



هيئة تنظيم الاتصالات  
Telecommunications Regulatory Authority

# Quality of Mobile Services **Billing audit**

## Kingdom of Bahrain - 2016



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, Zain and Viva for the following key services:

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

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 the 19<sup>th</sup> September to the 18<sup>th</sup> October 2016 inclusive.



## 2.2 Post-paid Measurement Results

### 2.2.1 Batelco

2 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 - 39380190

Unlimited calls & SMS to Batelco numbers

300 free minutes to other networks

8GB Data on 4G network

Free Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok ?
Smart 7 for 97339380190	08/10/2016	07/11/2016	7.000	✓
Smart 7 for 97339380190	19/09/2016	07/10/2016	4.433	✓
Other charges : SIM and Reg.fee	19/09/2016		5.000	✓
<b>Total</b>			<b>16.433</b>	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok ?
Unlimited calls to Batelco numbers	0 minutes	unlimited	0 minutes	0.000	✓
Video calls to Batelco (1 mins)	0 minutes	0 minutes	0 minutes	0.000	✓
Unlimited SMS to Batelco numbers	0 SMS	unlimited	0 SMS	0.000	✓
300 free minutes to other networks				0.000	✓
8GB Data on 4G network	0.0000 GB			0.000	✓
Free Social Media				0.000	✓
<b>Total International charges</b>				<b>8.850</b>	✓
<b>Total roaming charges</b>				<b>243.420</b>	✓

#### Detail for International Calls:

CALL_DATE	Operator	Call to :	Duration (min)	Amount (BD)	Price/min (BD)	Billing ok ?
09/10/2016 17:00	Batelco	France	3	0.900	0.300	✓
09/10/2016 18:16	Batelco	France	7	2.100	0.300	✓
09/10/2016 18:23	Batelco	France	3	0.900	0.300	✓
10/10/2016 22:32	Batelco	France	18	4.500	0.250	✓
17/10/2016 15:43	Orange France	France	1	0.450	0.450	✓

Prices per minutes on Batelco network are in line with announced tariffs :

Peak Rate	0.300
Off Peak Rate	0.250



As for the roaming call on Orange France network, billing is in line with the SMS previously received when activated the handset in France:

“Welcome to France, peak rates per minute BD charges:

Orange - Receive call .350, **Local call .450**, Call to Bahrain 1.3, SMS .142, GPRS 2.363 per MB”

#### Detail for Roaming charges:

Data roaming was activated on the handset in France, so a certain amount of data has been use while roaming:

CALL_DATE	Operator	Call to :	Total UNIT (KB)	Amount (BD)	Price/KB (BD)	Billing ok ?
09/10/2016 17:00	Batelco	France	8230	18.995	2.308	✓
09/10/2016 18:16	Batelco	France	12 400	28.614	2.308	✓

#### Roaming Calls and SMS

##### Dubai:

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok ?
Call	12/10/2016	ETISALAT-UAE	Bahrain	121	29.052	0.240	✓
SMS	12/10/2016	ETISALAT-UAE	Bahrain	36	1.08	0.030	✓

In **Dubai**, the following SMS has been received when activating the SIM:

“Welcome to United Arab Emirates, peak rates per minute BD charges:

*Du - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB*

**ETISALAT - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB**

*Rates may be subject to change, for more info visit [www.batelco.com](http://www.batelco.com)”*

##### France:

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok ?
Call	17/10/2016	Orange France	Bahrain	121	153.300	1.300	✓
SMS	17/10/2016	Orange France	Bahrain	59	8.38	0.142	✓

In **France**, the following SMS has been received when activating the SIM:

“Welcome to France, peak rates per minute BD charges:

**Orange - Receive call .350, Local call .450, Call to Bahrain 1.3, SMS .142, GPRS 2.363 per MB**

*SFR - Receive call .320, Local call .450, Call to Bahrain 1.3, SMS .150, GPRS 5.000 per MB*

*BOUYGUES TELECOM - Receive call .320, Local call .483, Call to Bahrain 1.3, SMS .150, GPRS 5.169 per MB*

*Rates may be subject to change, for more info visit [www.batelco.com](http://www.batelco.com)”*

**Conclusion:** all roaming prices for calls & SMS are in line with the announced tariffs by Batelco, but data rates are not.

**Batelco – Postpaid n°1 - 39380109**

Unlimited calls &amp; SMS to Batelco numbers

300 free minutes to other networks

8GB Data on 4G network

Free Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok ?
Smart 7 for 97339380190	08/10/2016	07/11/2016	7.000	✓
Smart 7 for 97339380190	19/09/2016	07/10/2016	4.433	✓
Other charges : SIM and Reg.fee	19/09/2016		5.000	✓
IGB WorldWide Roaming Passport	19/09/2016		40.000	✓
<b>Total</b>			<b>56.433</b>	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok ?
Unlimited calls to Batelco numbers	1 296 minutes	unlimited	0 minutes	0.000	✓
Video calls to Batelco (1 mins)*	1 minute	0 minutes	1 minute	0.040	✓
Unlimited SMS to Batelco numbers	255 SMS	unlimited	0 SMS	0.000	✓
300 free minutes to other networks	315 minutes	300 minutes	15 minutes	0.280	✓
8GB Data on 4G network	0.0000 GB			0.000	✓
Free Social Media				0.000	✓
<b>Total International charges</b>				<b>4.350</b>	✓
<b>Total roaming charges</b>				<b>30.060</b>	✓

\* **Comment:** tariff for a video call (0.040BD) is not indicated on Batelco website.**Minutes to other networks - detail:**

CALLED_NUM	Call_Cost	Nb_CALLS	Duration (min)	Amount (BD)	Billing ok ?
33157770	0 BD	1	1	0 BD	✓
35306923	0 BD	1	1	0 BD	✓
36143475	0 BD	150	297	0 BD	✓
	0.02 BD	7	14	0.26 BD	✓
37768674	0.02 BD	1	1	0.02 BD	✓
<b>TOTAL</b>				<b>0.28 BD</b>	✓

The 300 free minutes to other networks have been used, and the 15 billed minutes are in line with the announced tariff.





### Detail for International Calls:

CALL_DATE	Operator	Call to :	Duration (min)	Amount (BD)	Price/min (BD)	Billing ok ?
21/09/2016 17:58:04	Batelco	France	1	0.300	0.300	✓
22/09/2016 13:18:01	Batelco	France	1	0.300	0.300	✓
22/09/2016 13:21:05	Batelco	France	9	2.700	0.300	✓
22/09/2016 18:31:50	Batelco	France	1	0.300	0.300	✓
22/09/2016 19:03:14	Batelco	France	1	0.250	0.250	✓
22/09/2016 19:03:57	Batelco	France	12	0.500	0.250	✓
<b>Total</b>			<b>15</b>	<b>4.350</b>		✓

Prices per minutes on Batelco network are in line with announced tariffs :

Peak Rate	0.300
Off Peak Rate	0.250

### Detail for Roaming charges:

#### Doha:

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok ?
Call	02/10/2016	VODAFONE - QATAR	Bahrain	120	28.920	0.241	✓
SMS	02/10/2016	VODAFONE - QATAR	Bahrain	38	1.140	0.030	✓
<b>Total</b>				<b>158</b>	<b>30.060</b>		

In **Doha**, the following SMS has been received when activating the SIM:

*“Welcome to Qatar, peak rates per minute BD charges:  
Ooredoo - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB  
Vodafone - Receive call .200, Local call .098, Call to Bahrain .241, SMS .030, GPRS .489 per MB  
Rates may be subject to change, For more info visit [www.batelco.com](http://www.batelco.com)”*

All prices for roaming calls & SMS are in line with the announced tariffs by Batelco



### 2.2.2 Viva

2 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:

#### Viva – Postpaid n°1 - 33186630

Unlimited calls & SMS to Viva numbers

11GB Data on 4G network

No Free Minutes to other networks

Up to 90% discount on international calls

Free Social Media Access

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Postpaid Unlimited 5 LTE Plan	01/09/2016	31/09/2016	5.000	✓
Postpaid Unlimited 5 LTE Plan	01/10/2016	31/10/2016	5.000	✓
VIVA Postpaid Intl discount add-on 1		01/10/2016	0.000	✓
<b>Total</b>			<b>10.000</b>	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
VIVA to VIVA Calls	828 minutes	827 minutes	1 minute	0.040*	
VIVA to Other Network Calls - Sept.	573 minutes	0 minutes	573 minute	17.190	✓
VIVA to Other Network Calls - Oct.	573 minutes	0 minutes	573 minute	0.030	✓
VIVA to VIVA SMS	216 SMS	216 SMS	0 SMS	0.000	✓
VIVA to Other Network SMS	1 SMS	1 SMS	0 SMS	0.000	✓
National Data - Sept.	3.442 GB	3.442 GB	0 GB	0.000	✓
National Data - Oct.	0.0437 GB	0.0437 GB	0 GB	0.000	✓
<b>Total</b>				<b>17.260</b>	✓

\*A Viva to Viva 1 minute call seems to have been unduly billed.

CALL_TYPE	receiver	Sample	Duration (min)	Amount (BD)	Price/min (BD)	Billing ok?
SMS	OnNet	216	216	0	0	✓
	Others	1	1	0	0	✓
Voice	OffNet	207	412	12.360	0.0300	✓
	OnNet	300	828	0.040*	0.0000	
	Others	57	162	4.860	0.0300	✓
<b>Total</b>				<b>17.260</b>		✓

An “OnNet Call” has been billed 0.040 BD without any obvious reason.

Usage Type	Transation Day, Date & Time	Calling Number	Called Number	Direction	Type	Call Duration (Mins)	Charged (Mins / MBs)	Amount (in BD)
Voice	Wednesday, September 21, 2016 8:59 PM	97333186630	97335309679	Outgoing	OnNet	0	1	0.040

But, following Viva’s investigations, it appears that it in fact was a video call.

In conclusion, this call has been properly billed, but the information for customer is not clear, as this call is not clearly presented as a video call in the bill.

**Viva – Postpaid n°1 - 33389872**

Unlimited calls &amp; SMS to Viva numbers

11GB Data on 4G network

No Free Minutes to other networks

Up to 90% discount on international calls

Free Social Media Access

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Postpaid Unlimited 5 LTE Plan	20/09/2016	30/09/2016	3.667	✓
Postpaid Unlimited 5 LTE Plan	01/10/2016	31/10/2016	10.000	✓
VIVA Postpaid Intl discount add-on 1		01/10/2016	0.000	✓
<b>Total</b>			<b>13.667</b>	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
VIVA to VIVA Calls	1 minute	1 minute	0 minute	0.000	✓
VIVA to VIVA SMS	1 SMS	1 SMS	0 SMS	0.000	✓
National Data - Sept.	12.2178 GB	12.2178 GB	0 GB	0.000	✓
National Data - Oct.	0.0587 GB	0.0587 GB	0 GB	0.000	✓
International Calls.	16 minutes	0 minutes	16 minute	1 040	✓
Roaming Calls.	153 minutes	0 minutes	153 minute	36.110	✓
Roaming SMS	45 SMS	5 SMS	40 SMS	1.200	✓
<b>Total</b>				<b>38.350</b>	

**Detail for Voice calls and SMS:**

CALL_TYPE	receiver	Sample	Duration (min/MB)	Amount (BD)	Price/min (BD)	Billing ok?
SMS	OnNet	1	1	0.000	0.000	✓
Voice	OnNet	1	0	0.000	0.000	✓
National Data	OnNet	63	12.536MB	0.000	0.000	✓
International Calls.	France	1	16	1.040	0.065	✓

**Detail for Roaming charges:****Doha:**

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	02/10/2016	VODAFONE - QATAR	Bahrain	146	35.186	0.241	✓
SMS	02/10/2016	VODAFONE - QATAR	Bahrain	40	1.200	0.030	✓

In **Doha**, the following SMS has been received when activating the SIM:

*"Dear customer, while roaming with Qatar Ooredoo Q.S.C.; following are the VIVA Postpaid charges: calling within Qatar BD 0.098/min, calling Bahrain BD 0.241/min, sending SMS BD 0.030, incoming calls BD 0.132/min, GPRS BD 0.489/MB."*

All prices for roaming calls & SMS are in line with the announced tariffs by Batelco.

**France:**

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	02/10/2016	VODAFONE - QATAR	Bahrain	117	304.300	2.601	<input checked="" type="checkbox"/>
Call	02/10/2016	VODAFONE - QATAR	France Local	1	305.200	0.500	<input checked="" type="checkbox"/>
SMS	02/10/2016	VODAFONE - QATAR	Bahrain	60	12.000	0.200	<input checked="" type="checkbox"/>

In **France**, no SMS has been received when activating the SIM.

Roaming rates are matching with tariffs on Viva's web site:

country	Operator	Incoming Call	Local Call	Calling Home	SMS	GPRS per MB
France	Orange	0.3	0.5	2.6	0.2	5



### 2.2.3 Zain

2 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 - 6635571

Unlimited Calls & SMS to Zain numbers  
550 free minutes to other local networks  
50 free minutes - international calls  
8 GB data on 4G network  
Unlimited Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Unbeatable Plan 7.5. package allowance 140 mins/3355443KB	19/09/2016	30/09/2016	3.000	✓
Unbeatable Plan 7.5. package allowance 350 mins/8388608KB	01/10/2016	31/10/2016	7.500	✓
Top up 6GB (One Off)	19/09/2016	30/09/2016	6.000	✓
<b>Total</b>			<b>10.000</b>	✓

**Comment:** rental fee for Sept. is rounded to 3BD, while the not-rounded fee for 11 days would be 2.75BD.

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Unlimited Calls & SMS to Zain numbers				0.000	✓
Unlimited SMS to Zain numbers	253 SMS	unlimited	0 SMS	0.000	✓
550 free minutes to other local networks	1463 minutes*	180 minutes	1283 minutes*	13.890	✓
50 free minutes - international calls	25 minutes	20 minutes	5 minutes	1.250	✓
8 GB data on 4G network	3 455 840 KB	3 455 840 KB	0 KB	0.000	✓
Unlimited Social Media				0.000	✓
Roaming Charges.				84.258	✓
<b>Total</b>				<b>99.398</b>	✓

\* **Comment:** there is clearly a mistake in the usage and additional usage volumes, as there are 1 000 minutes more for each, whereas the billing is applied on the fair volume (283 minutes)

**Detail for Voice calls and SMS:**

CALL_TYPE	receiver	Sample	Duration (min/MB)	Amount (BD)	Price/min (BD)	Billing ok?
SMS	VIVA MOBILE	253	253	0	0.000	✓
INTERNATIONAL CALLS	FREE Calls	9	20	0	0.000	✓
	FRANCE	6	5	1.25	0.250	✓
LOCAL VOICE CALLS	ZAIN BAHRAIN	320	820	0	0.000	✓
LOCAL VOICE CALLS	FREE Calls	69	180	0	0.000	✓
	BATELCO FIXE	6	12	0.36	0.030	✓
	VIVA MOBILE	216	451	13.53	0.030	✓

**550 free minutes to other local networks:** we note the total amount of free minutes in September has been rounded to 180 minutes for 11 days.

A total of 643 minutes have been used:

- 157 minutes to the Batelco fixed line 17441590
- 486 minutes to the VIVA number 35037375
- So, the announced total usage (463 min) is actually the additional applied usage, as:  
 $463 * 0.03\text{BD} = 13.89\text{BD}$ . (While  $283 * 0.03\text{BD} = 8.49\text{BD}$ )

In conclusion, the billed amount is the right one, but the line is hard to understand for the customer.

**Detail for Roaming charges:****France:**

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	17/10/2016	VODAFONE - QATAR	Bahrain	57	9.690	0.170	✓
SMS	17/10/2016	VODAFONE - QATAR	Bahrain	63.7	74.568	1.170	✓

In **France**, the following SMS has been received when activating the SIM:

*"For your reference, the peak roaming rates while in (France) in BD/min:  
 (SFR FRANCE CEGTEL) Incoming Calls:0.300 ,Local:0.411 ,Bahrain:1.391 ,SMS:0.167 ,Data:15.294 per MB  
 (BOUYGUES TELECOM) Incoming Calls:0.613 ,Local:0.376 ,Bahrain:1.46 ,SMS:0.174 ,Data:3.338 per MB  
 (ORANGE) Incoming Calls:0.926 ,Local:0.344 ,Bahrain:2.079 ,SMS:0.174 ,Data:5.929 per MB  
 (FREE MOBILE) Incoming Calls:0.480 ,Local:0.500 ,Bahrain:1.500 ,SMS:0.180 ,Data:4.500 per MB  
 Rates may be subject to change. The Bahrain Embassy No +33147234868. For assistance on rates, send H to 8855. For more info call +97336107107 or visit [www.bh.zain.com](http://www.bh.zain.com). Ministry of Foreign Affairs Traveller Guide: <http://bit.ly/29GpNJS>."*

All prices for roaming calls & SMS are in line with the announced tariffs by Zain.



## Zain – Postpaid n°2 - 66355574

Unlimited Calls & SMS to Zain numbers  
 550 free minutes to other local networks  
 50 free minutes - international calls  
 8 GB data on 4G network  
 Unlimited Social Media

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Unbeatable Plan 7.5. package allowance 140 mins/3355443KB	19/09/2016	30/09/2016	3.000	✓
Unbeatable Plan 7.5. package allowance 350 mins/8388608KB	01/10/2016	31/10/2016	7.500	✓
<b>Total</b>			<b>10.500</b>	✓

**Comment:** rental fee for Sept. is rounded to 3BD, while the non-rounded fee for 11 days would be 2.75BD.

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Unlimited Calls & SMS to Zain numbers				0.000	✓
Unlimited SMS to Zain numbers				0.000	✓
550 free minutes to other local networks				0.000	✓
50 free minutes - international calls	77 minutes	20 minutes	57 minutes	13.950	✓
8 GB data on 4G network	15 496 450 KB	10 097 619 KB	5 398 831 KB	0.000	✓
Unlimited Social Media				0.000	✓
<b>Total</b>				<b>13.950</b>	✓

### Detail for Voice calls and SMS:

CALL_TYPE	receiver	Sample	Duration (min/MB)	Amount (BD)	Price/min (BD)	Billing ok?
LOCAL VOICE CALLS	LOCAL	1	0	0	0.000	✓
INTERNATIONAL CALLS	FREE Calls	4	20	0	0.000	✓
	FRANCE	24	43	10.75	0.250	✓
	GERMANY	1	4	1	0.250	✓
	TUNISIA	3	10	2.2	0.220	✓

Tariffs on Zain's website are:

Country	Peak	Off Peak
France	0.300	0.250
Tunisia	0.270	0.220
Germany	0.300	0.250

"Off Peak" tariffs have been applied.

### 3 ANNEX

### 3.1 Batelco bills

**39380109**

**My Mobile Bill**

Flat:0008 Building:0367  
Road No:220 Block:0331  
Manama SAHRAAN

**Batelco**

Flat:0008 Building:0367  
Road No:220 Block:0331  
Manama SAHRAAN

Mobile No. 3938009  
Bill Date 08/10/2016  
Bill No. 1610097056  
Account No. 01646035/001  
Status All Outgoing Calls Banned

Balance Brought Forward	BD	0.000	
Current Charges	BD	91.163	
For Period 08/09/2016 - 07/10/2016			
<b>Total Amount Due</b>	<b>BD</b>	<b>91.163</b>	
<b>Payment Due Date</b>		<b>16/10/2016</b>	

**Summary of Current Charges (in BD)**

National	
Free Minutes Used (0296 mins)	0.000
Charged Calls to Batelco (mins)	0.040
Charged Calls to Others (mins)	0.280
<b>Total (Details section B)</b>	<b>0.320</b>

International and Roaming	
Total International Calls	4.350
Total Roaming Charges	30.660
<b>Total (Details section C &amp; D)</b>	<b>34.440</b>

Data	
Free SMS Used (235 SMS)	0.000
<b>Total (Details section F)</b>	<b>0.000</b>

Other	
Rental	11.433
Other	45.000
<b>Total (Details section F)</b>	<b>56.433</b>

<b>Your Package</b>	<b>SUPER 7</b>
Free Batelco Minutes	Unlimited
Free Minutes to Others	300
Local Free Data	Unlimited
Free Batelco SMS	Unlimited

**When making payment, please present this page in full**

Mobile No. 3938009  
Account No. 01646035/001

Balance Brought Forward BD 0.000  
Current Month BD 91.163

**Bill Date 08/10/2016**

**Total Amount Due**

**BD 91.163**

01646035/001

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My Mobile Bill										
A. Previous Payment Details										
Payments details not available										
B. National Details										
National Call Charges		Minutes	Amount (USD)							
Video Calls		1	0.040							
Calls to Other Operators		15	0.280							
		<b>Total</b>	<b>0.320</b>							
Free Calls										
Free National Minutes		Amount (USD)								
		<b>Total</b>	<b>0.000</b>							
<b>TOTAL</b>										
<b>0.320</b>										
C. International Details										
Date	Time	Called Number	Country	Duration	Amount (USD)					
21/09/2016	17:58:04	0033676988672	FRANCE	00:01	0.300					
22/09/2016	13:08:01	0033676988672	FRANCE	00:01	0.300					
22/09/2016	12:20:05	0033164554556	FRANCE	00:09	2.700					
22/09/2016	18:31:50	0033676988672	FRANCE	00:01	0.300					
22/09/2016	19:03:34	0033676988672	FRANCE	00:01	0.250					
22/09/2016	19:05:57	0033164554556	FRANCE	00:02	0.500					
		<b>Total</b>	<b>4.350</b>							
D. Roaming Details										
Date	Time	Called Number	Country	Duration	Amount (USD)					
02/10/2016	15:43:13	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:24:55	+9733247151	Vodafone - Qatar(OUT) 00:00:39		0.241					
02/10/2016	14:37:24	+9733247151	Vodafone - Qatar(OUT) 00:00:01		0.482					
02/10/2016	14:38:43	+9733247151	Vodafone - Qatar(OUT) 00:00:17		0.482					
02/10/2016	14:39:53	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:40:25	+9733247151	Vodafone - Qatar(OUT) 00:00:06		0.482					
02/10/2016	14:41:55	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:42:44	+9733247151	Vodafone - Qatar(OUT) 00:00:19		0.482					
02/10/2016	14:43:07	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:44:41	+9733247151	Vodafone - Qatar(OUT) 00:00:03		0.482					
02/10/2016	14:45:07	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:46:10	+9733247151	Vodafone - Qatar(OUT) 00:00:02		0.482					
02/10/2016	14:47:07	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:47:53	+9733247151	Vodafone - Qatar(OUT) 00:00:20		0.482					
02/10/2016	14:49:07	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:49:34	+9733247151	Vodafone - Qatar(OUT) 00:00:05		0.482					
02/10/2016	14:50:03	+9733247151	Vodafone - Qatar(OUT) 00:00:05		0.482					
02/10/2016	14:52:07	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:52:37	+9733247151	Vodafone - Qatar(OUT) 00:00:02		0.482					
02/10/2016	14:53:57	+9733247151	Vodafone - Qatar(OUT) 00:00:07		0.482					
02/10/2016	14:55:10	+97339600719	Vodafone - Qatar(OUT) SMS		0.030					
02/10/2016	14:55:48	+9733247151	Vodafone - Qatar(OUT) 00:0							

My Mobile Bill					
				Mobile No.	3938009
Date	Time	Called Number	Country	Duration	Amount (BD)
02/10/2016	14:57:31	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	14:58:54	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	14:59:07	+97133960079	Vodafone - Qatar(OUT)	00:01:05	0.030
02/10/2016	15:00:26	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	15:01:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:01:56	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	15:03:09	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:03:44	+97132247151	Vodafone - Qatar(OUT)	00:01:08	0.241
02/10/2016	15:04:52	+97132247151	Vodafone - Qatar(OUT)	00:01:09	0.482
02/10/2016	15:05:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:06:20	+97132247151	Vodafone - Qatar(OUT)	00:01:04	0.482
02/10/2016	15:07:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:07:48	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	15:09:09	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:09:21	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	15:10:43	+97132247151	Vodafone - Qatar(OUT)	00:01:06	0.482
02/10/2016	15:11:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:19:52	+97132247151	Vodafone - Qatar(OUT)	00:01:08	0.482
02/10/2016	15:20:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:21:34	+97132247151	Vodafone - Qatar(OUT)	00:01:04	0.482
02/10/2016	15:22:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:22:38	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	15:24:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:24:08	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	15:25:25	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	15:26:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:27:08	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	15:28:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:28:36	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	15:30:03	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	15:31:33	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	15:32:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:32:54	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	15:34:07	+97132247151	Vodafone - Qatar(OUT)	00:01:00	0.482
02/10/2016	15:35:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:35:51	+97132247151	Vodafone - Qatar(OUT)	00:01:03	0.482
02/10/2016	15:37:36	+97132247151	Vodafone - Qatar(OUT)	00:01:06	0.482
02/10/2016	15:38:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:38:44	+97132247151	Vodafone - Qatar(OUT)	00:01:07	0.482
02/10/2016	15:40:03	+97132247151	Vodafone - Qatar(OUT)	00:01:02	0.482
02/10/2016	15:40:07	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030
02/10/2016	15:41:39	+97132247151	Vodafone - Qatar(OUT)	00:01:04	0.482
02/10/2016	15:43:04	+97132247151	Vodafone - Qatar(OUT)	00:00:59	0.241
02/10/2016	15:44:09	+97133960079	Vodafone - Qatar(OUT)	SMS	0.030

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My Mobile Bill					
Date	Time	Called Number	Country	Duration	Amount (₹ BD)
02/06/2016	15:44:27	+9733244751	Vodafone - Qatar(OUT)	00:01:01	0.482
02/06/2016	15:45:55	+9733244751	Vodafone - Qatar(OUT)	00:01:01	0.482
02/06/2016	15:47:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	15:47:16	+9733244751	Vodafone - Qatar(OUT)	00:01:03	0.482
02/06/2016	15:48:39	+9733244751	Vodafone - Qatar(OUT)	00:01:02	0.482
02/06/2016	15:55:39	+9733244751	Vodafone - Qatar(OUT)	00:01:00	0.241
02/06/2016	15:56:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	15:56:48	+9733244751	Vodafone - Qatar(OUT)	00:01:01	0.482
02/06/2016	15:58:09	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	15:58:21	+9733244751	Vodafone - Qatar(OUT)	00:01:01	0.482
02/06/2016	15:59:44	+9733244751	Vodafone - Qatar(OUT)	00:01:03	0.482
02/06/2016	16:00:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:01:19	+9733244751	Vodafone - Qatar(OUT)	00:01:04	0.482
02/06/2016	16:02:45	+9733244751	Vodafone - Qatar(OUT)	00:01:02	0.482
02/06/2016	16:03:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:04:09	+9733244751	Vodafone - Qatar(OUT)	00:01:01	0.482
02/06/2016	16:05:38	+9733244751	Vodafone - Qatar(OUT)	00:01:06	0.482
02/06/2016	16:06:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:07:05	+9733244751	Vodafone - Qatar(OUT)	00:01:04	0.482
02/06/2016	16:08:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:08:31	+9733244751	Vodafone - Qatar(OUT)	00:01:02	0.482
02/06/2016	16:10:00	+9733244751	Vodafone - Qatar(OUT)	00:01:04	0.482
02/06/2016	16:11:38	+9733244751	Vodafone - Qatar(OUT)	00:01:04	0.482
02/06/2016	16:12:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:13:09	+9733244751	Vodafone - Qatar(OUT)	00:01:02	0.482
02/06/2016	16:14:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:14:33	+9733244751	Vodafone - Qatar(OUT)	00:01:03	0.482
02/06/2016	16:16:02	+9733244751	Vodafone - Qatar(OUT)	00:01:01	0.482
02/06/2016	16:16:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:17:20	+9733244751	Vodafone - Qatar(OUT)	00:01:02	0.482
02/06/2016	16:18:07	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:18:58	+9733244751	Vodafone - Qatar(OUT)	00:01:05	0.482
02/06/2016	16:20:09	+9733960079	Vodafone - Qatar(OUT)	SMS	0.030
02/06/2016	16:20:26	+9733244751	Vodafone - Qatar(OUT)	00:01:07	0.482
<b>Total</b>					<b>30.060</b>

E. Data Details	
<b>Messages</b>	<b>Amount (₹ BD)</b>
Free SMS (255 SMS )	0.000
Additional Free Data Elements	0.000
SMS Chat (0 SMS )	0.000
<b>Total</b>	<b>0.000</b>

F. Other Details	
<b>Renal</b>	<b>Amount (₹ BD)</b>
<b>Description</b>	<b>Date</b>
Smart T for 97339380019	08/01/2016 - 07/12/2016
Smart T for 97339380019	19/09/2016 - 07/12/2016
	<b>4.433</b>

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My Mobile Bill

Mobile No. 39380109

Total 11.433

Other Charges

Date

Amount (BD)

SIM and Reg. Fee 19/09/2016 5.000

IGB WorldWide Roaming Passport 01/10/2016 40.000

Total 45.000

Total 56.433

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39380109

My Mobile Bill

Flat:009 Building:0367  
Road No:120 Block:0312  
Manama BAHRAIN

Mobile No. 39380109  
Bill Date: 08/10/2016  
Bill No. 1603097649  
Account No. 01664035/002  
Status Active

Balance Brought Forward BD 0.000  
Current Charges BD 16.433  
For Period 08/09/2016 - 07/10/2016  
Total Amount Due BD 16.433  
Payment Due Date 16/10/2016

Previous Billed Amount BD 0.000  
Payment Received BD 0.000  
Balance Brought Forward BD 0.000  
Last Payment Received BD 0.000  
(Details for received payments section A)

Summary of Current Charges in (BD)

National

Free Batelco Minutes Unlimited

Free Minutes to others 300

Local Free Data Unlimited

Free Batelco SMS Unlimited

Total (Details section B) 0.000

International and Roaming

Total (Details section C&D) 0.000

Data

Total (Details section E) 0.000

Other

Rental 11.433

Other 5.000

Total (Details section F) 16.433

MOBILE POSTPAID

Unlimited social media and YouTube for all. From 805/month

batelco.com

When making payment, please present this page in full

Mobile No. 39380109  
Account No. 01664035/002

Balance Brought Forward BD 0.000  
Current Month BD 16.433

Bill Date 08/10/2016 Total Amount Due BD 16.433

Page 1 of 2

My Mobile Bill

A. Previous Payment Details

Payments details not available

B. National Details

Free Calls Amount (BD) 0.000

Free National Minutes 0.000

Total 0.000

C. International Details

International details not available

D. Roaming Details

Roaming details not available

E. Data Details

Messages Amount (BD) 0.000

Free SMS 0.000

Additional Free Data Elements 0.000

SMS Chat (0 SMS) 0.000

Total 0.000

F. Other Details

Rental Description Date Amount (BD)

Smart 7 for 97339380109 08/10/2016 - 07/10/2016 7.000

Smart 7 for 97339380109 19/09/2016 - 07/10/2016 4.433

Total 11.433

Other Charges Date Amount (BD)

SIM and Reg. Fee 19/09/2016 5.000

Total 16.433


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### 3.3 Zain bills

**66355571**



م.ب. ٢٠٩٠ - القاهرة - جمهورية مصر العربية  
P.O. Box 30107 - Helwan - Kingdom of Egypt


فاتورة

Invoice

Mobile No. 66355571

N/A

N/A



No. of LINES: ١ Invoice No: 66445008 Invoice Period: ٠١/٠٩/٢٠١٦ إلى ٣٠/٠٩/٢٠١٦

Contract No: 1000468054 Invoice Date: ٣٠/٠٩/٢٠١٦ From: ٠١/٠٩/٢٠١٦ To: ٣٠/٠٩/٢٠١٦

**Customer Care Centre**

For queries and bill payments please call 107 or 1073 30107103 (toll free) or fax 1073 30107103

البيانات الشخصية: الدفعات:

Amount Due: (For Immediate Payment) BD 0.000

Current Charges: التكاليف الحالية: BD 24.940

Total Amount Due: إجمالي المبلغ المستحق: BD 24.940

Payment Due Date: تاريخ سداد المبلغ: 21/10/2016

**مركز خدمة العملاء**

للمشاكل وطلبات الدفعات يرجى الاتصال على 107 أو 1073 30107103 (خط مجاني) أو الفاكس 1073 30107103

**Usage and Charges Summary**

Service	Total Usage (Min/Sec)	Package Allowance (Min/Sec)	Additional (Min/Sec)	Additional Charges (BD)	Current Charges (BD)
<b>Periodic Subscriptions</b>					
500 Rs Discount on rental (19/09/16 - 30/09/16)					-0.200
500 Rs Discount on rental (31/10/16 - 31/10/16)					-0.500
Package Charges: INTL Bundle Plan 1 (19/09/2016 - 30/09/2016)					0.000
Package Charges: 4G ADD-ON Bundle 4 (19/09/2016 - 30/09/2016)					0.000
Package Allowance: 20 mins International Calls					0.000
Package Charges: 100 Off-net minutes FREE (19/09/2016 - 30/09/2016)					0.000
Package Allowance: 40 mins Local Calls					0.000
Package Charges: Add-on for Social Media (19/09/2016 - 30/09/2016)					0.000
Package Allowance: 2 (19/09/2016 - 30/09/2016)					0.000
Package Allowance: 7.5 (19/09/2016 - 30/09/2016)					3.000
Package Charges: Unbeatable Plan 7.5 (19/09/2016 - 31/10/2016)					7.500
Package Allowance: 350 mins Local Calls (19/09/2016 - 31/10/2016)					
Package Allowance: 350 mins Local Calls (19/09/2016 - 31/10/2016)					
<b>Additional Call Charges</b>					
Local Calls	1443.00	180.00	1263.00	13.890	
SMS	253 msgs	25.00	228 msgs	1.250	
Sub - Total:					15.140
<b>Value Added Services</b>					
Internet/WAP (GPRS/EDGE/3G/HSSPA)	3455840 KB	3455840 KB			0.000
Sub - Total:					
<b>Current Charges:</b>				<b>24.940</b>	

Get iPhone 6 / Note 4 for FREE on a 12 month contract for BD 25/month with SMARTPlan 2

\* يرجى التحقق من اشتراطات واشتراطات التي تقدمها شركة الهاتف المحمول التي تقدم خدمات الهاتف المحمول في مصر  
\* يرجى التحقق من اشتراطات واشتراطات التي تقدمها شركة الهاتف المحمول التي تقدم خدمات الهاتف المحمول في مصر  
\* All payments, credits and debts applied upon as per provision of the Customer Care Centre at 107  
\* The above information should be past this order of Zain Bank S.C. (Zainco).

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Invoice 66355571

Contract No: 100048054

Invoice No. 64485008

Invoice Date: 30/09/2016

**Usage Details**

Number	Country	Date	Time	Dur./Vol.	Type	Charges
		dd/mm/yyyy	hh:mm:ss	h:m:s/KB		(\$)
<b>International Calls</b>						
33816313299	FREE CALLS	30/09/2016	16:40:25	00:01:00	F	0.000
33816313299	FREE CALLS	30/09/2016	16:41:17	00:01:00	F	0.000
33748454511	FREE CALLS	30/09/2016	16:48:51	00:01:00	F	0.000
33748454511	FREE CALLS	30/09/2016	16:51:26	00:01:00	F	0.000
33682361435	FREE CALLS	30/09/2016	16:52:45	00:02:00	F	0.000
3376545011	FREE CALLS	30/09/2016	17:56:35	00:01:00	F	0.000
33616313299	FREE CALLS	30/09/2016	17:59:43	00:01:00	F	0.000
33679901891	FREE CALLS	30/09/2016	18:30:08	00:01:00	F	0.000
33679901891	FREE CALLS	30/09/2016	20:11:23	00:11:00	F	0.000
33679901891	FREE CALLS	30/09/2016	20:11:22	00:04:00	F	1.000
33679901891	FREE CALLS	30/09/2016	20:58:17	00:01:00	F	0.000




Sub-Total: 1.250

Total International/Roaming Charges: 1.250

Type: F=Voice Calls, C=SMS, S=SMS, M=MMS, W=Web, C=Video Conference, \*M=Allowance, \*\*M=Min Value

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**66355571**

 <b>Invoice</b> فاتورة <b>Mobile No. 66355574</b>	 شركة زين P.O. Box 30037 - Muscat - Sultanate of Oman بريد عادي ص.ب. ٣٠٠٣٧ - مسقط - سلطنة عمان								
N/A N/A  	<b>Payments Made:</b> المبالغ المدفوعة:  <table border="1" style="width: 100%;"> <tr> <td>Amount Due: المبلغ المستحق الدائره</td> <td>(For Immediate Payment) BD 0.000</td> </tr> <tr> <td>Current Charges: التكاليف الحالية</td> <td>BD 29.750</td> </tr> <tr> <td>Total Amount Due: إجمالي المبلغ المستحق:</td> <td><b>BD 29.750</b></td> </tr> <tr> <td>Payment Due Date: تاريخ الدفع النهائي</td> <td><b>21/10/2016</b></td> </tr> </table>	Amount Due: المبلغ المستحق الدائره	(For Immediate Payment) BD 0.000	Current Charges: التكاليف الحالية	BD 29.750	Total Amount Due: إجمالي المبلغ المستحق:	<b>BD 29.750</b>	Payment Due Date: تاريخ الدفع النهائي	<b>21/10/2016</b>
Amount Due: المبلغ المستحق الدائره	(For Immediate Payment) BD 0.000								
Current Charges: التكاليف الحالية	BD 29.750								
Total Amount Due: إجمالي المبلغ المستحق:	<b>BD 29.750</b>								
Payment Due Date: تاريخ الدفع النهائي	<b>21/10/2016</b>								
No. of Lines: خط رقم الهاتف Invoice No.: 6485008 Contract No.: 1000A8054 Invoice Date: 30/09/2016 تاريخ العقد: 30/09/2016	مركز خدمة العملاء للتعاميل مع الشكاوى يرجى الاتصال بـ 107 أو 9723 30372 (في الخارج) أو 9723 30372 (في عمان) أو 9723 30372 (في الإمارات العربية المتحدة)								
<b>Customer Care Centre</b> For queries and bill payment please call 107 or 9723 30372 (outside Oman) or fax 9723 30372 (Oman)									
<b>Usage and Charges Summary</b>									
Service	Total Usage (Min./Sec)	Package Allowance (Min./Sec)	Additional Usage (Min./Sec)	Additional Charges (BD / )	Current Charges (BD / )				
<b>Periodic Subscriptions</b>									
Telco & G8 (One Off)					6.000				
500 Kb Discount on rental (19/09/16 - 30/09/16)					-0.200				
500 Kb Discount on rental (31/10/16 - 31/10/16)					0.000				
Package Charges: Int. calls discount 21/09/2016 - 30/09/2016					0.000				
Package Allowance:					0.000				
Package Charges: INTL Bundle Plan 1 (19/09/2016 - 30/09/2016)					0.000				
Package Allowance: 20 min International Calls					0.000				
Package Charges: Add-on for Social Media (19/09/2016 - 30/09/2016)					0.000				
Package Allowance:					0.000				
Package Charges: 4G ADD-ON Bundle 4 (19/09/2016 - 30/09/2016)					0.000				
Package Allowance:					0.000				
Package Charges: 10G OFF net minutes FREE (19/09/2016 - 30/09/2016)					0.000				
Package Allowance: 40 mins Local Calls					0.000				
Package Charges: Unbearable Plan 7.2 (19/09/2016 - 30/09/2016)					3.000				
Package Allowance: 140 mins Local Calls, 335544 KB GPRS/EDGE/3G/HSPA					0.000				
Package Charges: Unbearable Plan 7.3 (01/10/2016 - 31/10/2016)					7.500				
Package Allowance: 350 mins Local Calls, 838668 KB GPRS/EDGE/3G/HSPA					0.000				
<b>Additional Call Charges</b>									
International Calls	77.00	20.00	57.00	13.950					
<b>Sub - Total:</b>					<b>13.950</b>				
<b>Value Added Services</b>									
Internet/TWAP (GPRS/EDGE/3G/HSPA)									
Internet:	15496450 KB	10097919 KB	5398R31 KB						
<b>Sub - Total:</b>					<b>0.000</b>				
				<b>Current Charges:</b>	<b>29.750</b>				
<p>Get iPhone 6 / Note 4 for FREE on a 12-month contract for BD 25/month with SMARTPlan 2</p>									

Invoice 66355574

Contract No. 1000468054

Invoice No. 64485008

Invoice Date 30/09/2016

Usage Details

Number	Country	Date dd/mm/yyyy	Time hh:mm:ss	Dir./Net. in/out	Type	Charges (BD)
<b>International Calls</b>						
2357098672	FREE CALLS	22/09/2016	16:56:08	00:12:00	V	0.000
3318540103	FREE CALLS	22/09/2016	14:28:01	00:01:00	V	0.000
3318011210	FREE CALLS	22/09/2016	14:27:21	00:01:00	V	0.000
2191861264	TUNISIA	22/09/2016	14:28:36	00:02:00	V	0.660
49174208148	GERMANY	22/09/2016	14:27:08	00:04:00	V	1.000
21918611973	FREE CALLS	22/09/2016	14:40:29	00:04:00	V	0.000
3378130052	RUSSIA	22/09/2016	14:55:17	01:14:00	V	3.360
3366190489	FRANCE	22/09/2016	15:56:27	00:01:00	V	0.250
3361431209	FRANCE	22/09/2016	15:56:07	00:00:00	V	0.250
3374194987	FRANCE	22/09/2016	15:56:07	00:00:00	V	0.250
3314545270	FRANCE	22/09/2016	15:55:52	00:01:00	V	0.250
3314545270	FRANCE	22/09/2016	15:55:08	00:02:00	V	0.500
3314545270	FRANCE	22/09/2016	15:52:38	00:08:00	V	2.000
3314545270	FRANCE	22/09/2016	16:45:36	00:01:00	V	0.250
3314545270	FRANCE	22/09/2016	17:45:50	00:01:00	V	0.250
3375271280	FRANCE	22/09/2016	17:46:20	00:01:00	V	0.250
3375271280	FRANCE	22/09/2016	17:51:54	00:04:00	V	1.000
3357601691	FRANCE	22/09/2016	17:55:51	00:01:00	V	0.250
21918614283	TUNISIA	22/09/2016	19:08:17	00:07:00	V	1.540

Sub-Total: 13.950

Total International/Roaming Charges: 13.950

Type: 1=Voice Calls, G=SMS, S=SMS, M=MMS, W=VoWiFi, C=Video Conference, \*MMS A Location, \*\*MMS Value

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Invoice 16355571

Contract No. 1000460504

Invoice No. 65390289

Invoice Date 31/10/2016

Usage Details

Usage Category	Date	Time	Dur./Vid.	Time Charges	Number	Country	Date	Time	Dur./Vid.	Time Charges
				hour/vid						hour/vid
<b>Calls/GRPS Mode Wide Roaming (Time as per roaming country)</b>					<b>Calls/GRPS Mode Wide Roaming (Time as per roaming country)</b>					
9327760134 FRANCE	17/10/2016	18:17	00:47	2.53	9327760132 FRANCE	17/10/2016	19:49:33	0:15		
9327760134 FRANCE	17/10/2016	18:21	00:47	2.53	9327760134 FRANCE	17/10/2016	19:50:17	0:11		
9327760135 FRANCE	17/10/2016	18:30	0:10	0.30	9327760134 FRANCE	17/10/2016	19:51:00	00:00:10	0.29	
9327760134 FRANCE	17/10/2016	18:31	0:10	0.30	9327760135 FRANCE	17/10/2016	19:52:04	0:10		1.26
9327760134 FRANCE	17/10/2016	18:34	0:10	0.30	9327760135 FRANCE	17/10/2016	19:52:16	0:10		1.03
9327760134 FRANCE	17/10/2016	18:37	00:01:04	0.10	9327760135 FRANCE	17/10/2016	19:53:25	0:09		1.22
9327760134 FRANCE	17/10/2016	18:38	0:10	0.30	9327760134 FRANCE	17/10/2016	19:54:56	0:09		1.20
9327760134 FRANCE	17/10/2016	18:40	0:10	0.30	9327760134 FRANCE	17/10/2016	19:55:47	0:10		1.27
9327760134 FRANCE	17/10/2016	18:41	00:01:01	0.19	9327760134 FRANCE	17/10/2016	19:56:23	00:01:00	0.19	
9327760134 FRANCE	17/10/2016	18:42	0:10	0.30	9327760134 FRANCE	17/10/2016	19:57:04	0:10		1.23
9327760134 FRANCE	17/10/2016	18:47	0:10	0.30	9327760135 FRANCE	17/10/2016	19:57:47	0:10		1.17
9327760134 FRANCE	17/10/2016	18:47	0:10	0.30	9327760135 FRANCE	17/10/2016	19:58:04	0:10		1.17
9327760134 FRANCE	17/10/2016	18:48	00:01:06	0.18	9327760135 FRANCE	17/10/2016	19:58:27	0:10		1.17
9327760134 FRANCE	17/10/2016	18:49	0:10	0.30	9327760135 FRANCE	17/10/2016	19:58:47	0:10		1.17
9327760134 FRANCE	17/10/2016	18:51	00:01:00	0.20	9327760135 FRANCE	17/10/2016	19:59:07	0:10		1.17
9327760134 FRANCE	17/10/2016	18:51	00:01:08	0.19	9327760135 FRANCE	17/10/2016	19:59:30	00:01:04	0.19	
9327760134 FRANCE	17/10/2016	18:54	0:10	0.30	9327760134 FRANCE	17/10/2016	20:00:16	0:10		1.34
9327760134 FRANCE	17/10/2016	18:55	0:10	0.30	9327760134 FRANCE	17/10/2016	20:01:00	00:01:00	0.19	1.84
9327760135 FRANCE	17/10/2016	19:01	00:01:02	0.15	9327760134 FRANCE	17/10/2016	20:01:37	0:10		1.26
9327760135 FRANCE	17/10/2016	19:02	00:01:02	0.15	9327760135 FRANCE	17/10/2016	20:02:09	0:10		1.26
9327760135 FRANCE	17/10/2016	19:04	00:01:02	0.15	9327760135 FRANCE	17/10/2016	20:03:49	0:10		1.26
9327760135 FRANCE	17/10/2016	19:05	00:01:02	0.15	9327760134 FRANCE	17/10/2016	20:04:55	00:01:01	0.19	1.80
9327760135 FRANCE	17/10/2016	19:06	00:01:02	0.15	9327760135 FRANCE	17/10/2016	20:05:44	0:10		1.26
9327760135 FRANCE	17/10/2016	19:07	00:01:02	0.15	9327760135 FRANCE	17/10/2016	20:06:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:08	00:01:02	0.15	9327760135 FRANCE	17/10/2016	20:07:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:09	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:08:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:10	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:09:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:11	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:10:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:12	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:11:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:13	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:12:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:14	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:13:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:15	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:14:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:16	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:15:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:17	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:16:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:18	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:17:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:19	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:18:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:20	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:19:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:21	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:20:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:22	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:21:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:23	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:22:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:24	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:23:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:25	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:24:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:26	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:25:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:27	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:26:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:28	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:27:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:29	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:28:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:30	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:29:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:31	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:30:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:32	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:31:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:33	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:32:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:34	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:33:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:35	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:34:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:36	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:35:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:37	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:36:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:38	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:37:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:39	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:38:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:40	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:39:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:41	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:40:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:42	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:41:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:43	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:42:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:44	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:43:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:45	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:44:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:46	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:45:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:47	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:46:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:48	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:47:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:49	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:48:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:50	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:49:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:51	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:50:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:52	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:51:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:53	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:52:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:54	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:53:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:55	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:54:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:56	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:55:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:57	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:56:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:58	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:57:48	0:10		1.26
9327760135 FRANCE	17/10/2016	19:59	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:58:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:00	00:01:04	0.19	9327760135 FRANCE	17/10/2016	20:59:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:01	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:00:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:02	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:01:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:03	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:02:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:04	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:03:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:05	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:04:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:06	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:05:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:07	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:06:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:08	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:07:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:09	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:08:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:10	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:09:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:11	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:10:48	0:10		1.26
9327760135 FRANCE	17/10/2016	20:12	00:01:04	0.19	9327760135 FRANCE	17/10/2016	21:11:48	0		