

Understanding Your Bill

To help you understand your bill and how you are charged for your Services, we have put together this guide.

If you have any questions, about certain services or call charges, you may find the answers below.

To contact the Billing Team please email billing@vandercom.co.uk, and we will be happy to assist you. Billing enquires have an estimated lead time of 5-10 working days, depending on the complexity of the enquiry.

Front Page of the Invoice

At the top is the **Invoice Number**, the **Billing Period**, the **Invoice Date** and your Vandercom **Account number**.

Call Charges

Calls are listed by destination for the billing period. All details of these call charges can be found on the Summary pages and the Call Itemisation pages of the invoice.

Calls are charged for one month in arrears. So, for example, a bill produced on the 15th June will contain calls made in the month of May.

Rental, Connection & Select Services

Line Rental

This is the monthly rental charge, plus any part-month if this is your first bill. Rental is charged in advance, so, for example, a bill produced on the 15th June will include Rental charged for the month of June.

Connections and Installs

This is charges for one off services or products for this monthly period including new equipment, new service installations or any other service instructed by you to be carried out.

Select Services

These are services such as your **Line Care** or **Call Waiting**, or other value added services that apply to Traditional Landlines. All details of such service rentals can be found on the Service Summary Page.

Location Summary

On this page you have details of names and extension numbers and a brief summary of the total bill charge.

The details of this summary are found in the Service Summary and Call Summary. Call charges may refer to data charges and text messages in the case of your Mobiles.

Service Summary

This page lists the Rental Services. Rental is charged in advance, so, for example, a bill produced on the 15th June will be the Rental charged for the month of June.

Credits

If and when due, any credit will be listed on this page by each service.

Local Summary

This page details all of your UK Local calls by Town, Number of calls, duration and charge. This is totaled at the bottom of the last page of the summary.

National Summary

This page details all of your UK National calls by Town, Number of calls, duration and charge. This is totaled at the bottom of the last page of the summary.

Other Summary

This page details other calls such as Non-Geographic Calls starting 08, 09, 118, calls to Mobile Networks and international calls. To understand what the descriptions of some calls are, please refer to the section below on **Understanding your Call Charges**.

Call Summary

This page provides information of your call patterns by the most frequently dialed destinations and numbers, and the top 10 numbers and locations.

Graphical Summary

This page provides a graph to show you the calls by the day of the month, and by hours of the day.

Call Itemisation

Here you can find call information for each telephone extension or Mobile Connection by date, time, destination, number dialed, the duration of the call and the cost.

An * next to the call charge refers to this particular call being part of an inclusive calling bundle.

Understanding your Call Charges

For some destinations it might be unclear what type of number you are actually dialing. To help you better understand the codes and descriptions we use, please read below.

Freephone Service like 0800 and 0808 are free to call.

Fixed Fee Numbers are premium numbers and generally tend to start with the dial string 090.

Non-Geographic (SC01-SC08) these are non-geographical calls made to numbers starting 084 and 087.

Non-Geographic (SC09-SC014) these are non-geographical calls made to numbers starting 087.

Personal Numbering Services are calls to virtual telephone numbers in a variety of countries, including the UK and Spain. These often start with 070.

Premium Rate Services are usually calls to 09 numbers like competition lines, television voting, technical support helplines and adult services such as chat lines.

UK Wide General are calls made to numbers starting with 03 and are alternative numbers to 08 numbers with geographic call rates.

UK Wide Public Sector/Non Profit are calls made to numbers starting with 03 and are alternative numbers to 08 numbers with geographic call rates.

Wi-Fi Services occur when calls terminate over Wi-Fi, so the mobile number you called is connected via Wi-Fi the other side.

For Pricing Information on out of bundle call charges for your Fixed Line and Mobile Services [Click Here to visit our Customer Support Webpage](#).

How to get in touch

You can contact us by email: billing@vandercom.co.uk or by phone: 0344 259 8000. Our office hours are 9am–5.30pm Monday–Friday, closed weekends and Bank Holidays. Calls to 03 numbers are charged at local rates from UK landlines and inclusive of Mobile minute landline call bundles. Costs may vary depending on your Landline calls provider or your Mobile Network Provider.