00	0.00	399.00
<b>Total</b>				<b>399.00</b>	<b>0.00</b>	<b>399.00</b>

Call Charges	Usage (min:sec)	Free Usage (min:sec)	Charged Usage (min:sec)	Charges (Rs.)
Local	1:00	1:00	0:00	0.00
STD	5:00	5:00	0:00	0.00
<b>Total</b>	<b>6:00</b>	<b>6:00</b>	<b>0:00</b>	<b>0.00</b>

# Your Usage Details

## M/s. Shipment Solutions Private Limited

<b>Bill Period</b>	<b>Vi No</b>	<b>Pulse Rate</b>	<b>Dynamic Credit Limit</b>
01 May 23 to 31 May 23	9072392303	Vi 2 Vi 60 Seconds and Vi 2 Others 60 Seconds	Rs. 1800 (for details refer pg. 2)

Mobile Internet Charges	Usage (KB)	Usage (MB)	Free Usage (MB)	Charged Usage (MB)	Charges (Rs.)
Internet Usage	2633310	2571.59	2571.46	0.14	0.00
<b>Data Conversion: 1 MB = 1,024 KB   1 GB = 1,024 MB</b>					
<b>Total</b>	<b>2633310</b>	<b>2571.59</b>	<b>2571.46</b>	<b>0.14</b>	<b>0.00</b>

Taxable Value	Charges (Rs.)
Total charges for current bill period (before tax)	399.00
<b>Total</b>	<b>399.00</b>

Tax Amount for the Bill Period	Charges (Rs.)
State GST @ 9.00%	35.91
Central GST @ 9.00%	35.91
<b>Total</b>	<b>71.82</b>

No Tax is payable on Reverse Charge

Charges for this bill period	Charges (Rs.)
Total charges for current bill period (Including tax)	470.82
<b>Total</b>	<b>470.82</b>

# Itemised Calls

## M/s. Shipment Solutions Private Limited

Bill Period	VI No	Pulse Rate
01 May 23 to 31 May 23	9072392303	Vi 2 Vi 60 Seconds and Vi 2 Others 60 Seconds

### Outgoing calls

#### Local

Date - Time	Number	Duration (min:sec)	Charges (Rs.)
20/05/23-11:04:37	918129602307	1:00	0
<b>Total</b>	<b>1 Call</b>	<b>1:00</b>	<b>0.00</b>

#### STD

Date - Time	Number	Duration (min:sec)	Charges (Rs.)
10/05/23-17:21:59	09325172853	3:00	0
11/05/23-11:42:54	09325172853	2:00	0
<b>Total</b>	<b>2 Calls</b>	<b>5:00</b>	<b>0.00</b>

### Mobile Internet Charges

#### Mobile Internet (Usage in KB)

Date		Usage in KB	Charges (Rs.)
08/05/23	Internet	23130	0**
10/05/23	Internet	60140	0**
11/05/23	Internet	23690	0**
12/05/23	Internet	41070	0**
13/05/23	Internet	340	0**
14/05/23	Internet	620	0**
15/05/23	Internet	870	0**
16/05/23	Internet	45240	0**
17/05/23	Internet	7090	0**
18/05/23	Internet	120030	0**
19/05/23	Internet	142860	0**
20/05/23	Internet	40070	0**
22/05/23	Internet	203210	0**
23/05/23	Internet	810280	0**
24/05/23	Internet	70350	0**
25/05/23	Internet	318520	0**
26/05/23	Internet	95090	0**
27/05/23	Internet	58030	0**
29/05/23	Internet	132500	0**
30/05/23	Internet	220770	0**
31/05/23	Internet	219410	0**
<b>Total</b>		<b>2633310</b>	<b>0.00</b>