

QUALITY OF MOBILE SERVICES BILLING AUDIT KINGDOM OF BAHRAIN – 2022

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This study is published in accordance with Articles 3(b)(1), 3(c)(2), 3(c)(4) and Article 54 of the Telecommunications Law. The purpose of the study is to evaluate and benchmark Quality Levels offered by Mobile Network Operators, Batelco, Viva and Zain, in the Kingdom of Bahrain. The independent study was conducted with an objective End-user perspective by Cabinet Directique and does not represent any views of the Authority.

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1. READER'S ADVICE

For a proper understanding of this report, readers are advised to take into account the following key elements:

Quality of Mobile Services Audit is a snapshot of the observed quality and performance offered by Mobile Operators at the time of the measurements campaign.

Mobile Operators are continuously performing modifications and upgrades (including during the audit). Performance at the time of reading the report may be different.

TRA deliberately chose to assess quality from the end user perspective, which involves for example carrying out measurements with mobile devices which are available in Mobile Operator shops, behaving like the user on the field and cross network testing.

2. EXECUTIVE SUMMARY

2.1. REPORT OBJECTIVE

The aim of this report is to evaluate, from an end-user perspective, the accuracy of the billing systems used by mobile network Operators Batelco, STC Bahrain and Zain for the following key services:

- National Calls
- National Short Message Services (SMS)
- Data

Subscriber identity modules (SIM cards) used in this study are post-paid packages.

The Authority selected Directique, an international consulting firm, to conduct the assessment using a test method designed to gather a faithful qualitative records from an End-users' point of view, avoiding assessing quality through a pure technical angle as this is performed by Mobile Operators themselves on a regular basis.

This audit was conducted from 30th of October 2022 to the 18th of January 2023 inclusive. Measurements were performed between 9:00 am and 11:00 pm every day except Fridays.

2.2. POSTPAID PACKAGES

2.2.1. BATELCO

6 postpaid plans have been subscribed.

The tab here under gives for each line of the plan the effective billing and the correspondence with the actual consummation:

Batelco – Postpaid n°1 - 32111783

Super 16 Contract

- Free local minutes to all operators = 1 300 + 200 bonus
- Local call rates = BD 0.016 / minute all operators
- SMS rates = BD 0.032 on net and off nets
- 22GB Data on 4G network

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 contract – Charge	11/10/2022	10/11/2022	12.925	✓
Month 2 - Super 16 contract – Charge	11/11/2022	10/12/2022	18.420	✓
Month 3 - Super 16 contract – Charge	11/12/2022	10/01/2023	18.425	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Other Services					
Month 1 - Print Bill				0.825	✓

Month 2 - Print Bill	0.825	✓
Month 3 - Print Bill	0.825	✓

Batelco – Postpaid n°2 - 32166783
Super 16 Contract

- Free local minutes to all operators = 1 300 + 200 bonus
- Local call rates = BD 0.016 / minute all operators
- SMS rates = BD 0.032 on net and off nets
- 22GB Data on 4G network

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 contract – Charge	11/10/2022	10/11/2022	18.484	✓
Month 2 - Super 16 contract - Charge	11/11/2022	10/12/2022	18.419	✓
Month 3 - Super 16 contract - Charge	11/12/2022	10/01/2023	18.424	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Mobile Voice Services					
Month 1 - SMS	2 SMS		0	0.066	✓

Other Services

Month 1 - Print Bill	0.825	✓
Month 2 - Print Bill	0.825	✓
Month 3 - Print Bill	0.825	✓

Batelco – Postpaid n°3 - 38311691

Super 16 Contract

- Free local minutes to all operators = 1 300 + 200 bonus
- Local call rates = BD 0.016 / minute all operators
- SMS rates = BD 0.032 on net and off nets
- 22GB Data on 4G network

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 contract – Charge	11/10/2022	10/11/2022	18.425	✓
Month 2 - 0	11/11/2022	10/12/2022	18.420	✓
Month 3 - Super 16 contract - Charge	11/12/2022	10/01/2023	18.425	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Other Services					
Month 1 - Print Bill				0.825	✓
Month 2 - Print Bill				0.825	✓
Month 3 - Print Bill				0.825	✓

Batelco – Postpaid n°4 - 38311786

Super 16 Contract

- Free local minutes to all operators = 1 300 + 200 bonus
- Local call rates = BD 0.016 / minute all operators
- SMS rates = BD 0.032 on net and off nets
- 22GB Data on 4G network

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 contract – Charge	11/10/2022	10/11/2022	22.778	✓
Month 2 - Super 16 contract - Charge	11/11/2022	10/12/2022	18.786	✓
Month 3 - Super 16 contract - Charge	11/12/2022	10/01/2023	18.421	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Mobile Voice Services					
Month 1 – SMS	132 SMS	0	0	4.356	✓
Month 2 – SMS	11 SMS		0	0.363	✓

Other Services

Month 1 - Print Bill	0.825	✓
Month 2 - Print Bill	0.825	✓
Month 3 - Print Bill	0.825	✓

Batelco – Postpaid n°5 - 38311936

Super 16 Contract

- Free local minutes to all operators = 1 300 + 200 bonus
- Local call rates = BD 0.016 / minute all operators
- SMS rates = BD 0.032 on net and off nets
- 22GB Data on 4G network

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 contract – Charge	11/10/2022	10/11/2022	22.547	✓
Month 2 - Super 16 contract - Charge	11/11/2022	10/12/2022	18.752	✓
Month 3 - Super 16 contract - Charge	11/12/2022	10/01/2023	18.417	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Mobile Voice Services					
Month 1 - National Calls	200 min	0	0	0	✓
Month 1 – SMS	125 SMS	0	0	4.125	✓
Month 2 – SMS	10 SMS	0	0	0.330	✓

Other Services

Month 1 - Print Bill	0.825	✓
Month 2 - Print Bill	0.825	✓
Month 3 - Print Bill	0.825	✓

Batelco – Postpaid n°6 - 39300496

Data only – 1TB Unlimited

- 1TB Unlimited
- Package Speed up to Max 5G

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 – Data only – 1TB – Charge	28/10/2022	27/11/2022	39.495	✓
Month 2 – Data only – 1TB – Charge	28/11/2022	27/12/2022	39.495	✓
Month 3 – Data only – 1TB – Charge	28/12/2022	27/01/2023	39.505	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Other Services					
Month 1 - Print Bill				0.825	✓
Month 2 - Print Bill				0.825	✓
Month 3 - Print Bill				0.825	✓

Conclusion: Volumes of Locals Calls, SMS and Data are correctly calculated and charged.

2.2.2. STC BAHRAIN

4 postpaid plans have been subscribed.

The tab here under gives for each line of the plan the effective billing and the correspondence with the actual consummation:

STC – Postpaid n°1 - 33230480

STC New Postpaid SIM Only LTE BD 19 Plan

- Free local min. to all operators = 1 800
- Local call rates = 25 fils/min.
- 27GB Data on 4G network

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 – STC New Postpaid SIM Only LTE BD 19 Plan	20/10/2022	19/11/2022	64.900	✓
Month 2 – STC New Postpaid SIM Only LTE BD 19 Plan	20/11/2022	19/12/2022	64.900	✓
Month 3 – STC New Postpaid SIM Only LTE BD 19 Plan	20/12/2022	19/01/2023	64.900	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Internet Services					
Month 1 – National Data	1.317 GB	1.317 GB	0GB	0.000	✓
Month 2 – National Data	0	0	0GB	0.000	✓
Month 3 – National Data	0	0	0GB	0.000	✓
Other Charges					
Month 1 - Postpaid 5G Service Addon	20/11/2022			5.500	✓
Month 1 - stc Mobile Data add-on 35	20/11/2022			38.500	✓
Month 2 - Postpaid 5G Service Addon	20/12/2022			5.500	✓
Month 2 - stc Mobile Data add-on 35	20/12/2022			38.500	✓
Month 3 - Postpaid 5G Service Addon	20/01/2023			5.500	✓
Month 3 - stc Mobile Data add-on 35	20/01/2023			38.500	✓

STC – Postpaid n°2 - 34347833

STC New Postpaid SIM Only LTE BD 19 Plan

- Free local min. to all operators = 1 800
- Local call rates = 25 fils/min.
- 27GB Data on 4G network

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 – STC New Postpaid SIM Only LTE BD 19 Plan	20/10/2022	19/11/2022	59.400	✓
Month 2 – STC New Postpaid SIM Only LTE BD 19 Plan	20/11/2022	19/12/2022	59.400	✓
Month 3 – STC New Postpaid SIM Only LTE BD 19 Plan	20/12/2022	19/01/2023	59.400	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Internet Services					
Month 1 – National Data	87.3763 GB	87.3763GB	0GB	0.000	✓
Month 2 – National Data	128.33 GB	128.33 GB	0GB	0.000	✓
Month 3 – National Data	453.425 GB	453.425GB	0GB	0.000	✓
Other Charges					
Month 1 - stc Mobile Data add-on 35	20/11/2022			38.500	✓
Month 2 - stc Mobile Data add-on 35	20/12/2022			38.500	✓
Month 3 - stc Mobile Data add-on 35	20/01/2023			38.500	✓

STC – Postpaid n°3 - 33230640
STC New Postpaid BD 19 NF Plan

Monthly Rental Charges	Start Date	End Date	Total (BD)	Billing ok?
Month 1 – STC Postpaid BD 19 Plan	20/10/2022	19/11/2022	24.200	✓
Month 2 – STC Postpaid BD 19 Plan	20/11/2022	19/12/2022	24.200	✓
Month 3 – STC Postpaid BD 19 Plan	20/12/2022	19/01/2023	24.200	✓

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Internet Services					
Month 1 – Postpaid 5G Service Add On 3				3.300	✓
Month 2 – Postpaid 5G Service Add On 3				3.300	✓
Month 3 – Postpaid 5G Service Add On 3				3.300	✓

STC – Postpaid n°4 – 35077859
STC Postpaid BD 10 Unlimited 5G Plan

Usage Charges Details	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Month 1 – STC Postpaid BD 10 Unlimited	20/10/2022	19/11/2022	11.000	✓	✓
Month 2 – STC Postpaid BD 10 Unlimited	20/11/2022	19/12/2022	11.000	✓	✓
Month 3 – STC Postpaid BD 10 Unlimited	20/12/2022	19/01/2023	11.000	✓	✓

Conclusion: Volumes of Locals Calls, SMS and Data are correctly calculated and charged.

2.2.3. ZAIN

4 postpaid plans have been subscribed.

The tab here under gives for each line of the plan the effective billing and the correspondence with the actual consummation:

Zain – Postpaid n°1 - 66350088

Package Postpaid BD 15

Package Double Data and Minutes BD15

- Local Calls = 1 200 min + 200 min.
- Local call rates = 15 fils/min.
- SMS rates = 30 fils
- 16GB Data on 4G network + 28GB Data

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Package Charges Postpaid 15	01/11/2022	30/11/2022	16.500	✓
Month 2 - Package Charges Postpaid 15	01/12/2021	31/12/2022	16.500	✓
Month 3 - Package Charges Postpaid 15	01/01/2023	31/01/2023	16.500	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Periodic Subscription					
Month 1 - Package Charges Wiyana 15				16.500	✓
Month 2 - Package Charges Wiyana 15				16.500	✓
Month 3 - Package Charges Wiyana 15				16.500	✓

Zain – Postpaid n°2 - 66933744

Package Postpaid BD 15

Package Extra 3GB Free

Package New ADDON - Postpaid BD15

- Local Calls = 1 200 min + 200 min.
- Local call rates = 15 fils/min.
- SMS rates = 30 fils
- 16GB Data on 4G network + 3GB Data + 17GB Data

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Package Charges Postpaid 15	01/11/2022	30/11/2022	16.500	✓
Month 2 - Package Charges Postpaid 15	01/12/2021	31/12/2022	16.500	✓
Month 3 - Package Charges Postpaid 15	01/01/2023	31/01/2023	16.500	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Periodic Subscription					
Month 1 - Package Charges Wiyana 15				16.500	✓
Month 2 - Package Charges Wiyana 15				16.500	✓
Month 3 - Package Charges Wiyana 15				16.500	✓

Zain – Postpaid n°3 - 66934777

Package Postpaid BD 15

Package Extra 3GB Free

Package New ADDON – Postpaid BD15

- Local Calls = 1 200 min + 200 min.
- Local call rates = 15 fils/min.
- SMS rates = 30 fils
- 16GB Data on 4G network + 3GB Data + 17GB Data

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Package Charges Postpaid 15	01/11/2022	30/11/2022	16.786	✓
Month 2 - Package Charges Postpaid 15	01/12/2021	31/12/2022	33.000	✓
Month 3 - Package Charges Postpaid 15	01/01/2023	31/01/2023	16.500	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Periodic Subscription					
Month 1 - Package Charges Wiyana 15				16.500	✓
Month 2 - Package Charges Wiyana 15				16.500	✓
Month 3 - Package Charges Wiyana 15				16.500	✓

Zain – Postpaid n°4 - 37760783

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Package Charges Postpaid 7	01/11/2022	30/11/2022	8.085	✓
Month 2 - Package Charges Postpaid 7	01/12/2021	31/12/2022	7.700	✓
Month 3 - Package Charges Postpaid 75	01/01/2023	31/01/2023	7.700	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Periodic Subscription					
Month 1 – Package Charges Wiyana 7				7.700	✓
Month 2 – Package Charges Wiyana 7				7.700	✓
Month 3 – Package Charges Wiyana 7				7.700	✓

Additional Call Charges					
Month 1 – SMSa	1			0.030	✓
Month 1 – International Calls	1			0.032	✓

Conclusion: Volumes of Locals Calls, SMS and Data are correctly calculated and charged.

3. ANNEX

3.1. BATELCO BILLS



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
32111783	Mobile Postpaid	Active	11.000
2000175660	Bill Profile Charges	Active	0.750
Total			11.750

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	16 Oct 2022	29.430
Total			29.430

Mobile Voice and Internet Services

32111783 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Social top up bundle 5 ⁴		31 Oct 2022 - 10 Nov 2022	Cr. 5.000	Cr. 0.500	Cr. 5.500
Super 16 Contract ⁴		11 Nov 2022 - 10 Dec 2022	16.000	1.600	17.600

Usage Charges

National Calls ⁴	1	Minutes	0.000	0.000	0.000
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Usage Charges Details

National Calls Summary	Minutes	Amount (BD)	VAT (BD)	Total (BD)
Calls To Premium Numbers (Free) ⁴	1	0.000	0.000	0.000
Total		0.000	0.000	0.000
Total		11.000	1.100	12.100

Other Services

Other Charges on Bill Profile: 2000175660

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴	11 Oct 2022 - 10 Nov 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
32111783	Mobile Postpaid	Active	16.000
2000175660	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Debit Card	Bill Payment	13 Nov 2022	12.930
Total			12.930

Mobile Voice and Internet Services

📞 32111783

Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁴		11 Dec 2022 - 10 Jan 2023	16.000	1.600	17.600

Details not available

Total			16.000	1.600	17.600
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Other Services

Other Charges on Bill Profile: 2000175660

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴	11 Nov 2022 - 10 Dec 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
32111783	Mobile Postpaid	Active	16.000
2000175660	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	12 Dec 2022	18.420
Total			18.420

Mobile Voice and Internet Services

32111783

Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ¹		11 Jan 2023 - 10 Feb 2023	16.000	1.600	17.600

Details not available

Total			16.000	1.600	17.600
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Other Services

Other Charges on Bill Profile: 2000175660

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ¹	11 Dec 2022 - 10 Jan 2023	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) *
32166783	Mobile Postpaid	Active	16.060
2000175665	Bill Profile Charges	Active	0.750
Total			16.810

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	16 Oct 2022	23.970
Total			23.970

Mobile Voice and Internet Services

32166783

Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract *		11 Nov 2022 -10 Dec 2022	16.000	1.600	17.600
Usage Charges					
National Calls *	8	Minutes	0.000	0.000	0.000
SMS *	2	Messages	0.060	0.006	0.066

Usage Charges Details

National Calls Summary		Minutes	Amount (BD)	VAT (BD)	Total (BD)
Calls to Batelco (Free) *		1	0.000	0.000	0.000
Calls to Other Operators (Free) *		7	0.000	0.000	0.000
Total			0.000	0.000	0.000

SMS	Number	Amount (BD)	VAT (BD)	Total (BD)
SMS to Batelco (Charged) *	1	0.030	0.003	0.033
SMS to Other Operators (Charged) *	1	0.030	0.003	0.033
Total		0.060	0.006	0.066
Total		16.060	1.606	17.666

Other Services



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
32166783	Mobile Postpaid	Active	16.000
2000175665	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Debit Card	Bill Payment	13 Nov 2022	18.490
Total			18.490

Mobile Voice and Internet Services

32166783 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ¹		11 Dec 2022 - 10 Jan 2023	16.000	1.600	17.600
Details not available					
Total			16.000	1.600	17.600

Other Services

Other Charges on Bill Profile: 2000175665

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ¹	11 Nov 2022 - 10 Dec 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
32166783	Mobile Postpaid	Active	16.000
2000175665	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	12 Dec 2022	18.420
Total			18.420

Mobile Voice and Internet Services

📱 32166783

Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁴		11 Jan 2023 - 10 Feb 2023	16.000	1.600	17.600

Usage Charges

National Calls ⁴	3	Minutes	0.000	0.000	0.000
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Usage Charges Details

National Calls Summary	Minutes	Amount (BD)	VAT (BD)	Total (BD)
Calls to Batelco (Free) ⁴	2	0.000	0.000	0.000
Calls to Other Operators (Free) ⁴	1	0.000	0.000	0.000
Total		0.000	0.000	0.000
Total		16.000	1.600	17.600

Other Services

Other Charges on Bill Profile: 2000175665

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴	11 Dec 2022 - 10 Jan 2023	0.750	0.075	0.825
Total		0.750	0.075	0.825



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311691	Mobile Postpaid	Active	16.000
2000184275	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	16 Oct 2022	18.430
Total			18.430

Mobile Voice and Internet Services

38311691					Bill Details
Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super16 Contract ⁴		11 Nov 2022 - 10 Dec 2022	16.000	1.600	17.600
Details not available					
Total			16.000	1.600	17.600

Other Services

Other Charges on Bill Profile: 2000184275					
Rental Charges		Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴		11 Oct 2022 - 10 Nov 2022	0.750	0.075	0.825
Total			0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311691	Mobile Postpaid	Active	16.000
2000184275	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Debit Card	Bill Payment	13 Nov 2022	18.430
Total			18.430

Mobile Voice and Internet Services

38311691					Bill Details
Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ¹		11 Dec 2022 - 10 Jan 2023	16.000	1.600	17.600
Details not available					
Total			16.000	1.600	17.600

Other Services

Other Charges on Bill Profile: 2000184275

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ¹	11 Nov 2022 - 10 Dec 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311691	Mobile Postpaid	Active	16.000
2000184275	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	12 Dec 2022	18.420
Total			18.420

Mobile Voice and Internet Services

38311691 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ¹		11 Jan 2023 - 10 Feb 2023	16.000	1.600	17.600

Details not available

Total			16.000	1.600	17.600
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Other Services

Other Charges on Bill Profile: 2000184275

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ¹	11 Dec 2022 - 10 Jan 2023	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311786	Mobile Postpaid	Active	19.960
2000184276	Bill Profile Charges	Active	0.750
Total			20.710

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	16 Oct 2022	35.060
Total			35.060

Mobile Voice and Internet Services

38311786

Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁴		11 Nov 2022 - 10 Dec 2022	16.000	1.600	17.600

Usage Charges

National Calls ⁴	154	Minutes	0.000	0.000	0.000
SMS ⁴	132	Messages	3.960	0.396	4.356

Usage Charges Details

National Calls Summary	Minutes	Amount (BD)	VAT (BD)	Total (BD)
Calls to Batelco (Free) ⁴	154	0.000	0.000	0.000
Total		0.000	0.000	0.000

SMS	Number	Amount (BD)	VAT (BD)	Total (BD)
SMS to Batelco (Charged) ⁴	132	3.960	0.396	4.356
Total		3.960	0.396	4.356
Total		19.960	1.996	21.956

Other Services

Other Charges on Bill Profile: 2000184276



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311786	Mobile Postpaid	Active	16.330
2000184276	Bill Profile Charges	Active	0.750
Total			17.080

Payment Received Details

Method	Type	Date	Amount (BD)
Debit Card	Bill Payment	13 Nov 2022	22.780
Total			22.780

Mobile Voice and Internet Services

38311786 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁴		11 Dec 2022 - 10 Jan 2023	16.000	1.600	17.600
Usage Charges					
SMS ⁴	11	Messages	0.330	0.033	0.363

Usage Charges Details

SMS	Number	Amount (BD)	VAT (BD)	Total (BD)
SMS to Batelco (Charged) ⁴	11	0.330	0.033	0.363
Total		0.330	0.033	0.363
Total		16.330	1.633	17.963

Other Services

Other Charges on Bill Profile: 2000184276

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴	11 Nov 2022 - 10 Dec 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311786	Mobile Postpaid	Active	16.000
2000184276	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	12 Dec 2022	18.790
Total			18.790

Mobile Voice and Internet Services

38311786 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁴		11 Jan 2023 - 10 Feb 2023	16.000	1.600	17.600
Details not available					
Total			16.000	1.600	17.600

Other Services

Other Charges on Bill Profile: 2000184276

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴	11 Dec 2022 - 10 Jan 2023	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311936	Mobile Postpaid	Active	19.750
2000184278	Bill Profile Charges	Active	0.750
Total			20.500

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	16 Oct 2022	37.430
Total			37.430

Mobile Voice and Internet Services

38311936 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁴		11 Nov 2022 - 10 Dec 2022	16.000	1.600	17.600

Usage Charges

National Calls ⁴	200	Minutes	0.000	0.000	0.000
SMS ⁴	125	Messages	3.750	0.375	4.125

Usage Charges Details

National Calls Summary	Minutes	Amount (BD)	VAT (BD)	Total (BD)
Calls to Batelco (Free) ⁴	200	0.000	0.000	0.000
Total		0.000	0.000	0.000

SMS	Number	Amount (BD)	VAT (BD)	Total (BD)
SMS to Batelco (Charged) ⁴	125	3.750	0.375	4.125
Total		3.750	0.375	4.125
Total		19.750	1.975	21.725

Other Services

Other Charges on Bill Profile: 2000184278



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311936	Mobile Postpaid	Active	16.300
2000184278	Bill Profile Charges	Active	0.750
Total			17.050

Payment Received Details

Method	Type	Date	Amount (BD)
Debit Card	Bill Payment	13 Nov 2022	22.550
Total			22.550

Mobile Voice and Internet Services

38311936 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁺		11 Dec 2022 - 10 Jan 2023	16.000	1.600	17.600

Usage Charges

SMS ⁺	10	Messages	0.300	0.030	0.330
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Usage Charges Details

SMS	Number	Amount (BD)	VAT (BD)	Total (BD)
SMS to Batelco (Charged) ⁺	10	0.300	0.030	0.330
Total		0.300	0.030	0.330
Total		16.300	1.630	17.930

Other Services

Other Charges on Bill Profile: 2000184278

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁺	11 Nov 2022 - 10 Dec 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
38311936	Mobile Postpaid	Active	16.000
2000184278	Bill Profile Charges	Active	0.750
Total			16.750

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	12 Dec 2022	18.760
Total			18.760

Mobile Voice and Internet Services

38311936					Bill Details
Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 Contract ⁴		11 Jan 2023 - 10 Feb 2023	16.000	1.600	17.600
Details not available					
Total			16.000	1.600	17.600

Other Services

Other Charges on Bill Profile: 2000184278

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴	11 Dec 2022 - 10 Jan 2023	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	1.675
Total	1.675

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
39300496	Mobile Postpaid	Active	35.159
2000197641	Bill Profile Charges	Active	0.750
Total			35.909

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	13 Nov 2022	39.500
Total			39.500

Mobile Voice and Internet Services

39300496					Bill Details
Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
4TB Unlimited - Data only ¹		28 Nov 2022 - 27 Dec 2022	35.159	3.516	38.675
Details not available					
Total			35.159	3.516	38.675

Other Services

Other Charges on Bill Profile: 2000197641

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ¹	28 Oct 2022 - 27 Nov 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	3.591
Total	3.591

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
39300496	Mobile Postpaid	Active	35.159
2000197641	Bill Profile Charges	Active	0.750
Total			35.909

Payment Received Details

Method	Type	Date	Amount (BD)
Credit Card	Bill Payment	12 Dec 2022	39.500
Total			39.500

Mobile Voice and Internet Services

39300496					Bill Details
Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
4TB Unlimited - Data only ⁴		28 Dec 2022 - 27 Jan 2023	35.159	3.516	38.675
Details not available					
Total			35.159	3.516	38.675

Other Services

Other Charges on Bill Profile: 2000197641

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ⁴	28 Nov 2022 - 27 Dec 2022	0.750	0.075	0.825
Total		0.750	0.075	0.825

Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	3.591
Total	3.591

¹ Exclusive of VAT



Batelco Services

Services	Service Type	Service Status	Amount (BD) ¹
39300496	Mobile Postpaid	Active	35.159
2000197641	Bill Profile Charges	Active	0.750
Total			35.909

Payment Received Details

Method	Type	Date	Amount (BD)
Debit Card	Bill Payment	18 Jan 2023	39.490
Total			39.490

Mobile Voice and Internet Services

39300496 Bill Details

Rental Charges	Usage	Date	Amount (BD)	VAT (BD)	Total (BD)
4TB Unlimited - Data only ¹		28 Jan 2023 - 27 Feb 2023	35.159	3.516	38.675

Details not available

Total			35.159	3.516	38.675
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Other Services

Other Charges on Bill Profile: 2000197641

Rental Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Print Bill ¹	28 Dec 2022 - 27 Jan 2023	0.750	0.075	0.825
Total		0.750	0.075	0.825

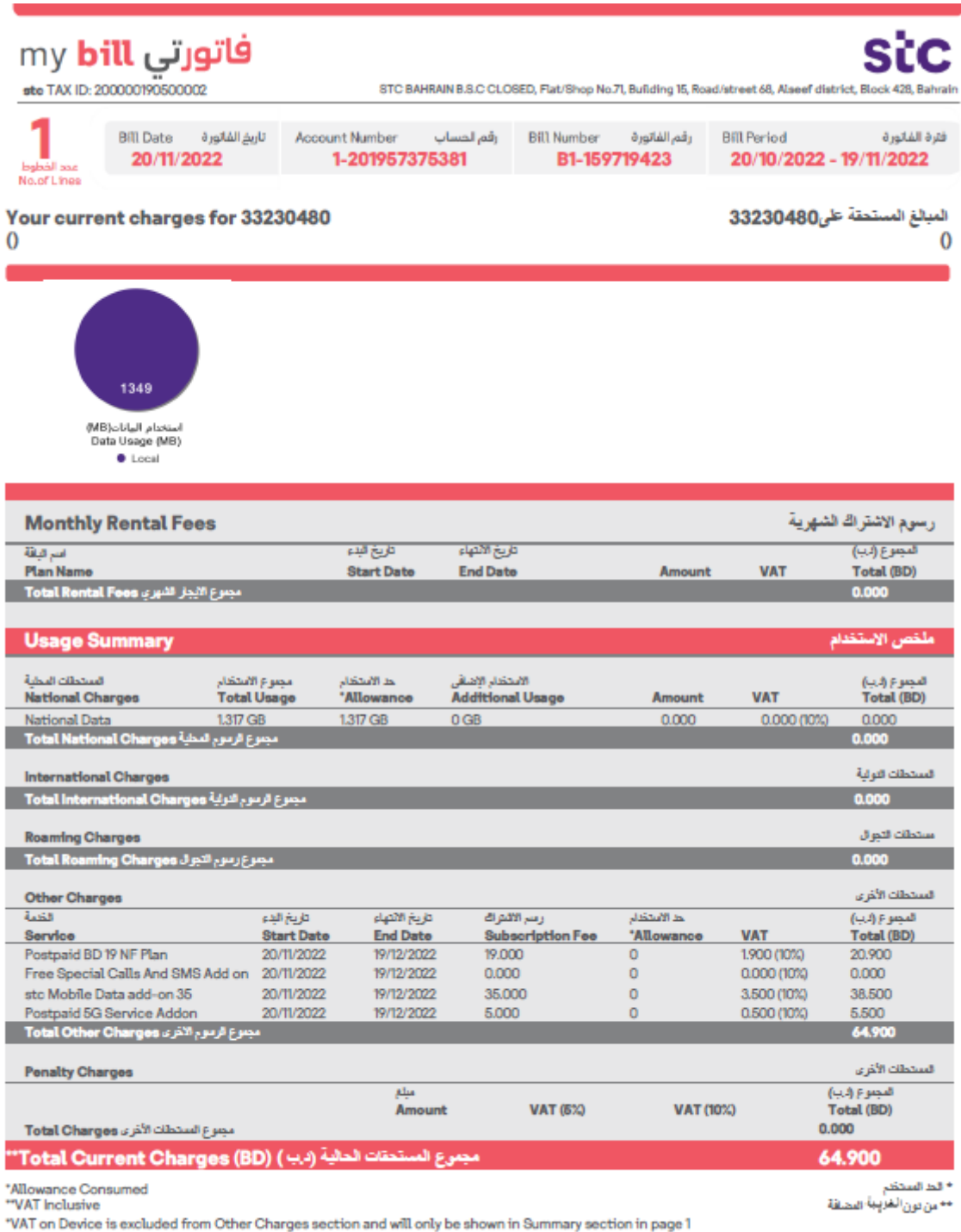
Total VAT Charges

VAT charges for all subscribed services

Charges	Amount (BD)
VAT Charges on Services	3.591
Total	3.591

¹ Exclusive of VAT

3.2. STC BAHRAIN BILLS



فاتورتي my bill



STC TAX ID: 200000190500002

STC BAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alaseef district, Block 428, Bahrain

1
عدد الخطوط
No. of Lines

Bill Date تاريخ الفاتورة
20/12/2022

Account Number رقم الحساب
1-201957375381

Bill Number رقم الفاتورة
B1-160549589

Bill Period فترة الفاتورة
20/11/2022 - 19/12/2022

Your current charges for 33230480
0

المبالغ المستحقة على 33230480
0

Monthly Rental Fees						رسوم الاشتراك الشهرية
اسم الخدمة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	Amount	VAT	المجموع (د.ب) Total (BD)	
Total Rental Fees مجموع الترخيص الشهري						0.000
Usage Summary						ملخص الاستخدام
المستحقات الوطنية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	Amount	VAT	المجموع (د.ب) Total (BD)
Total National Charges مجموع الرسوم الوطنية						0.000
International Charges						المستحقات الدولية
Total International Charges مجموع الرسوم الدولية						0.000
Roaming Charges						مستحقات التجوال
Total Roaming Charges مجموع رسوم التجوال						0.000
Other Charges						المستحقات الأخرى
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسوم الاشتراك Subscription Fee	حد الاستخدام *Allowance	VAT	المجموع (د.ب) Total (BD)
stc Mobile Data add-on 35	20/12/2022	19/01/2023	35.000	0	3.500 (10%)	38.500
Postpaid BD 19 NF Plan	20/12/2022	19/01/2023	19.000	0	1.900 (10%)	20.900
Free Special Calls And SMS Add on	20/12/2022	19/01/2023	0.000	0	0.000 (10%)	0.000
Postpaid 5G Service Addon	20/12/2022	19/01/2023	5.000	0	0.500 (10%)	5.500
Total Other Charges مجموع الرسوم الأخرى						64.900
Penalty Charges						المستحقات الأخرى
						المجموع (د.ب) Total (BD)
Total Charges مجموع المستحقات الأخرى						0.000
**Total Current Charges (BD) (مجموع المستحقات الحالية (د.ب))						64.900

*Allowance Consumed

**VAT Inclusive

*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

* الحد المستخدم
** من دون الضريبة المضافة

فاتورتي my bill		STC	
STC TAX ID: 200000190500002		STC BAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alseef district, Block 428, Bahrain	
1 عدد الخطوط No. of Lines	تاريخ الفاتورة Bill Date 20/01/2023	رقم الحساب Account Number 1-201957375381	رقم الفاتورة Bill Number B1-161373325
			فترة الفاتورة Bill Period 20/12/2022 - 19/01/2023
Your current charges for 33230480		المبالغ المستحقة على 33230480	
0		0	
Monthly Rental Fees		رسوم الاشتراك الشهرية	
اسم الخدمة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	المجموع (د.ب) Total (BD)
Total Rental Fees			0.000
Usage Summary		ملخص الاستخدام	
المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	المجموع (د.ب) Total (BD)
Total National Charges			0.000
International Charges		المستحقات الدولية	
Total International Charges			0.000
Roaming Charges		مستحقات التجوال	
Total Roaming Charges			0.000
Other Charges		المستحقات الأخرى	
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	المجموع (د.ب) Total (BD)
STC Mobile Data add-on 3G	20/01/2023	19/02/2023	35.000
Free Special Calls And SMS Add on	20/01/2023	19/02/2023	0.000
Postpaid BD 19 NIF Plan	20/01/2023	19/02/2023	19.000
Postpaid 5G Service Addon	20/01/2023	19/02/2023	5.000
Total Other Charges			64.900
Penalty Charges		المستحقات الأخرى	
المبلغ Amount	VAT (5%)	VAT (10%)	المجموع (د.ب) Total (BD)
Total Charges			0.000
**Total Current Charges (BD) (مجموع المستحقات الحالية (د.ب))			64.900

*Allowance Consumed

**VAT Inclusive

*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

* الحد المستخدم

** من دون المضافة المحقة

فاتورتي my bill

STC TAX ID: 200000190500002

STC SAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alaseef district, Block 428, Bahrain

stc

1 عدد الخطوط No. of Lines	Bill Date تاريخ الفاتورة 20/11/2022	Account Number رقم الحساب 1-223474040430	Bill Number رقم الفاتورة B1-159704557	Bill Period فترة الفاتورة 20/10/2022 - 19/11/2022
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Your current charges for 34347833
0

المبالغ المستحقة على 34347833
0



Monthly Rental Fees رسوم الاشتراك الشهرية					
اسم الخدمة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	Amount	VAT	المجموع (د.ب) Total (BD)
Total Rental Fees مجموع الإيجار الشهري					0.000
Usage Summary ملخص الاستخدام					
الخدمات المشحونة National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	Amount	VAT
National Data	87.3763 GB	87.3763 GB	0 GB	0.000	0.000 (10%)
Total National Charges مجموع الرسوم المحلية					0.000
International Charges الخدمات الدولية					
Total International Charges مجموع الرسوم الدولية					0.000
Roaming Charges مستحقات التجول					
Total Roaming Charges مجموع رسوم التجول					0.000
Other Charges الخدمات الأخرى					
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسوم الاشتراك Subscription Fee	حد الاستخدام *Allowance	VAT
Postpaid BD 19 NF Plan	20/11/2022	19/12/2022	19.000	0	1.900 (10%)
Free Special Calls And SMS Add on	20/11/2022	19/12/2022	0.000	0	0.000 (10%)
stc Mobile Data add-on 35	20/11/2022	19/12/2022	35.000	0	3.500 (10%)
Free 5G Service Add On	20/11/2022	19/12/2022	0.000	0	0.000 (10%)
Total Other Charges مجموع الرسوم الأخرى					59.400
Penalty Charges مستحقات الأخرى					
Total Charges مجموع المستحقات الأخرى					0.000
**Total Current Charges (BD) مجموع المستحقات الحالية (د.ب)					59.400

*Allowance Consumed

**VAT Inclusive

*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

* الحد المستخدم
** من نون الحزبمبأ الصفحة

my billفاتورتي

STC BAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alaseef district, Block 428, Bahrain

STC TAX ID: 200000190500002

1عدد الخطوطNo. of Lines

20/12/2022

1-223474040430

B1-160560476

20/11/2022 - 19/12/2022

Your current charges for 34347833

المبالغ المستحقة على 34347833

0

0

131414

استخدام البيانات (MB)
Data Usage (MB)

Local

Monthly Rental Fees

رسوم الاشتراك الشهرية

اسم الباقة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	Amount	VAT	المجموع (د.ب) Total (BD)
Total Rental Fees مجموع التيجل الشهري					0.000

Usage Summary

ملخص الاستخدام

المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	Amount	VAT	المجموع (د.ب) Total (BD)
National Data	128.3339 GB	128.3339 GB	0 GB	0.000	0.000 (10%)	0.000
Total National Charges مجموع الرسوم المحلية						0.000
International Charges						المستحقات الدولية
Total International Charges مجموع الرسوم الدولية						0.000
Roaming Charges						مستحقات التجوال
Total Roaming Charges مجموع رسوم التجوال						0.000
Other Charges						المستحقات الأخرى
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسوم الاشتراك Subscription Fee	حد الاستخدام *Allowance	VAT	المجموع (د.ب) Total (BD)
Free Special Calls And SMS Add on	20/12/2022	19/01/2023	0.000	0	0.000 (10%)	0.000
Postpaid BD 19 NF Plan	20/12/2022	19/01/2023	19.000	0	1.900 (10%)	20.900
stc Mobile Data add-on 35	20/12/2022	19/01/2023	35.000	0	3.500 (10%)	38.500
Free 5G Service Add On	20/12/2022	19/01/2023	0.000	0	0.000 (10%)	0.000
Total Other Charges مجموع الرسوم الأخرى						59.400
Penalty Charges						المستحقات الأخرى
			مبلغ Amount	VAT (5%)	VAT (10%)	المجموع (د.ب) Total (BD)
Total Charges مجموع المستحقات الأخرى						0.000

Total Current Charges (BD) (مجموع المستحقات الحالية (د.ب))

59.400

*Allowance Consumed
**VAT Inclusive
*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

حد المستخدم
من دون الضريبة المحقة

my billفاتورتي

STC BAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alaseef district, Block 428, Bahrain

1عدد الخطوطNo. of Lines

20/01/2023

1-223474040430

B1-161383729

20/12/2022 - 19/01/2023

Your current charges for 34347833

المبالغ المستحقة على 34347833

0

0

464307

الاستخدام المحلي (MB)
Data Usage (MB)

Local

Monthly Rental Fees

رسوم الاشتراك الشهرية

اسم الباقة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	المجموع (د.ب) Total (BD)
مجموع التيجر الشهري			0.000

Usage Summary

ملخص الاستخدام

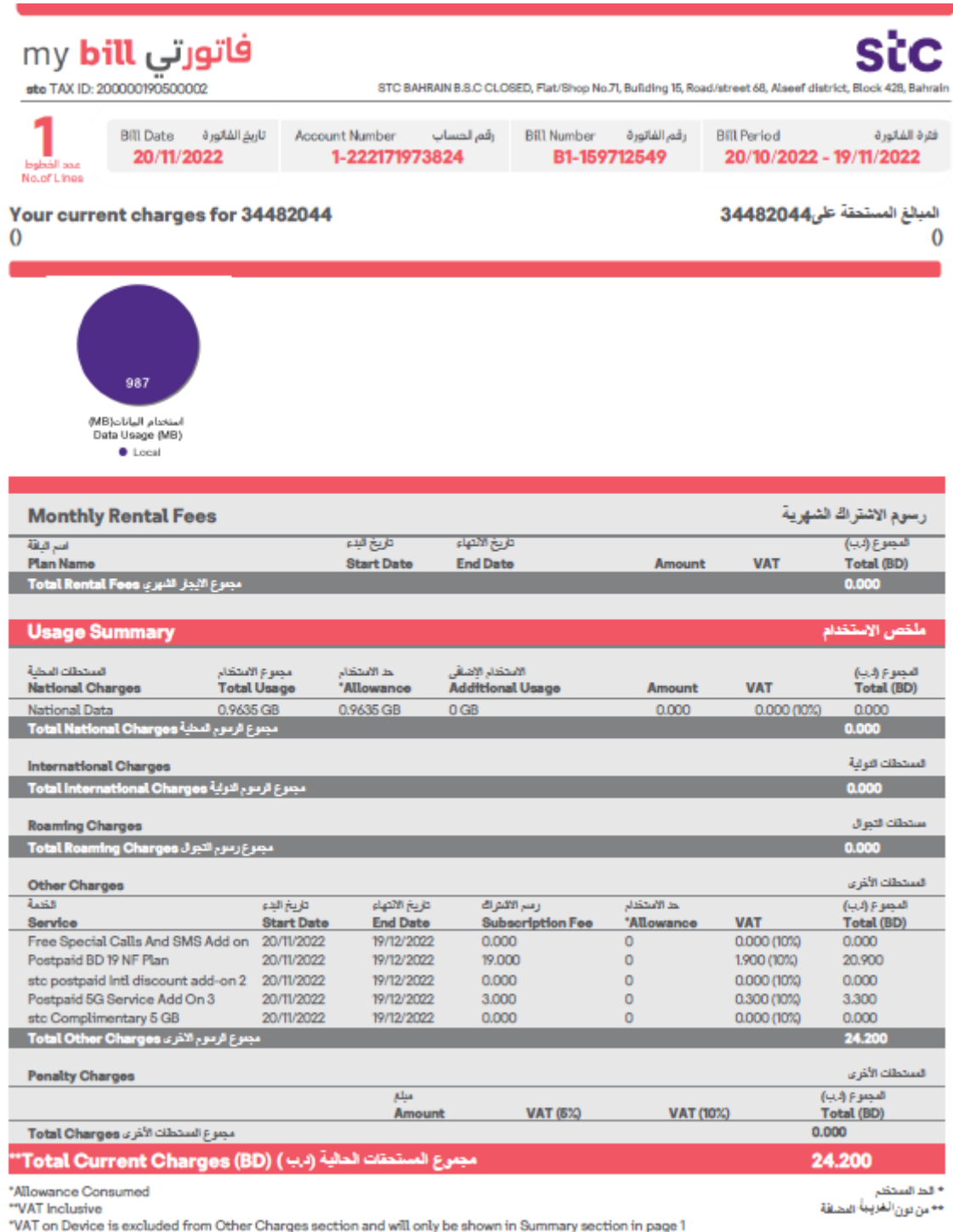
المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	المجموع (د.ب) Total (BD)		
National Data	453,425 GB	453,425 GB	0 GB	0.000		
مجموع الرسوم المحلية				0.000		
International Charges				المستحقات الدولية		
مجموع الرسوم الدولية				0.000		
Roaming Charges				مستحقات التجول		
مجموع رسوم التجول				0.000		
Other Charges				المستحقات الأخرى		
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسوم الاشتراك Subscription Fee	حد الاستخدام *Allowance	VAT	المجموع (د.ب) Total (BD)
Postpaid BD 19 NF Plan	20/01/2023	19/02/2023	19.000	0	1.900 (10%)	20.900
Free Special Calls And SMS Add on	20/01/2023	19/02/2023	0.000	0	0.000 (10%)	0.000
stc Mobile Data add-on 35	20/01/2023	19/02/2023	35.000	0	3.500 (10%)	38.500
Free 5G Service Add On	20/01/2023	19/02/2023	0.000	0	0.000 (10%)	0.000
مجموع الرسوم الأخرى						69.400
Penalty Charges						المستحقات الأخرى
مجموع المستحقات الأخرى						0.000

**Total Current Charges (BD) (د.ب)

59.400

* الحد المستخدم
** من نون الحاسبة المحسنة

VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1



فاتورتي my bill		STC	
STC TAX ID: 200000190500002		STC BAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alseef district, Block 428, Bahrain	
1 عدد الخطوط No. of Lines	Bill Date تاريخ الفاتورة 20/12/2022	Account Number رقم الحساب 1-222171973824	Bill Number رقم الفاتورة B1-160558130
			Bill Period فترة الفاتورة 20/11/2022 - 19/12/2022
Your current charges for 34482044		المبالغ المستحقة على 34482044	
0		0	
Monthly Rental Fees		رسوم الاشتراك الشهرية	
اسم الخدمة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	المجموع (د.ب) Total (BD)
Total Rental Fees مجموع التيجل الشهري			0.000
Usage Summary		ملخص الاستخدام	
المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	المجموع (د.ب) Total (BD)
Total National Charges مجموع الرسوم المحلية			0.000
International Charges		المستحقات الدولية	
Total International Charges مجموع الرسوم الدولية			0.000
Roaming Charges		مستحقات التجول	
Total Roaming Charges مجموع رسوم التجول			0.000
Other Charges		المستحقات الأخرى	
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	المجموع (د.ب) Total (BD)
stc postpaid Intl discount add-on 2	20/12/2022	19/01/2023	0.000
Free Special Calls And SMS Add on	20/12/2022	19/01/2023	0.000
Postpaid BD 19 NF Plan	20/12/2022	19/01/2023	19.000
stc Complimentary 5 GB	20/12/2022	19/01/2023	0.000
Postpaid 5G Service Add On 3	20/12/2022	19/01/2023	3.300
Total Other Charges مجموع الرسوم الأخرى			24.200
Penalty Charges		المستحقات الأخرى	
Total Charges مجموع المستحقات الأخرى		المبلغ Amount	المجموع (د.ب) Total (BD)
**Total Current Charges (BD) (د.ب) مجموع المستحقات الحالية			24.200

*Allowance Consumed

**VAT Inclusive

*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

* قد المستخدم

** من نون الحريية المحفظة

فاتورتي my bill

STC TAX ID: 200000190500002

STC SAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alaseef district, Block 428, Bahrain

stc

1
عدد الخطوط
No. of Lines

Bill Date تاريخ الفاتورة
20/01/2023

Account Number رقم الحساب
1-222171973824

Bill Number رقم الفاتورة
B1-161381617

Bill Period فترة الفاتورة
20/12/2022 - 19/01/2023

Your current charges for 34482044
0

المبالغ المستحقة على 34482044
0

Monthly Rental Fees

رسوم الاشتراك الشهرية

اسم الخدمة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	Amount	VAT	المجموع (د.ب) Total (BD)
Total Rental Fees مجموع الاشتراك الشهري					0.000

Usage Summary

ملخص الاستخدام

المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	Amount	VAT	المجموع (د.ب) Total (BD)
Total National Charges مجموع الرسوم المحلية						0.000

International Charges

المستحقات الدولية

Total International Charges مجموع الرسوم الدولية						0.000
--	--	--	--	--	--	-------

Roaming Charges

مستحقات التجوال

Total Roaming Charges مجموع رسوم التجوال						0.000
--	--	--	--	--	--	-------

Other Charges

المستحقات الأخرى

الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسوم الاشتراك Subscription Fee	حد الاستخدام *Allowance	VAT	المجموع (د.ب) Total (BD)
Postpaid BD 19 NF Plan	20/01/2023	19/02/2023	19.000	0	1.900 (10%)	20.900
stc postpaid Intl discount add-on 2	20/01/2023	19/02/2023	0.000	0	0.000 (10%)	0.000
Free Special Calls And SMS Add on	20/01/2023	19/02/2023	0.000	0	0.000 (10%)	0.000
Postpaid 5G Service Add On 3	20/01/2023	19/02/2023	3.000	0	0.300 (10%)	3.300
stc Complimentary 5 GB	20/01/2023	19/02/2023	0.000	0	0.000 (10%)	0.000
Total Other Charges مجموع الرسوم الأخرى						24.200

Penalty Charges

المستحقات الأخرى

المبلغ Amount	VAT (5%)	VAT (10%)	المجموع (د.ب) Total (BD)
Total Charges مجموع المستحقات الأخرى			0.000

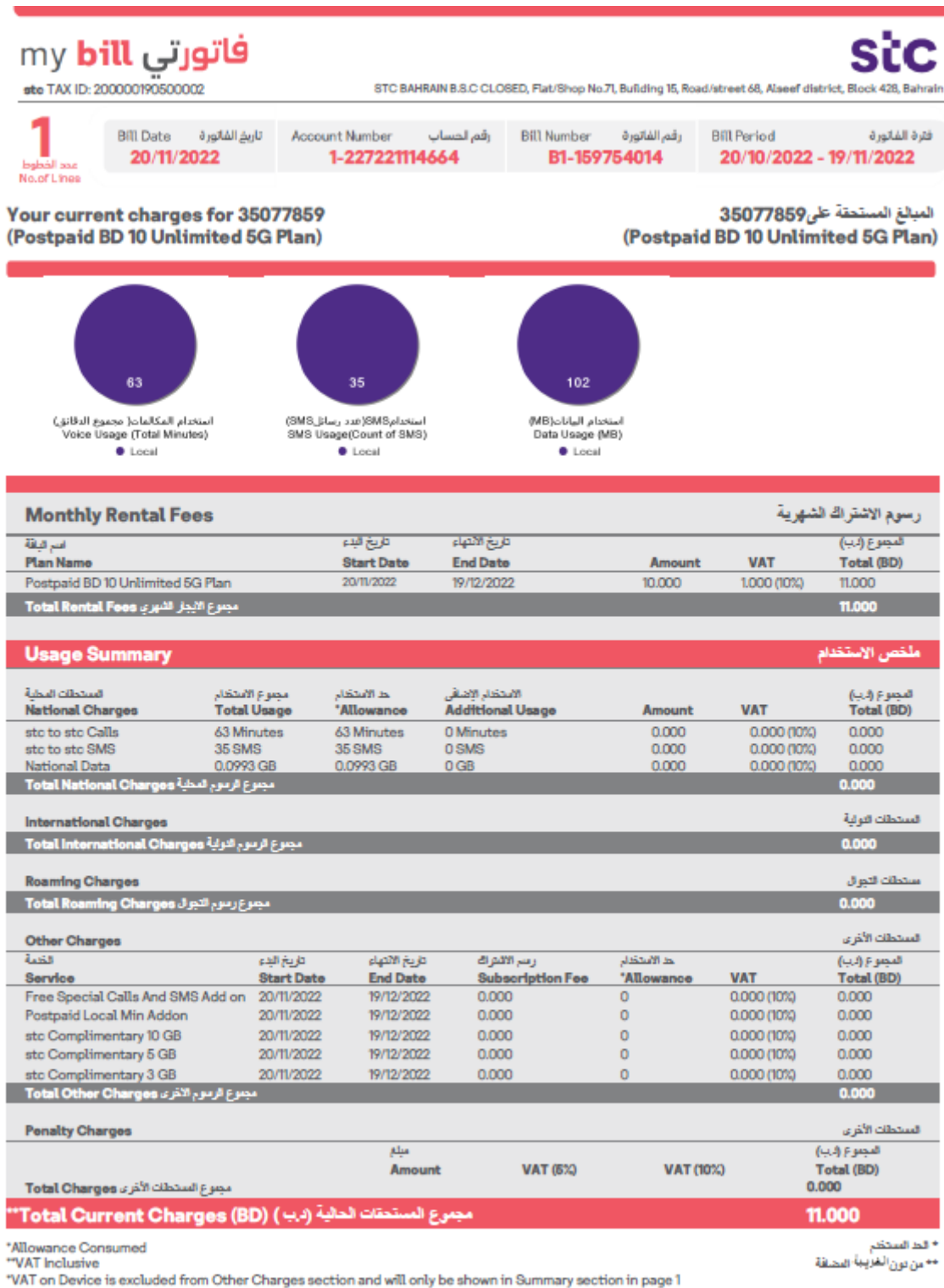
****Total Current Charges (BD) (د.ب) مجموع المستحقات الحالية (د.ب) 24.200**

*Allowance Consumed

**VAT Inclusive

*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

* الحد المستخدم
** من نون الحادية المضافة



فاتورتي my bill		stc	
stc TAX ID: 200000190500002		STC SAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alseef district, Block 428, Bahrain	
1 عدد الخطوط No. of Lines	تاريخ الفاتورة Bill Date 20/12/2022	رقم الحساب Account Number 1-22722114664	رقم الفاتورة Bill Number B1-160570564
	فترة الفاتورة Bill Period 20/11/2022 - 19/12/2022		
Your current charges for 35077859 (Postpaid BD 10 Unlimited 5G Plan)		المبالغ المستحقة على 35077859 (Postpaid BD 10 Unlimited 5G Plan)	
Monthly Rental Fees		رسوم الاشتراك الشهرية	
اسم الباقة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	المجموع (د.ب) Total (BD)
Postpaid BD 10 Unlimited 5G Plan	20/12/2022	19/01/2023	11.000
Total Rental Fees مجموع الفواتير الشهرية			11.000
Usage Summary		ملخص الاستخدام	
الاستخدامات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	المجموع (د.ب) Total (BD)
Total National Charges مجموع الرسوم المحلية			0.000
International Charges			الاستخدام الإضافي Additional Usage
Total International Charges مجموع الرسوم الدولية			0.000
Roaming Charges			Amount
Total Roaming Charges مجموع رسوم التجول			0.000
Other Charges			VAT
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	المجموع (د.ب) Total (BD)
Free Special Calls And SMS Add on	20/12/2022	19/01/2023	0.000
Postpaid Local Min Addon	20/12/2022	19/01/2023	0.000
stc Complimentary 5 GB	20/12/2022	19/01/2023	0.000
stc Complimentary 3 GB	20/12/2022	19/01/2023	0.000
stc Complimentary 10 GB	20/12/2022	19/01/2023	0.000
Total Other Charges مجموع الرسوم الأخرى			0.000
Penalty Charges			المستحقات الأخرى
	مبلغ Amount	VAT (5%)	المجموع (د.ب) Total (BD)
Total Charges مجموع المستحقات الأخرى			0.000
Total Current Charges (BD) (د.ب) مجموع المستحقات الحالية		11.000	

*Allowance Consumed

**VAT Inclusive

*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

* الحد المستخدم

** من دون الضريبة المحقة

فاتورتي my bill

STC TAX ID: 200000190500002

STC BAHRAIN B.S.C CLOSED, Flat/Shop No.71, Building 15, Road/street 68, Alaseef district, Block 42B, Bahrain

1 عدد الخطوط No. of Lines	Bill Date تاريخ الفاتورة 20/01/2023	Account Number رقم الحساب 1-22722114664	Bill Number رقم الفاتورة B1-161392102	Bill Period فترة الفاتورة 20/12/2022 - 19/01/2023
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Your current charges for 35077859
(Postpaid BD 10 Unlimited 5G Plan)

المبالغ المستحقة على 35077859
(Postpaid BD 10 Unlimited 5G Plan)

Monthly Rental Fees رسوم الاشتراك الشهرية					
اسم الباقة Plan Name	تاريخ البدء Start Date	تاريخ الانتهاء End Date	Amount	VAT	المجموع (د.ب) Total (BD)
Postpaid BD 10 Unlimited 5G Plan	20/01/2023	19/02/2023	10.000	1.000 (10%)	11.000
Total Rental Fees مجموع الإيجار الشهري					11.000
Usage Summary ملخص الاستخدام					
المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	Amount	VAT
Total National Charges مجموع الرسوم المحلية					0.000
International Charges					المستحقات الدولية
Total International Charges مجموع الرسوم الدولية					0.000
Roaming Charges					مستحقات التجوال
Total Roaming Charges مجموع رسوم التجوال					0.000
Other Charges					المستحقات الأخرى
الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسوم الاشتراك Subscription Fee	حد الاستخدام *Allowance	VAT
Free Special Calls And SMS Add on	20/01/2023	19/02/2023	0.000	0	0.000 (10%)
Postpaid Local Min Addon	20/01/2023	19/02/2023	0.000	0	0.000 (10%)
stc Complimentary 3 GB	20/01/2023	19/02/2023	0.000	0	0.000 (10%)
stc Complimentary 5 GB	20/01/2023	19/02/2023	0.000	0	0.000 (10%)
stc Complimentary 10 GB	20/01/2023	19/02/2023	0.000	0	0.000 (10%)
Total Other Charges مجموع الرسوم الأخرى					0.000
Penalty Charges					المستحقات الأخرى
					المجموع (د.ب) Total (BD)
Total Charges مجموع المستحقات الأخرى					0.000
**Total Current Charges (BD) مجموع المستحقات الحالية (د.ب)					11.000

*Allowance Consumed

**VAT Inclusive

*VAT on Device is excluded from Other Charges section and will only be shown in Summary section in page 1

* الحد المستهلك
** من نون الحريجة المحقة

3.3. ZAIN BILLS



Zain Bahrain B.S.C

Address: Building 401, Road/Street: 2806,
Town: Seef District, Block: 428
Registration No: 210000146700002

العلوان: بناية ٤٠١، طريق/شارع، ٢٨٠٦،
مدينة: ضاحية السيف، مجمع: ٤٢٨
رقم التسجيل: ٢١٠٠٠٠١٤٦٧٠٠٠٠٢

Tax Invoice

فاتورة ضريبة

Multi-Line

GRACE SHERYL ANN CHUA ARCIAGA
ATTENTION: 00
BLDG 125
ROAD 1123
BLOCK 351, KINGDOM OF BAHRAIN
Tax Identification No (TIN):



No. of Lines: عدد الخطوط:	Tax Invoice No: رقم الفاتورة الضريبية:	Tax Invoice Period: فترة الفاتورة الضريبية:
5	109073247	01/11/2022
Contract No: رقم العقد:	Tax Invoice Date: تاريخ الفاتورة الضريبية:	From: من: 01/11/2022 To: إلى: 30/11/2022
1000468054	01/12/2022	

Customer Care Channels

- Live chat
- iMessage
- Whatsapp 36107107
- Zain Bahrain App
- Quick Pay through our website

قنوات خدمة العملاء

- خدمة الدردشة المباشرة
- خدمة الرسائل (iMessage)
- خدمة الواتساب 36107107
- تطبيق زين البحرين
- الدفع السريع عبر موقعنا

Payments Made:

المبالغ المدفوعة:

-13/11/22 Cash:	BHD 16.500
-13/11/22 Cash:	BHD 16.500
-13/11/22 Cash:	BHD 33.000
-13/11/22 Cash:	BHD 17.500
-30/11/22 Web Based Transaction:	BHD 8.856

Amount Due: المبلغ المستحق: (للمداد فوراً)
(For Immediate Payment) BD - 0.385

Current Charges: المصاريف الحالية:
BHD 75.371

Charges before VAT: الرسوم قبل ضريبة القيمة المضافة:
BHD 68.610

VAT: ضريبة القيمة المضافة:
BHD 6.761

Charges After VAT: الرسوم بعد ضريبة القيمة المضافة:
BHD 75.371

Total Amount Due: إجمالي المبلغ المستحق:
BHD 74.986

Payment Due Date: تاريخ استحقاق السداد:
21/12/2022

Account Details

Mobile No.	Description	Status	Charges before VAT(BHD)	VAT (BHD)	Charges after VAT(BHD)
37760783	GRACE SHERYL ANN CHUA	Connected	7.350	0.735	8.085
66350088	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.000	1.500	16.500
66933744	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.000	1.500	16.500
66934777	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.260	1.526	16.786
66938777	GRACE SHERYL ANN CHUA ARCIAGA	Connected	16.000	1.500	17.500
Total Current Charges:			68.610	6.761	75.371

Manage multiple numbers at one place!

You can easily view and manage all your lines and subscriptions now through the Zain App!

- إجمالي المبالغ، الممتلكات والمدفوعات التي تمت منذ إصدار آخر فاتورة.
- المبلغ المدين أعلاه يلزم سدادها لصالح شركة زين البحرين ش.م.ب.

- Total payments, credits and debits applied since last invoice.
- The above amount should be paid to the order of Zain Bahrain B.S.C.



Zain Bahrain B.S.C

Address: Building 401, Road/Street: 2806,
Town: Seef District, Block: 428
Registration No: 210000146700002

العنوان: بناية ٤٠١، طريق / شارع، ٢٨٠٦،
مدينة: ضاحية الصف، مجمع، ٤٢٨
رقم التسجيل: ٢١٠٠٠٠١٤٦٧٠٠٠٠٢

Tax Invoice

فاتورة ضريبة

Multi-Line

GRACE SHERYL ANN CHUA ARCIAGA
ATTENTION: 00
BLDG 125
ROAD 1123
BLOCK 351, KINGDOM OF BAHRAIN
Tax Identification No (TIN):



No. of Lines:	عدد الخطوط:	Tax Invoice No:	رقم الفاتورة الضريبية:	Tax Invoice Period:	فترة الفاتورة الضريبية:
5		110044737		From: 01/12/2022	To: 31/12/2022
Contract No:	رقم العقد:	Tax Invoice Date:	تاريخ الفاتورة الضريبية:		
1000468054		01/01/2023			

Customer Care Channels

- Live chat
- iMessage
- WhatsApp 36107107
- Zain Bahrain App
- Quick Pay through our website

قنوات خدمة العملاء

- خدمة الدردشة المباشرة
- خدمة الرسائل (iMessage)
- خدمة الواتساب 36107107
- تطبيق زين البحرين
- الدفع السريع عبر موقعنا

Payments Made:

المبالغ المدفوعة:

-12/12/22 Cash:	BHD 17.500
-12/12/22 Cash:	BHD 16.500
-12/12/22 Cash:	BHD 16.790
-12/12/22 Cash:	BHD 16.500

Amount Due: (For Immediate Payment) المبلغ المستحق: (للمداد فوراً)
BHD 7.696

Current Charges: المصاريف الحالية
BHD 91.233

Charges before VAT: الرسوم قبل ضريبة القيمة المضافة:
BHD 83.030

VAT: ضريبة القيمة المضافة:
BHD 8.203

Charges After VAT: الرسوم بعد ضريبة القيمة المضافة:
BHD 91.233

Total Amount Due: إجمالي المبلغ المستحق:
BHD 98.929

Payment Due Date: تاريخ استحقاق السداد:
21/01/2023

Account Details

Mobile No.	Description	Status	Charges before VAT(BHD)	VAT (BHD)	Charges after VAT(BHD)
37760783	GRACE SHERYL ANN CHUA	Connected	7.000	0.700	7.700
66350088	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.000	1.500	16.500
66933744	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.000	1.500	16.500
66934777	GRACE SHERYL ANN CHUA ARCIAGA	Connected	30.000	3.000	33.000
66938777	GRACE SHERYL ANN CHUA ARCIAGA	Connected	16.030	1.503	17.533
Total Current Charges:			83.030	8.203	91.233

Manage multiple numbers at one place!

You can easily view and manage all your lines and subscriptions now through the Zain App!

- إجمالي المبالغ، المستحقات والمدفوعات التي تمت منذ إصدار كارد فالدور.
- المبلغ المدين أعلاه يلزم مداده لصالح شركة زين البحرين ش.م.ب.

- Total payments, credits and debits applied since last invoice.
- The above amount should be paid to the order of Zain Bahrain B.S.C.



Zain Bahrain B.S.C

Address: Building 401, Road/Street: 2806,
Town: Seef District, Block: 428
Registration No: 210000146700002

العنوان: بناية ٤٠١ ، طريق / شارع: ٢٨٠٦ ،
مدينة: ضاحية السيف ، مجمع: ٤٢٨
رقم التسجيل: ٢١٠٠٠٠١٤٦٧٠٠٠٠٢

Tax Invoice

فاتورة ضريبية

Multi-Line

GRACE SHERYL ANN CHUA ARCIAGA
ATTENTION: 00
BLDG 125
ROAD 1123
BLOCK 351, KINGDOM OF BAHRAIN
Tax Identification No (TIN):



No. of Lines: عدد الخطوط	Tax Invoice No: رقم الفاتورة الضريبية	Tax Invoice Period: فترة الفاتورة الضريبية
5	110788788	
Contract No.: رقم العقد	Tax Invoice Date: تاريخ الفاتورة الضريبية	From: من: 01/01/2023 To: إلى: 31/01/2023
1000468054	01/02/2023	

Customer Care Channels

- Live chat
- Message
- Whatsapp 36107107
- Zain Bahrain App
- Quick Pay through our website

قنوات خدمة العملاء

- خدمة الدردشة المباشرة
- رسالة
- خدمة الواتساب 36107107
- تطبيق زين البحرين
- الدفع السريع عبر موقعنا زين

Payments Made:

المبالغ المدفوعة:

-04/01/23 Web Based Transaction:	BHD 8.400
-18/01/23 Cash:	BHD 17.533
-18/01/23 Cash:	BHD 16.500
-18/01/23 Cash:	BHD 33.000
-18/01/23 Cash:	BHD 16.500

Amount Due: (للمداد فوراً) المبلغ المستحق: BHD 6.996
(For Immediate Payment)

Current Charges: المصاريف الحالية: BHD 73.986

Charges before VAT: الرسوم قبل ضريبة القيمة المضافة: BHD 67.260

VAT: ضريبة القيمة المضافة: BHD 6.726

Charges After VAT: الرسوم بعد ضريبة القيمة المضافة: BHD 73.986

Total Amount Due: إجمالي المبلغ المستحق: BHD 80.982

Payment Due Date: تاريخ استحقاق السداد: 21/02/2023

Account Details

Mobile No.	Description	Status	Charges before VAT(BHD)	VAT (BHD)	Charges after VAT(BHD)
37760783	GRACE SHERYL ANN CHUA	Connected	7.000	0.700	7.700
66350088	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.000	1.500	16.500
66933744	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.000	1.500	16.500
66934777	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.000	1.500	16.500
66938777	GRACE SHERYL ANN CHUA ARCIAGA	Connected	15.260	1.526	16.786
Total Current Charges:			67.260	6.726	73.986

Manage multiple numbers at one place!

You can easily view and manage all your lines and subscriptions now through the Zain App!

- إجمالي المبالغ، المستحقات والمدفوعات التي تمت منذ إصدار آخر فاتورة.
- المبلغ المبين أعلاه يتأثر مداده لصالح شركة زين البحرين فيجب.

- Total payments, credits and debits applied since last invoice.
- The above amount should be paid to the order of Zain Bahrain B.S.C.

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