



# Quality of Mobile Services

## **Billing audit**

Kingdom of Bahrain - 2017



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 3<sup>h</sup> September to the 20<sup>th</sup> November 2017 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 - 39441805

Super 12 - no contract

Free minutes 800

- Free local minutes to all operators = 800
- Local call rates = 15 fils
- SMS rates = 30 fils
- 12GB Data on 4G network
- International SMS rate is 30Fils/SMS

Note: Super 12 contract has been changed into a Super 16 contract on the 25 sept.

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
<b>Bill # 171018112985</b>				
SIM and Reg. Fee	03/09/2017		5.000	✓
Month 1 - Super 12 no contract - Rental	03/09/2017	17/09/2017	5.806	✓
Month 2 - Super 12 no contract - Rental	18/09/2017	17/10/2017	17.806	✓
Other SIM and Reg. Fee	03/09/2017		5.000	✗
<b>Bill # 171018112895</b>				
Month 2 – AD - Super 12 no contract - Rental	25/09/2017	17/10/2017	-9.200	✓
Month 2 - Super 16 no contract - Rental	18/10/2017	17/11/2017	16.000	✓
Month 3 - Super 16 no contract - Rental	25/09/2017	17/10/2017	12.267	✓

→ Registration fees has been billed 2 times.

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Free Minutes Used – month 1	313 minutes	800 minutes	0 minutes	0.000	✓
Charged SMS to Batelco – month 1	166 SMS	0	166 SMS	4.980	✓
Free Minutes Used – month 2	1 484 minutes	1 484 minutes	0 minutes	0.000	✓
Charged calls to Batelco – month 2	133 mins	0	133 mins	1.995	✓
Charged SMS to Batelco – month 2	227 SMS	0	227 SMS	6.810	✓

**Batelco – Postpaid n°1 - 39441809**

Super 16 - no contract

Free minutes 1300

- Free local minutes to all operators = 1 300
- Local call rates = 15 fils
- SMS rates = 30 fils
- 16GB Data on 4G network
- International SMS rate is 30Fils/SMS

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
<b>Bill # 170918113854</b>				
SIM and Reg. Fee	03/09/2017		5.000	✓
Month 1 - Super 16 no contract - Rental	03/09/2017	17/09/2017	7.742	✓
Month 2 - Super 16 no contract - Rental	18/09/2017	17/10/2017	16.000	✓
<b>Bill # 171018112887</b>				
Month 3 - Super 16 no contract - Rental	18/10/2017	17/11/2017	16.000	✓
1GB Worldwide Roaming Passport	11/10/2017		20.000	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
<b>Bill # 170918113854</b>					
Free Minutes Used	168 minutes	1 300 minutes	0 minutes	0.000	✓
Charged SMS to Batelco	1 SMS	0	1 SMS	0.030	✓
<b>Bill # 171018112887</b>					
Free Minutes Used	1 099 minutes	1 300 minutes	0 minutes	0.000	✓
Charged SMS to Batelco	95 SMS	0	95 SMS	2.850	✓
Total international calls	4 minutes	0	4 minutes	1.200	✓
Roaming calls to Bahrein	00:55:27	0	84 minutes	19.28	✓
Roaming local Calls (Dubai)	00:01:36	0	2 minutes	0.188	✓
Roaming SMS	33	0	33	0.858	✓

**Detail for International Calls:**

Date	Time	Called Number	Country	Duration	Amount (BD)	Billing ok?
03/10/2017	14:51:46	0033 769130048	FRANCE	00:00:04	0.300	✓
03/10/2017	17:34:04	0033 678384284	FRANCE	00:00:01	0.300	✓
03/10/2017	17:34:22	0033 678384284	FRANCE	00:01:45	0.600	✓
<b>TOTAL</b>					<b>1.200</b>	✓

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

Peak Rate	0.300
Off Peak Rate	0.250

**Roaming Calls and SMS****Dubai:**

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	12/10/2017	ETISALAT-UAE	Bahrain	00:55:27	19.28	0.241	<input checked="" type="checkbox"/>
Local call	12/10/2017	ETISALAT-UAE	Dubai	00:01:36	0.188	0.094	<input checked="" type="checkbox"/>
SMS	12/10/2017	ETISALAT-UAE	Bahrain	33	0.858	0.026	<input checked="" type="checkbox"/>

- Volumes of Call to Bahrain, Local calls and SMS are correctly calculated

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

<p><i>"Welcome to United Arab Emirates, peak rates per minute BD charges:  <b>ETISALAT - Receive call 0.105, Local call 0.094, Call to Bahrain 0.233, SMS 0.026, GPRS 0.320 per MB</b>  DU - Receive call 0.105, Local call 0.094, Call to Bahrain 0.233, SMS 0.026, GPRS 0.320 per MB  Rates may be subject to change, for more info visit <a href="http://www.batelco.com">www.batelco.com</a>"</i></p>							
---	--	--	--	--	--	--	--

- Billed amounts are NOT in accordance with tariffs received by SMS for Calls to Bahrain: billed BD 0.241 vs BD 0.233 indicated in the SMS.

However, the last sentence in the SMS explains that *"Rates may be subject to change, for more info visit [www.batelco.com](http://www.batelco.com)"*.

So, here are the tariffs announced on Batelco's website:

Calling Bahrain			
Operator	Peak Rate BD/Min	Off Peak Rate BD/Min	SMS BD
ETISALAT	0.233	0.233	0.026
du	0.233	0.233	0.026

**Conclusion:** calls to Bahrain are not billed in accordance with Batelco's announced prices, whether on their website or on the received SMS.

**France:**

Impossible to register on a French network (automatically or manually) with the SIM card, despite roaming was technically activated, according to Batelco's customer service.





## 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 - 33029639****Viva new postpaid SIM only LTE BD 12 Plan**

- Free local minutes to all operators = 1 000
- Local call rates = 25 fils/minutes
- SMS rates = 25 fils
- 15GB Data on 4G network

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
<b>Bill #1 – B1-113564582</b>				
Viva Postpaid Connection fee	03/09/2017		5.000	✓
Month 1 - Viva new postpaid SIM only LTE BD 12 Plan	03/09/2017	19/09/2017	6.581	✓
Month 1 - Viva new postpaid SIM only LTE BD 12 Plan	20/09/2017	19/10/2017	12.000	✓
<b>Bill #2 – B1-114194657</b>				
Month 1 - Viva new postpaid SIM only LTE BD 12 Plan	25/09/2017	19/10/2017	0.000	✓
Month 1 - Viva new postpaid SIM only LTE BD 16 Plan	25/09/2017	19/10/2017	13.333	✓
Month 1 - Viva new postpaid SIM only LTE BD 16 Plan	20/10/2017	19/11/2017	16.000	✓

**Remark:** BD 12 plan has been fully billed for the period 20/09 to 19/10.

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
<b>Bill #1 – B1-113564582</b>					
VIVA to VIVA Calls	326 minutes	326 minutes	0 minute	0.000	✓
VIVA to VIVA SMS	3 SMS	0 SMS	3 SMS	0.060	✓
National MMS	400 KB	0 KB	400 KB	0.125	✓
National Data	0.0633 GB	0.0633 GB	0 GB	0.000	✓
<b>Bill #2 – B1-114194657</b>					
VIVA to VIVA Calls	843 minutes	843 minutes	0 minute	0.000	✓
VIVA to Other Network Calls	66 minutes	66 minutes	0 minute	0.000	✓
VIVA to VIVA SMS	93 SMS	0 SMS	93 SMS	1.860	✓
National Data	24.4417 GB	24.4417 GB	0 GB	0.000	✓



## Viva – Postpaid n°1 - 33029690

### Viva new postpaid SIM only LTE BD 16 Plan

- Free local minutes to all operators = 1 300
- Local call rates = 25 fils/minutes
- SMS rates = 25 fils
- 16GB Data on 4G network

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
<b>Bill #1 – B1-113564546</b>				
Viva Postpaid Connection fee	03/09/2017		5.000	✓
Month 1 - Viva new postpaid SIM only LTE BD 16 Plan	03/09/2017	19/09/2017	8.774	✓
Month 1 - Viva new postpaid SIM only LTE BD 16 Plan	20/09/2017	19/10/2017	16.000	✓
<b>Bill #2 – B1-114194380</b>				
Month 2 - Viva new postpaid SIM only LTE BD 16 Plan	20/10/2017	19/11/2017	16.000	✓
UAE 2 Days add-on – Postpaid add-on	11/10/2017	13/10/2017	10.000	✓
UAE 7 Days add-on – Postpaid add-on	11/10/2017	13/10/2017	20.000	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
<b>Bill #2 – B1-113564546</b>					
VIVA to VIVA Calls	673 minutes	673 minutes	0 minute	0.000	✓
VIVA to Other Network Calls	1 minute	1 minute	0 minute	0.000	✓
VIVA to VIVA SMS	240 SMS	0 SMS	240 SMS	4.800	✓
National MMS	400 KB	0 KB	400 KB	0.125	✓
National Data	10.3093 GB	16 GB	0 GB	0.000	✓
<b>Bill #2 – B1-114194380</b>					
VIVA to VIVA Calls	1 189 minutes	1 300 minutes	0 minute	0.000	✓
VIVA to Other Network Calls	110 minutes	110 minutes	0 minute	0.000	✓
VIVA to VIVA SMS	184 SMS	2 SMS	182 SMS	3.640	✓
VIVA to other network SMS	1 SMS	0 SMS	1 SMS	0.020	✓
National Data	10.3093 GB	16 GB	0 GB	0.000	✓
International Charges (detail here under)					
Roaming Calls	133 minutes	78 minutes *	55 minutes	47.970	✓
Roaming SMS	148 SMS	91 SMS *	57 SMS	5.514	✓
Roaming Data in France	7.1875 GB	0 GB	7.1875 GB	35.938	✓

\*Unlimited calls in UAE included in option “UAE 2 Days add-on”

### Roaming Calls and SMS

**Dubai:**

- Option UAE 2 Days add-on has been activated:

Stay connected in UAE					
Roaming Add-ons	Participating Roaming Networks	Allowance	Validity	Subscription Fee	To subscribe through SMS
UAE 2 Days add-on	Etisalat & Du UAE	Unlimited data access and calls from UAE back to Bahrain*	2 Days	BHD 10	SMS 'UAE2' to 81899

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call Bahrain	12/10/2017	ETILISAT	Bahrain	00:78:00	0.000	0.000	✓
Local call	12/10/2017	ETILISAT	Dubai	00:05:00	0.47	0.094	✓
SMS	12/10/2017	ETILISAT	Bahrain	39	1.014	0.026	✓

- Volumes of Call to Bahrain, Local calls and SMS are correctly calculated

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

2017-10-12 04:25:09: "Dear customer, while roaming with United Arab Emirates Etisalat following are the VIVA Postpaid charges: calling within United Arab Emirates **BD 0.094/min**, calling Bahrain BD 0.233/min, sending **SMS BD 0.026**, incoming calls BD 0.105/min, GPRS BD 0.320/MB."

- Billed amounts are in accordance with tariffs received by SMS

**France:**

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call Bahrain	14/10/2017	Orange France	Bahrain	00:45:00	45	1.000	✓
Local call	14/10/2017	Orange France	France	00:05:00	2.5	0.500	✓
SMS	14/10/2017	Orange France	Bahrain	18	4.500	0.250	✓
Data	14/10/2017	Orange France	Bahrain	7.1875 MB	35.938	5.000	✓

- Volumes of Call to Bahrain, Local calls and SMS are correctly calculated
- Billed amounts are in accordance with tariffs on Viva's website:

France						
Postpaid						
country	Operator	Incoming Call	Local Call	Calling Home	SMS	GPRS per MB
France	Free Mobile	0.3	0.3	1.55	0.145	5.985
France	Orange	0.5	0.5	1	0.25	5
France	SFR	0.52	0.43	1.105	0.145	5.99

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

"2017-10-14 18:00:47, "Dear customer, while roaming with France Orange following are the VIVA Postpaid charges: (calling within France **BD 0.500/min**, calling Bahrain **BD 1.000/min**, sending **SMS BD 0.250**, incoming calls BD 0.500/min, GPRS BD 5.000/MB."

- Billed amounts are in accordance with tariffs received by SMS



## 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 - 36078966****Postpaid 15 - non contracted**

- Free local minutes to all operators = 1 200
- Local call rates = 15 fils/minutes
- SMS rates = 30 fils
- 16GB Data on 4G network

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Once off registration fee (One Off)			5.000	✓
Package PostPaid 15	03/09/2017	30/09/2017	14.000	✓
Package PostPaid 15	01/10/2017	31/10/2017	15.000	✓
Package PostPaid 15	01/11/2017	30/11/2017	15.000	✓
10BD GCC Weekly Add-on (One Off)			10.000	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
<b>Month 1</b>					
Local calls	629 minutes	1 200 minutes	0 minutes	0.000	✓
SMS	86 SMS	0	86 SMS	2.580	✓
MMS	1 MMS	0	1 MMS	0.100	✓
Internet	10 017 190 KB	16 GB		0.000	✓
Zain Pay online payment services				1.500	✓
<b>Month 2</b>					
Local calls	673 minutes	1 200 minutes	0 minutes	0.000	✓
SMS	74 SMS	0	74 SMS	2.220	✓
Call made while roaming	55:08	0	55:08	18.853	✓
Internet	4 971 260 KB	4 971 260 KB		0.000	✓
Zain Pay online payment services	20 Unit/s		20 Unit/s	3.000	✓
Other Services – GPRS roaming	90 KB	90 KB		0.000	✓

**Roaming Calls and SMS****Dubai:**

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	12/10/2017	DU-UAE	Bahrain	00:51:03	11.895	0.233	✓
Local call	12/10/2017	DU-UAE	Dubai	00:04:02	0.188	0.094	✓
SMS	12/10/2017	DU-UAE	Bahrain	34	0.884	0.026	✓

- Volumes of Call to Bahrain, Local calls and SMS are correctly calculated

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

12/10/2017 05:33:10: " For your reference, the peak roaming rates while in (UNITED ARAB EMIRATES)in BD/min: (Etisalat) Incoming Calls:0.105 ,**Local:0.094 ,Bahrain:0.233 ,SMS:0.026** ,Data:0.320 per MB (DU) Incoming Calls:0.105 ,Local:0.094 ,Bahrain:0.233 ,SMS:0.026 ,Data:0.320 per MB Rates may be subject to change. The Bahrain Embassy No +97126657500.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>. "

- Billed amounts are in accordance with tariffs received by SMS

**France:**

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	12/10/2017	Bouygues France	Bahrain	00:20:00	33.852	<b>1.693</b>	✗
Call	12/10/2017	SFR France	Bahrain	00:03:30	4.346	<b>1.242*</b>	✗
Local call	12/10/2017	Bouygues France	France	00:07:00	4.011	<b>0.573</b>	✗
SMS	12/10/2017	Bouygues France	Bahrain	13	2.561	<b>0.197</b>	✗
SMS	12/10/2017	SFR France	Bahrain	3	0.540	<b>0.180</b>	✗

\*for SFR France, volumes of minutes have been calculated by the second, while duration has been rounded to the upper minute on Bouygues France

- Volumes of Call to Bahrain, Local calls and SMS are correctly calculated
- But billed amounts **are not** in line with tariffs on Zain's website:

- **Bouygues France :**

PostPaid		
Roaming Tariff Rates	Peak	Off - Peak
Incoming Calls	0.613	0.563
Local	-	0.376
Local calls	0.417	0.417
Bahrain	1.46	1.46
SMS Rate	0.174	
GPRS Rate PER MB	3.338	

- **SFR France :**



PostPaid		
Roaming Tariff Rates	Peak	Off - Peak
Incoming Calls	0.300	0.250
Local	-	0.411
Local calls	0.494	0.494
Bahrain	1.391	1.391
SMS Rate	0.167	
GPRS Rate PER MB	15.294	

These rates are subject to change by the visited operator.

These rates may also be subject to currency exchange fluctuations and foreign taxes that may be applied by the visited country.

Those rates are indicative, as described on the disclaimer under the table.

- However, as no SMS was received to explain tariffs in France, it is impossible for the consumer to evaluate the final cost of his communications in France.

**Zain – Postpaid n°1 - 36079466****Postpaid 15 - non contracted**

- Free local minutes to all operators = 1 200
- Local call rates = 15 fils/minutes
- SMS rates = 30 fils
- 16GB Data on 4G network

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Once off registration fee (One Off)			5.000	<input checked="" type="checkbox"/>
Package PostPaid 11	03/09/2017	30/09/2017	10.267	<input checked="" type="checkbox"/>
Package PostPaid 15	25/09/2017	30/09/2017	3.000	<input checked="" type="checkbox"/>
Package PostPaid 15	01/10/2017	31/10/2017	15.000	<input checked="" type="checkbox"/>
Package PostPaid 15	01/11/2017	30/11/2017	15.000	<input checked="" type="checkbox"/>

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
<b>Month 1</b>					
Local calls	1 161 minutes	653 minutes	508 minutes	7.620	<input checked="" type="checkbox"/>
SMS	326 SMS	0	326 SMS	9.780	<input checked="" type="checkbox"/>
MMS	1 MMS	0	1 MMS	0.100	<input checked="" type="checkbox"/>
Internet	23 029 920 KB	13 738 913 KB	9 291 007 KB	0.000	<input checked="" type="checkbox"/>
<b>Month 2</b>					
Local calls	626 minutes	626 minutes		0.000	<input checked="" type="checkbox"/>
SMS	91 SMS	0	91 SMS	2.730	<input checked="" type="checkbox"/>
Internet	1 843 200 KB	1 843 200 KB		0.000	<input checked="" type="checkbox"/>

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



### 3 ANNEX

#### 3.1 Batelco bills

**39441805**

**My Mobile Bill** 

Mobile No. 39441805  
Bill Date 18/09/2017  
Bill No. 1709813362  
Account No. 0500905/001  
Status Active

Balance Brought Forward	BD	0.000	Previous Billed Amount	BD	0.000
Current Charges	BD	27.786	Payment Received	BD	0.000
For Period	18/08/2017 - 17/09/2017		Balance Brought Forward	BD	0.000
<b>Total Amount Due</b>	<b>BD</b>	<b>27.786</b>	Last Payment Received	BD	0.000
Payment Due Date	26/09/2017		(Details for received payments section A)		

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

<b>National</b>			<b>Your Package</b>	Super 12 No Contract
Free Minutes Used(33 mins)	0.000		Free Minutes	800
<b>Total (Details section B)</b>		0.000		
<b>International and Roaming</b>				
<b>Total (Details section C&amp;D)</b>		0.000		
<b>Data</b>				
Charged SMS to Batelco (166 SMS)		4.980		
<b>Total (Details section E)</b>		4.980		
<b>Other</b>				
Rental		17.806		
Other		5.000		
<b>Total (Details section F)</b>		22.806		

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

Balance Brought Forward BD 0.000  
Current Month BD 27.786  
Account No. 0500905/001  
Bill Date 18/09/2017  
Total Amount Due BD 27.786  
Page 1 of 2

23/11/2017 Batelco - My Bill

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A. Previous Payment Details  
Payment details not available  
B. National Details  
National details not available  
C. International Details  
International details not available  
D. Roaming Details  
Roaming details not available  
E. Data Details  
Message  
SMS to Batelco (166 SMS)

<b>Total</b>			<b>Amount(BD)</b>
			4.980
			4.980
			4.980
<b>F. Other Details</b>			
<b>Rental</b>			
<b>Description</b>	<b>Date</b>		<b>Amount(BD)</b>
AD Non Contracted BD12	03/08/2017 - 17/08/2017		5.806
AD Non Contracted BD12	18/08/2017 - 17/10/2017		12.000
SM and Reg. Fee	03/08/2017		5.000
<b>Total</b>			22.806
<b>Other</b>			
<b>Description</b>	<b>Date</b>		<b>Amount(BD)</b>
SM and Reg. Fee	03/08/2017		5.000
<b>Total</b>			5.000
<b>Total</b>			27.896

[https://www.batelco.com/services/Bills/GSM\\_BILLDETAILS2.aspx](https://www.batelco.com/services/Bills/GSM_BILLDETAILS2.aspx)  
1/1

**My Mobile Bill** 

Manama SAHRAIN Mobile No. 39441805  
Bill Date 18/10/2017  
Bill No. 1710812895  
Account No. 0500905/001  
Status Active

Balance Brought Forward	BD	0.006	Previous Billed Amount	BD	27.786
Current Charges	BD	27.872	Payment Received Thank You	BD	27.780
For Period	18/09/2017 - 17/10/2017		Balance Brought Forward	BD	0.006
<b>Total Amount Due</b>	<b>BD</b>	<b>27.878</b>	Last Payment Received	BD	22.780
Payment Due Date	26/10/2017		(Details for received payments section A)		

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

<b>National</b>			<b>Your Package</b>	Super 16 No Contract
Free Minutes Used(1464 mins)	0.000		Free Minutes	1000
Charged Calls to Batelco (133 mins)		1.995		
<b>Total (Details section B)</b>		1.995		
<b>International and Roaming</b>				
<b>Total (Details section C&amp;D)</b>		0.000		
<b>Data</b>				
Charged SMS to Batelco (227 SMS)		6.810		
<b>Total (Details section E)</b>		6.810		
<b>Other</b>				
Rental		28.267		
<b>Total (Details section F)</b>		28.267		

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

Grace Sheryl Ann Ousa Arslaga  
Mobile No. 39441805  
Account No. 0500905/001  
Bill Date 18/10/2017  
Total Amount Due BD 27.878  
Page 1 of 2

**My Mobile Bill**

**A. Previous Payment Details**

<b>Method</b>	<b>Date</b>	<b>Amount(BD)</b>
Credit Card	03/10/2017	22.780
<b>Total</b>		22.780

**B. National Details**

<b>National Call Charges</b>	<b>Minutes</b>	<b>Amount(BD)</b>
Calls to Batelco	133	1.995
<b>Total</b>		1.995

**Free Calls**

<b>Free National Minutes</b>	<b>Amount(BD)</b>
Free National Minutes	0.000
<b>Total</b>	0.000

**TOTAL** 1.995

**C. International Details**

International details not available

**D. Roaming Details**

Roaming details not available

**E. Data Details**

<b>Messages</b>	<b>Amount(BD)</b>
SMS to Batelco (227 SMS)	6.810
Free SMS	0.000
Additional Free Data Elements	0.000
SMS Chat (0 SMS)	0.000
<b>Total</b>	6.810

**F. Other Details**

<b>Rental</b>			<b>Amount(BD)</b>
<b>Description</b>	<b>Date</b>		
AD Non Contracted BD12 for 97339441805	25/09/2017 - 17/10/2017		9.200 (*)
Non Contracted BD16 for 97339441805	18/10/2017 - 17/11/2017		16.000
Non Contracted BD16 for 97339441805	25/09/2017 - 17/10/2017		12.267
<b>Total</b>			37.467

**Total** 37.467

Page 2 of 2





39441809

**My Mobile Bill** 

Manama SAHRAIN

Mobile No. 39441809  
Bill Date 18/09/2017  
Bill No. 17091813854  
Account No. 0500905/002  
Status Active

Balance Brought Forward	BD 0.000	Previous Billed Amount	BD 0.000
Current Charges	BD 28.772	Payment Received	BD 0.000
For Period 18/08/2017 - 17/09/2017		Balance Brought Forward	BD 0.000
<b>Total Amount Due</b>	<b>BD 28.772</b>	Last Payment Received	BD 0.000
<b>Payment Due Date</b>	<b>26/09/2017</b>	(Details for received payments section A)	

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

<b>National</b>		<b>Your Package</b>	<b>Super 16 No Contract</b>
Free Minutes (Used/160 mins.)	0.000	Free Minutes	1000
<b>Total (Details section B)</b>	<b>0.000</b>		

**International and Roaming**

<b>Total (Details section B)</b>	<b>0.000</b>
----------------------------------	--------------

**Data**

Charged SMS to Batelco (1 SMS)	0.030
<b>Total (Details section E)</b>	<b>0.030</b>

**Other**

Rental	23.742
Other	5.000
<b>Total (Details section F)</b>	<b>28.742</b>

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Balance Brought Forward	BD 0.000
Current Month	BD 28.772

Account No. 0500905/002

**Bill Date 18/09/2017 Total Amount Due BD 28.772**

Page 1 of 2

**My Mobile Bill** 

Manama SAHRAIN

Mobile No. 39441809  
Bill Date 18/09/2017  
Bill No. 17091813857  
Account No. 0500905/002  
Status Active

Balance Brought Forward	BD 0.002	Previous Billed Amount	BD 28.772
Current Charges	BD 60.378	Payment Received	BD 28.772
For Period 18/08/2017 - 17/09/2017		Balance Brought Forward	BD 0.002
<b>Total Amount Due</b>	<b>BD 60.378</b>	Last Payment Received	BD 28.772
<b>Payment Due Date</b>	<b>26/10/2017</b>	(Details for received payments section A)	

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

<b>National</b>		<b>Your Package</b>	<b>Super 16 No Contract</b>
Free Minutes (Used/3099 mins.)	0.000	Free Minutes	1300
<b>Total (Details section B)</b>	<b>0.000</b>		

**International and Roaming**

<b>Total (Details section B)</b>	<b>0.000</b>
----------------------------------	--------------

**Data**

Charged SMS to Batelco (95 SMS)	2.850
<b>Total (Details section E)</b>	<b>2.850</b>

**Other**

Rental	16.000
Other	20.000
<b>Total (Details section F)</b>	<b>36.000</b>

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Balance Brought Forward	BD 0.002
Current Month	BD 60.376

Account No. 0500905/002

**Bill Date 18/09/2017 Total Amount Due BD 60.378**

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23/11/2017 Batelco - My Bill

[Back](#) [Print This Page](#)

**A. Previous Payment Details**

Date	Amount (BD)
03/10/2017	28.770
<b>Total</b>	<b>28.770</b>

**B. National Details**  
National details not available

**C. International Details**

Date	Time	Called Number	Country	Duration	Amount (BD)
03/10/2017	14:51:46	00378913048	FRANCE	00:00:04	0.300
03/10/2017	17:34:04	00338783424	FRANCE	00:00:01	0.300
03/10/2017	17:34:22	00338783424	FRANCE	00:01:45	3.600
<b>Total</b>					<b>1.200</b>

**D. Roaming Details**

Date	Time	Called Number	Country	Duration	Amount (BD)
12/10/2017	06:03:29	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:04:59	+973386441805	ARETC (OUT)	00:01:12	0.482
12/10/2017	06:05:27	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:06:40	+973386441805	ARETC (OUT)	00:01:07	0.482
12/10/2017	06:08:03	+973386441805	ARETC (OUT)	00:01:11	0.482
12/10/2017	06:08:26	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:09:40	+973386441805	ARETC (OUT)	00:01:10	0.482
12/10/2017	06:10:07	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:11:38	+973386441805	ARETC (OUT)	00:01:35	0.482
12/10/2017	06:13:07	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:13:36	+973386441805	ARETC (OUT)	00:00:58	0.241
12/10/2017	06:14:42	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:15:12	+973386441805	ARETC (OUT)	00:00:53	0.241
12/10/2017	06:16:32	+973386441805	ARETC (OUT)	00:01:01	0.482
12/10/2017	06:17:52	+973386441805	ARETC (OUT)	00:01:04	0.482
12/10/2017	06:18:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:19:20	+973386441805	ARETC (OUT)	00:00:53	0.241
12/10/2017	06:20:42	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:21:00	+973386441805	ARETC (OUT)	00:01:21	0.482
12/10/2017	06:22:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:23:06	+973386441805	ARETC (OUT)	00:00:59	0.241
12/10/2017	06:24:28	+973386441805	ARETC (OUT)	00:01:00	0.241
12/10/2017	06:25:50	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:25:52	+973386441805	ARETC (OUT)	00:01:00	0.241
12/10/2017	06:27:13	+973386441805	ARETC (OUT)	00:01:02	0.482
12/10/2017	06:27:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:29:13	+973386441805	ARETC (OUT)	00:00:59	0.241
12/10/2017	06:29:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:30:44	+973386441805	ARETC (OUT)	00:00:58	0.241
12/10/2017	06:31:24	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:32:20	+973386441805	ARETC (OUT)	00:01:02	0.482
12/10/2017	06:32:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:34:14	+973386441805	ARETC (OUT)	00:00:58	0.241
12/10/2017	06:35:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:36:28	+973386441805	ARETC (OUT)	00:01:06	0.482
12/10/2017	06:37:39	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:38:48	+973386441805	ARETC (OUT)	00:01:09	0.482
12/10/2017	06:39:40	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:40:20	+973386441805	ARETC (OUT)	00:01:00	0.241
12/10/2017	06:41:32	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:42:02	+973386441805	ARETC (OUT)	00:01:01	0.482
12/10/2017	06:43:25	+973386441805	ARETC (OUT)	00:00:54	0.241
12/10/2017	06:43:33	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:44:52	+973386441805	ARETC (OUT)	00:00:52	0.241
12/10/2017	06:45:33	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:46:16	+973386441805	ARETC (OUT)	00:01:04	0.482
12/10/2017	06:46:01	+973386441805	ARETC (OUT)	00:01:02	0.482
12/10/2017	06:48:32	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:49:37	+973386441805	ARETC (OUT)	00:01:01	0.482
12/10/2017	06:51:01	+973386441805	ARETC (OUT)	00:00:59	0.241
12/10/2017	06:51:33	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	12:27:39	+9714387777	ARETC (OUT)	00:01:36	0.188
<b>Total</b>					<b>20.326</b>

**E. Data Details**

Description	Amount (BD)
SMS to Batelco (95 SMS)	2.850
<b>Total</b>	<b>2.850</b>

**F. Other Details**

Description	Amount (BD)
Non Contracted BD16	16.000
<b>Total</b>	<b>16.000</b>

**1GB WorldWide Roaming Passport**

Description	Date	Amount (BD)
1GB WorldWide Roaming Passport	11/10/2017	20.000
<b>Total</b>		<b>20.000</b>

**Total** 36.000

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23/11/2017 Batelco - My Bill

[Back](#) [Print This Page](#)

**A. Previous Payment Details**

Date	Amount (BD)
03/10/2017	28.770
<b>Total</b>	<b>28.770</b>

**B. National Details**  
National details not available

**C. International Details**

Date	Time	Called Number	Country	Duration	Amount (BD)
03/10/2017	14:51:46	00378913048	FRANCE	00:00:04	0.300
03/10/2017	17:34:04	00338783424	FRANCE	00:00:01	0.300
03/10/2017	17:34:22	00338783424	FRANCE	00:01:45	3.600
<b>Total</b>					<b>1.200</b>

**D. Roaming Details**

Date	Time	Called Number	Country	Duration	Amount (BD)
12/10/2017	06:03:29	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:04:59	+973386441805	ARETC (OUT)	00:01:12	0.482
12/10/2017	06:05:27	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:06:40	+973386441805	ARETC (OUT)	00:01:07	0.482
12/10/2017	06:08:03	+973386441805	ARETC (OUT)	00:01:11	0.482
12/10/2017	06:08:26	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:09:40	+973386441805	ARETC (OUT)	00:01:10	0.482
12/10/2017	06:10:07	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:11:38	+973386441805	ARETC (OUT)	00:01:35	0.482
12/10/2017	06:13:07	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:13:36	+973386441805	ARETC (OUT)	00:00:58	0.241
12/10/2017	06:14:42	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:15:12	+973386441805	ARETC (OUT)	00:00:53	0.241
12/10/2017	06:16:32	+973386441805	ARETC (OUT)	00:01:01	0.482
12/10/2017	06:17:52	+973386441805	ARETC (OUT)	00:01:04	0.482
12/10/2017	06:18:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:19:20	+973386441805	ARETC (OUT)	00:00:53	0.241
12/10/2017	06:20:42	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:21:00	+973386441805	ARETC (OUT)	00:01:21	0.482
12/10/2017	06:22:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:23:06	+973386441805	ARETC (OUT)	00:00:59	0.241
12/10/2017	06:24:28	+973386441805	ARETC (OUT)	00:01:00	0.241
12/10/2017	06:25:50	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:25:52	+973386441805	ARETC (OUT)	00:01:00	0.241
12/10/2017	06:27:13	+973386441805	ARETC (OUT)	00:01:02	0.482
12/10/2017	06:27:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:29:13	+973386441805	ARETC (OUT)	00:00:59	0.241
12/10/2017	06:29:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:30:44	+973386441805	ARETC (OUT)	00:00:58	0.241
12/10/2017	06:31:24	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:32:20	+973386441805	ARETC (OUT)	00:01:02	0.482
12/10/2017	06:32:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:34:14	+973386441805	ARETC (OUT)	00:00:58	0.241
12/10/2017	06:35:43	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:36:28	+973386441805	ARETC (OUT)	00:01:06	0.482
12/10/2017	06:37:39	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:38:48	+973386441805	ARETC (OUT)	00:01:09	0.482
12/10/2017	06:39:40	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:40:20	+973386441805	ARETC (OUT)	00:01:00	0.241
12/10/2017	06:41:32	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:42:02	+973386441805	ARETC (OUT)	00:01:01	0.482
12/10/2017	06:43:25	+973386441805	ARETC (OUT)	00:00:54	0.241
12/10/2017	06:43:33	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:44:52	+973386441805	ARETC (OUT)	00:00:52	0.241
12/10/2017	06:45:33	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:46:16	+973386441805	ARETC (OUT)	00:01:04	0.482
12/10/2017	06:46:01	+973386441805	ARETC (OUT)	00:01:02	0.482
12/10/2017	06:48:32	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	06:49:37	+973386441805	ARETC (OUT)	00:01:01	0.482
12/10/2017	06:51:01	+973386441805	ARETC (OUT)	00:00:59	0.241
12/10/2017	06:51:33	+97338600179	ARETC (OUT)	SMS	0.026
12/10/2017	12:27:39	+9714387777	ARETC (OUT)	00:01:36	0.188
<b>Total</b>					<b>20.326</b>

**E. Data Details**

Description	Amount (BD)
SMS to Batelco (95 SMS)	2.850
<b>Total</b>	<b>2.850</b>

**F. Other Details**

Description	Amount (BD)
Non Contracted BD16	16.000
<b>Total</b>	<b>16.000</b>

**1GB WorldWide Roaming Passport**

Description	Date	Amount (BD)
1GB WorldWide Roaming Passport	11/10/2017	20.000
<b>Total</b>		<b>20.000</b>

**Total** 36.000

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My Mobile Bill

Manama BAHRAIN

Mobile No. 3944809  
Bill Date 18/11/2017  
Bill No. 1718810108  
Account No. 01500905/002  
Status Active

Balance Brought Forward BD 0.000  
Current Charges BD 16.000  
For Period 18/10/2017 - 17/11/2017  
Total Amount Due BD 16.000  
Payment Due Date 26/11/2017

Previous Billed Amount BD 60.378  
Payment Received: Thank You BD 60.378  
Balance Brought Forward BD 0.000  
Last Payment Received 22/10/2017  
(Details for received payments section A)

Summary of Current Charges in (BD)

National

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 16.000  
Total (Details section F) 16.000

Your Package Super 16 No Contract  
Free Minutes 000

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Grace Sheryl Ann Chua Arclaga  
Mobile No. 3944809  
Account No. 01500905/002

Balance Brought Forward BD 0.000  
Current Month BD 16.000

Bill Date 18/11/2017

Total Amount Due BD 16.000

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My Mobile Bill

A. Previous Payment Details

Method Date Amount (BD)

Cash 22/10/2017 60.378

Total 60.378

B. National Details

Free Calls Amount (BD)

Free National Minutes 0.000

Total 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)

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)

Non Contracted BD16 for 9733944809 18/11/2017 - 17/12/2017 16.000

Total 16.000

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## 3.2 Viva bills

33186630

my bill				
1	Bill Date	Account Number	Bill Number	Bill Period
1	30/08/2017	1-3778037846	81-113564546	03/08/17 - 16/09/17
Your current charges for 3302660 (VIVA New Postpaid SIM Only LTE BD 16 Plan)				
<div><div>Rate Usage (GB)</div><div>MB Usage (Count of MB)</div><div>Value Usage (Total Minutes)</div><div>MB Usage (GB)</div></div>				
Monthly Rental Fees				
Description	Start Date	End Date	Value (BHD)	
VIVA New Postpaid SIM Only LTE BD 16 Plan	03/08/17	16/09/17	16.000	
VIVA New Postpaid SIM Only LTE BD 16 Plan	03/08/17	16/09/17	0.075	
Total Monthly Fees				
				16.075
Usage Summary				
Network Charges	Total Usage	Minutes	Additional Usage	Total (BHD)
VIVA to VIVA Calls	873 MB/min	873 MB/min	3.540 MB/min	0.000
VIVA to Other Network Calls	1 MB/min	1 MB/min	2.540 MB/min	0.000
VIVA to VIVA SMS	200 SMS	0 SMS	300 SMS	0.000
Network SMS	000 SMS	0 SMS	000 SMS	0.000
Network Data	0.000 GB	0.000 GB	0.000 GB	0.000
Total Network Charges				
				0.000
International Charges				
Total International Charges				
				0.000
Roaming Charges				
Total Roaming Charges				
				0.000
Other Charges				
Description	Start Date	End Date	Charges (BHD)	Minutes
VIVA to VIVA Calls	03/08/17	16/09/17	0.000	0
VIVA to Other Network Calls	03/08/17	16/09/17	0.000	0
VIVA to VIVA SMS	03/08/17	16/09/17	0.000	0
Total Other Charges				
				0.000
Total Charges				
				16.075
Total Current Charges (BHD)				
				16.075

To view your bill details visit [www.viva.com.bh](http://www.viva.com.bh), call 138 or visit any VIVA store.

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my bill				
1	Bill Date	Account Number	Bill Number	Bill Period
1	30/08/2017	1-3778037846	81-114184380	03/08/17 - 16/09/17
Your current charges for 3302660 (VIVA New Postpaid SIM Only LTE BD 16 Plan)				
<div><div>Rate Usage (GB)</div><div>MB Usage (Count of MB)</div><div>Value Usage (Total Minutes)</div></div>				
Monthly Rental Fees				
Description	Start Date	End Date	Value (BHD)	
VIVA New Postpaid SIM Only LTE BD 16 Plan	03/08/17	16/09/17	16.000	
Total Monthly Fees				
				16.000
Usage Summary				
Network Charges	Total Usage	Minutes	Additional Usage	Total (BHD)
VIVA to VIVA Calls	1.000 MB/min	1.000 MB/min	0.000 MB/min	0.000
VIVA to Other Network Calls	1.000 MB/min	1.000 MB/min	0.000 MB/min	0.000
VIVA to VIVA SMS	1.000 SMS	2.000 SMS	1.000 SMS	0.000
VIVA to Other Network SMS	1.000 SMS	0.000 SMS	1.000 SMS	0.000
Network Data	0.000 GB	0.000 GB	0.000 GB	0.000
Total Network Charges				
				0.000
International Charges				
Total International Charges				
				0.000
Roaming Charges				
Description	Start Date	End Date	Charges (BHD)	Minutes
VIVA to VIVA Calls	03/08/17	16/09/17	0.000	0
VIVA to Other Network Calls	03/08/17	16/09/17	0.000	0
VIVA to VIVA SMS	03/08/17	16/09/17	0.000	0
VIVA to Other Network SMS	03/08/17	16/09/17	0.000	0
Total Roaming Charges				
				0.000
Other Charges				
Description	Start Date	End Date	Charges (BHD)	Minutes
VIVA to VIVA Calls	03/08/17	16/09/17	0.000	0
VIVA to Other Network Calls	03/08/17	16/09/17	0.000	0
VIVA to VIVA SMS	03/08/17	16/09/17	0.000	0
VIVA to Other Network SMS	03/08/17	16/09/17	0.000	0
Total Other Charges				
				0.000
Total Charges				
				16.000
Total Current Charges (BHD)				
				16.000

To view your bill details visit [www.viva.com.bh](http://www.viva.com.bh), call 138 or visit any VIVA store.

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33029639

my bill				
1	Bill Date	Account Number	Bill Number	Bill Period
1	30/08/2017	1-3778042079	81-113564582	03/08/17 - 16/09/17
Your current charges for 33029639 (VIVA New Postpaid SIM Only LTE BD 12 Plan)				
<div><div>Rate Usage (GB)</div><div>MB Usage (Count of MB)</div><div>Value Usage (Total Minutes)</div><div>MB Usage (GB)</div></div>				
Monthly Rental Fees				
Description	Start Date	End Date	Value (BHD)	
VIVA New Postpaid SIM Only LTE BD 12 Plan	03/08/17	16/09/17	12.000	
VIVA New Postpaid SIM Only LTE BD 12 Plan	03/08/17	16/09/17	0.000	
Total Monthly Fees				
				12.000
Usage Summary				
Network Charges	Total Usage	Minutes	Additional Usage	Total (BHD)
VIVA to VIVA Calls	0.000 MB/min	0.000 MB/min	0.000 MB/min	0.000
VIVA to Other Network Calls	0.000 MB/min	0.000 MB/min	0.000 MB/min	0.000
VIVA to VIVA SMS	0.000 SMS	0.000 SMS	0.000 SMS	0.000
Network SMS	0.000 SMS	0.000 SMS	0.000 SMS	0.000
Network Data	0.000 GB	0.000 GB	0.000 GB	0.000
Total Network Charges				
				0.000
International Charges				
Total International Charges				
				0.000
Roaming Charges				
Total Roaming Charges				
				0.000
Other Charges				
Description	Start Date	End Date	Charges (BHD)	Minutes
VIVA to VIVA Calls	03/08/17	16/09/17	0.000	0
VIVA to Other Network Calls	03/08/17	16/09/17	0.000	0
VIVA to VIVA SMS	03/08/17	16/09/17	0.000	0
VIVA to Other Network SMS	03/08/17	16/09/17	0.000	0
Total Other Charges				
				0.000
Total Charges				
				12.000
Total Current Charges (BHD)				
				12.000

To view your bill details visit [www.viva.com.bh](http://www.viva.com.bh), call 138 or visit any VIVA store.

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my bill				
1	Bill Date	Account Number	Bill Number	Bill Period
1	30/08/2017	1-3778042079	81-114184587	03/08/17 - 16/09/17
Your current charges for 33029639 (VIVA New Postpaid SIM Only LTE BD 12 Plan)				
<div><div>Rate Usage (GB)</div><div>MB Usage (Count of MB)</div><div>Value Usage (Total Minutes)</div></div>				
Monthly Rental Fees				
Description	Start Date	End Date	Value (BHD)	
VIVA New Postpaid SIM Only LTE BD 12 Plan	03/08/17	16/09/17	12.000	
VIVA New Postpaid SIM Only LTE BD 12 Plan	03/08/17	16/09/17	0.000	
Total Monthly Fees				
				12.000
Usage Summary				
Network Charges	Total Usage	Minutes	Additional Usage	Total (BHD)
VIVA to VIVA Calls	0.000 MB/min	0.000 MB/min	0.000 MB/min	0.000
VIVA to Other Network Calls	0.000 MB/min	0.000 MB/min	0.000 MB/min	0.000
VIVA to VIVA SMS	0.000 SMS	0.000 SMS	0.000 SMS	0.000
VIVA to Other Network SMS	0.000 SMS	0.000 SMS	0.000 SMS	0.000
Network Data	0.000 GB	0.000 GB	0.000 GB	0.000
Total Network Charges				
				0.000
International Charges				
Total International Charges				
				0.000
Roaming Charges				
Total Roaming Charges				
				0.000
Other Charges				
Description	Start Date	End Date	Charges (BHD)	Minutes
VIVA to VIVA Calls	03/08/17	16/09/17	0.000	0
VIVA to Other Network Calls	03/08/17	16/09/17	0.000	0
VIVA to VIVA SMS	03/08/17	16/09/17	0.000	0
VIVA to Other Network SMS	03/08/17	16/09/17	0.000	0
Total Other Charges				
				0.000
Total Charges				
				12.000
Total Current Charges (BHD)				
				12.000

To view your bill details visit [www.viva.com.bh](http://www.viva.com.bh), call 138 or visit any VIVA store.

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### 3.3 Zain bills

36078966



**Invoice**

**فاتورة**

**Mobile No. 36078966**

الخط : 1122 - خدمة العملاء

P.O. Box 30017 - Mezzan - Jeddah - K.S.A.

**رقم الفاتورة Invoice No.:** 36078966

**رقم الخط Invoice No.:** 1

**تاريخ الفاتورة Invoice Date:** 01/09/2017

**تاريخ الدفع Due Date:** 30/09/2017

**رقم العقد Contract No.:** 100048054

**الخط Contract No.:** 100048054

**مركز خدمة العملاء**

For queries and bill payments please call 107 or 803 36107707 when abroad, or fax: +96 36 107103

مركز خدمة العملاء

للمستأجرين وخدمات العملاء يرجى الاتصال بـ 107 أو 803 36107707 خارج المملكة، أو بـ الفاكس: +96 36 107103

**المدفوع المستحق:**

**Amount Due:** 80 000

**Current Charges:** 80 38.80

**Total Amount Due:** 160 38.80

**Payment Due Date:** 21/10/2017

**Usage and Charges Summary**

Service	Total Usage (Min/Sec)	Package Allowance (Min/Sec)	Additional Usage (Min/Sec)	Additional Charges (\$C)	Current Charges (\$C)
<b>Periodic Subscriptions</b>					
On-Off Registration Fee (One Off)					5.000
Package Charges Post Paid 15.03/09/2017 - 30/09/2017					14.000
Package Allowance: 1120 mins Local Calls/15685735 KB QPRS/EDGE/3G/HSDPA					
Package Charges Post Paid 15.01/10/2017 - 31/10/2017					15.000
Package Allowance: 1200 mins Local Calls/16772216 KB QPRS/EDGE/3G/HSDPA					
<b>Additional Call Charges</b>					
Local Calls	629/00	629/00			
SMS	86 mms		86 mms	2.580	
MMS	1 mms		1 mms	0.100	
Sub - Total:					2.680
<b>Value Added Services</b>					
Internet/WAP (QPRS/EDGE/3G/HSDPA)	10017190 KB	10017190 KB			
Internet					
WOW Services					
Content	1 Unit/s		1 Unit/s		
Zero Pay					
Online Payment Services	10 Unit/s		10 Unit/s	1.500	
Sub - Total:					1.500
<b>Current Charges:</b>					<b>38.180</b>



Exclusively from Zain, you can now get up to BD 84 off the iPhone 7 128GB! Get it now on easy instalments, starting from BD 9.5/month

\* المدفوع المستحق والمبالغ المستحقة هي (بما في ذلك كافة الفوائد من أجل التأجيل) بموجب خطة التمويل مع مركز خدمة العملاء 107

\* المدفوع المستحق (بما في ذلك كافة الفوائد من أجل التأجيل) هو (بما في ذلك كافة الفوائد من أجل التأجيل) بموجب خطة التمويل مع مركز خدمة العملاء 107

\* The above amount should be paid to the end of Date Between B.C.C. (Cashed)

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<b>Invoice</b> <b>فاتورة</b> <b>Mobile No. 36078966</b>	 شركة زين - شبكة جوال الأردن P.O. Box 30057 - Amman - Jordan / عمان - الاردن				
N/A N/A  	<b>البلغ المستحق:</b> 22/10/17 Cash: BD 38.000				
No. of Lines: عدد الخطوط Invoice No.: رقم الفاتورة Invoice Period: فترة الفاتورة 1 73236954 01/10/2017 - 31/10/2017 Contract No.: رقم العقد Invoice Date: تاريخ الفاتورة From: إلى 1000468054 31/10/2017 01/10/2017 31/10/2017	<b>المبلغ المستحق (بدون)</b> Amount Due: BD 0.180 (For Immediate Payment) <b>التأجيلات الحالية:</b> Current Charges: BD 49.073 <b>Total Amount Due: إجمالي المبلغ المستحق:</b> <b>Payment Due Date: تاريخ استحقاق الدفع:</b> 21/11/2017				
<b>Customer Care Centre</b> For queries and bill payments please call 107 or 020 3801703 from 2000-2400 or fax +973 38 107103	<b>مركز خدمة العملاء</b> للحصول على الاستفسارات أو لدفع الفواتير يرجى الاتصال برقم 107 من الساعة 20:00 الى الساعة 24:00 أو بفاكس +973 38107103				
<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>					
106D GOC Weekly Add-on (One Off)					10.000
Package Charge: Post Paid IS 10/11/2017 - 30/11/2017					15.000
Package Allowance: 1200 mins Local Call; 16777216 KB QP/S/EDOE/30/HSDPA					
<b>Additional Call Charges</b>					
Local Calls	673.00	673.00			
SMS	74 msgs		74 msgs	8.220	
Calls Made While Roaming	55.08		55.08	18.853	
Sub - Total:					21.073
<b>Value Added Services</b>					
Internet/WAP (QP/S/EDOE/30/HSDPA)					
Internet	4971260 KB	4971260 KB			
Zain Pay					
Online Payment Services	20 Units/s		20 Unit/s	3.000	
Other Services					
QPRG Rounding	90 KB	90 KB			
Sub - Total:					3.000
<b>Current Charges:</b>					<b>49.073</b>

The long-awaited Galaxy Note8 is here! Get it now from our Experience Shops, starting from BD 16.

\* البطاقة البيضاء: البطاقات البيضاء هي الخدمات التي يتم إصدارها لفترات زمنية محددة من قبل الشركة بموجب عقد الاشتراك مع خدمة جوال جالاكسي نوت 8.  
 \* جميع الأسعار آتية بما في ذلك الضرائب والرسوم المتأخرين على رسوم الهاتف.  
 \* Total payments, credits and debts applied when a bill is generated. For further details, please visit our Customer Care Center at 107.  
 \* The above amount should be paid to the order of Zain EDC S.C. (Easwadi).

Invoice 36078966

Contract No. 1000460054

Invoice No. 73236954

Invoice Date 31/10/2017

Usage Details


Number Country Time (hrs) Du/Val. Time Charges					Number Country Time (hrs) Du/Val. Time Charges				
Call/GRPS Made While Roaming (Time is as per roaming country)					Call/GRPS Made While Roaming (Time is as per roaming country)				
GRPS	Country	Time	Du/Val.	Time Charges	GRPS	Country	Time	Du/Val.	Time Charges
Call/GRPS Made While Roaming (Time is as per roaming country)					Call/GRPS Made While Roaming (Time is as per roaming country)				
9726130135	UA-R	12/10/2017 07:35:00	0	0.023	9736078966	UA-R	12/10/2017 09:45:04	00:00:59	0.223
9726130135	UA-R	12/10/2017 07:35:00	0	0.023	9736078966	UA-R	12/10/2017 09:45:10	00:00:55	0.223
9726130135	UA-R	12/10/2017 07:35:56	0	0.026	9736130135	UA-R	12/10/2017 09:48:34	0	0.026
972613078966	UA-R	12/10/2017 07:35:56	0	0.026	9736130135	UA-R	12/10/2017 09:48:35	00:00:51	0.223
9726130135	UA-R	12/10/2017 07:37:56	0	0.026	9736130135	UA-R	12/10/2017 09:48:34	0	0.026
9726130135	UA-R	12/10/2017 07:37:56	0	0.026	9736078966	UA-R	12/10/2017 09:48:18	00:00:57	0.226
9726130135	UA-R	12/10/2017 07:39:58	0	0.026	9736130135	UA-R	12/10/2017 09:47:23	0	0.026
9726130135	UA-R	12/10/2017 07:41:58	00:00:02	0.026	9736078966	UA-R	12/10/2017 09:47:08	00:01:00	0.467
9736078966	UA-R	12/10/2017 07:41:21	00:01:00	0.523	9736078966	UA-R	12/10/2017 09:49:03	00:00:56	0.223
9726130135	UA-R	12/10/2017 07:44:52	00:00:57	0.223	9736130135	UA-R	12/10/2017 09:50:33	0	0.026
9736078966	UA-R	12/10/2017 07:42:56	00:01:00	0.523	9736078966	UA-R	12/10/2017 09:51:13	00:00:52	0.223
9736078966	UA-R	12/10/2017 07:45:38	00:01:00	0.523	9736078966	UA-R	12/10/2017 09:52:24	00:00:58	0.226
9726130135	UA-R	12/10/2017 07:45:56	1	0.026	9736078966	UA-R	12/10/2017 13:06:12	00:00:56	0.188
9736078966	UA-R	12/10/2017 07:46:08	00:01:00	0.523	9736130135	UA-R	12/10/2017 13:07:29	00:00:58	0.226
9726130135	UA-R	12/10/2017 07:46:19	00:01:03	0.047	9736130135	UA-R	12/10/2017 07:38:11	00:01:08	0.000
9726130135	UA-R	12/10/2017 07:48:04	0	0.026	9736130135	UA-R	12/10/2017 08:42:12	00:01:08	0.000
9736078966	UA-R	12/10/2017 07:50:01	00:00:48	0.026	9736130135	UA-R	12/10/2017 08:47:17	00:01:08	0.000
9726130135	UA-R	12/10/2017 07:51:51	00:01:38	0.026	9736130135	UA-R	12/10/2017 08:51:07	00:01:08	0.000
9726130135	UA-R	12/10/2017 07:53:51	00:01:38	0.026	9736130135	UA-R	12/10/2017 12:30:15	00:01:08	0.000
9736078966	UA-R	12/10/2017 07:53:51	00:01:03	0.047	9736130135	UA-R	12/10/2017 12:34:43	00:01:08	0.000
9726130135	UA-R	12/10/2017 07:55:51	00:01:38	0.026	9736130135	UA-R	12/10/2017 12:34:59	00:01:08	0.000
9736078966	UA-R	12/10/2017 07:55:00	00:00:55	0.223					
9726130135	UA-R	12/10/2017 07:59:09	00:01:02	0.047					
9726130135	UA-R	12/10/2017 07:59:27	1	0.026					
9736078966	UA-R	12/10/2017 08:00:44	00:00:56	0.223					
9736078966	UA-R	12/10/2017 08:02:00	00:01:00	0.526					
972613									
9726130135	UA-R	12/10/2017 08:04:01	0	0.026					
9736078966	UA-R	12/10/2017 08:04:15	00:00:57	0.223					
9726130135	UA-R	12/10/2017 08:06:59	0	0.047					
9736078966	UA-R	12/10/2017 08:06:07	00:01:01	0.467					
9726130135	UA-R	12/10/2017 08:07:56	1	0.026					
9736078966	UA-R	12/10/2017 08:09:25	00:01:03	0.047					
9726130135	UA-R	12/10/2017 08:09:57	0	0.026					
9736078966	UA-R	12/10/2017 08:10:56	00:00:56	0.223					
9726130135	UA-R	12/10/2017 08:11:58	0	0.026					
9736078966	UA-R	12/10/2017 08:12:41	00:00:54	0.223					
9726130135	UA-R	12/10/2017 08:14:05	00:01:02	0.026					
9726130135	UA-R	12/10/2017 08:14:57	0	0.026					
9736078966	UA-R	12/10/2017 08:15:38	00:00:58	0.223					
9736078966	UA-R	12/10/2017 08:17:02	00:01:28	0.047					
9726130135	UA-R	12/10/2017 08:18:17	0	0.026					
9736078966	UA-R	12/10/2017 08:22:44	00:00:48	0.023					
9726130135	UA-R	12/10/2017 08:23:10	00:01:01	0.026					
9736078966	UA-R	12/10/2017 08:25:04	00:00:47	0.223					
9726130135	UA-R	12/10/2017 08:25:13	00:01:01	0.026					
9736078966	UA-R	12/10/2017 08:26:18	00:01:33	0.026					
9726130135	UA-R	12/10/2017 08:27:01	00:01:01	0.026					
9736078966	UA-R	12/10/2017 08:28:32	00:01:03	0.026					
9726130135	UA-R	12/10/2017 08:29:06	00:01:17	0.047					
9736078966	UA-R	12/10/2017 08:30:17	00:01:01	0.026					
9726130135	UA-R	12/10/2017 08:31:25	00:01:01	0.047					
9736078966	UA-R	12/10/2017 08:37:32	00:01:00	0.523					
9726130135	UA-R	12/10/2017 08:38:10	00:01:00	0.223					
9736078966	UA-R	12/10/2017 08:39:12	00:01:00	0.523					
9726130135	UA-R	12/10/2017 08:39:24	00:00:55	0.223					
9736078966	UA-R	12/10/2017 08:39:19	00:01:01	0.467					
9726130135	UA-R	12/10/2017 08:40:33	0	0.026					
9736078966	UA-R	12/10/2017 08:42:04	00:00:58	0.226					
9726130135	UA-R	12/10/2017 08:43:02	0	0.026					
9736078966	UA-R	12/10/2017 08:44:04	00:00:58	0.226					
9726130135	UA-R	12/10/2017 08:45:23	0	0.026					
9736078966	UA-R	12/10/2017 08:46:04	00:01:08	0.026					
9726130135	UA-R	12/10/2017 08:46:33	0	0.026					
9736078966	UA-R	12/10/2017 08:46:20	00:00:57	0.226					
9726130135	UA-R	12/10/2017 08:49:31	0	0.026					

Sub-Total: 18.553

Total International/Roaming Charges: 18.553

Type: Ukraine Call, GRPS, SMS, MMS, WAP, MMS, WAP, Call

**36079466**

	<b>Invoice</b> <b>فاتورة</b> <b>Mobile No. 36079466</b>				
رقم الفاتورة : فاتورة المبرمج P.O.Box 30027 - Tripoli - Libanon					
N/A N/A 	<b>Payments Made:</b> 20/09/17 Cash: BD 5.000				
No. of Lines: Invoice No.: Invoice Period: 1 72773559 From: 01/09/2017 To: 30/09/2017 Contract No.: Billing Cycle: Invoice Date: Ab: 30/09/2017 1000468054 30/09/2017	<b>Amount Due:</b> المبلغ المستحق (للمدة) (For Immediate Payment) BD : 5.000 <b>Current Charges:</b> الشحكات الحالية BD 50.767 <b>Total Amount Due:</b> المجموع المستحق: 105.767 <b>Payment Due Date:</b> تاريخ استحقاق السداد: 21/10/2017				
<b>Customer Care Centre</b> For queries and bill payments please call 107 or 103 or 973307103 (toll free), or fax +973 36110113 مركز خدمة العملاء للحصول على الاستفسار او دفع الفواتير يرجى الاتصال بـ 107 او 103 او 973307103 (تلفون مجاني) او الفاكس +973 36110113					
<b>Usage and Charges Summary</b>					
Service	Total Usage (Min./Sec)	Package Allowance (Min./Sec)	Additional Usage (Min./Sec)	Additional Charge (\$BT)	Current Charge (\$BT)
<b>Periodic Subscriptions</b>					
One Off Registration Fee (One Off)					5.000
Post Paid 15 (30/09/17 - 30/09/17)					10.257
Package Charges: Post Paid 15 (25/09/17 - 30/09/17)					3.000
Package Allowance: 240 mins Local Calls, 3355443 KB GPRS/EDGE/3G/HSDPA					
Package Charges: Post Paid 15 (01/10/17 - 31/10/17)					15.000
Package Allowance: 1200 mins Local Calls, 16777216 KB GPRS/EDGE/3G/HSDPA					
<b>Additional Call Charges</b>					
Local Calls	1161:00	653:00	508:00	7.620	
ZMS	32n mgs		32n mgs	9.780	
MMS	1 mgs		1 mgs	0.100	
Sub - Total:					17.500
<b>Value Added Services</b>					
Internet/VAP (GPRS/EDGE/3G/HSDPA)					
Internet	23029920 KB	13738913 KB	9291007 KB		0.000
Sub - Total:					
<b>Current Charges:</b>					<b>50.767</b>
<p>Exclusively from Zain, you can now get up to BD 84 off the iPhone 7 128GB! Get it now on easy instalments, starting from BD 9.5/month</p> <p>* انحصاراً من زين، يمكنك الآن الحصول على خصم يصل الى 84 دينار بحريني من ايفون 7 ذا الذاكرة 128 جيجابايت! احصل عليه الان على قسط ميسر، ابتداءً من 9.5 دينار بحريني شهرياً.</p> <p>* * * * *</p> <p>* All payments, credit card details applied as per service. For Activation details, please contact our Customer Care Center at 107.          * جميع الدفعات، تفاصيل بطاقة الائحة تطبق وفقاً للخدمة. لتفاصيل تفعيل الخدمة، يرجى التواصل مع مركز خدمة عملائنا في 107.          * The above services should be paid to the name of Zain Bahrain B.S.C. (Closed).</p>					

**Invoice**

**فاتورة**

**Mobile No: 36079466**

شركة زين  
P.O. Box 30017 - Manama - Kingdom of Bahrain

N/A  
N/A

No. of Lines: Invoice No.: Invoice Period: 1 73236954  
Contract No.: رقم العقد: Invoice Date: 1000468954 31/10/2017

**المبلغ المستحق:**

22/10/17 Cash: BD 46.000

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**المبلغ المستحق (بدون):** BD - 0.233  
**المصاريف المالية:** BD 17.730  
**Total Amount Due:** **المبلغ المستحق:** BD 17.497  
**Payment Due Date:** **تاريخ استحقاق المبلغ:** 21/11/2017

**Customer Care Centre**

For queries and bill payments please call 107  
or +973 36079757 when abroad  
or fax +973 36 107103

**مركز خدمة العملاء**

للمستفسرات والمدفوعات يرجى الاتصال على 107  
من خارج البحرين على +973 36079757  
أو فاكس على +973 36 107103

**Usage and Charges Summary**

Service	Total Usage (Min-Sec)	Package Allowance (Min-Sec)	Additional Usage (Min-Sec)	Additional Charges (BD)	Current Charges (BD)
<b>Periodic Subscriptions</b>					
Package Charges: Post Paid 15 (01/11/2017 - 30/11/2017)					15.000
Package Allowance: 1200 mins Local Calls	16,777,216 KB	QPR2/EDOE/30/HSDPA			
<b>Additional Call Charges</b>					
Local Calls	626.00	626.00			
SMS	91 mgs	91 mgs		2.730	
<b>Sub - Total:</b>					2.730
<b>Value Added Services</b>					
Internet/WAP (QPR2/EDOE/30/HSDPA)	1843200 KB	1843200 KB			
Internet					0.000
<b>Sub - Total:</b>					
<b>Current Charges:</b>					<b>17.730</b>

The long-awaited Galaxy Note8 is here! Get it now from our Experience Shops, starting from BD 16.

• يرجى الاتصال بالمتاجر والمصارف التي تبيع إصدارات Note8 الجديدة من قبل الإطلاق، يرجى زيارة متجر التجزئة الخاص بخدمات العملاء على 107

• جميع الأسعار المذكورة هي أسعار البيع المعلنين للخدمات (بدون ضريبة القيمة المضافة)

• Total payments, credit/debit details applied when we invoice. For further details, please contact our Customer Care Centre at 107.

\* The invoice amount should be paid in the name of Zain Bahrain S.S.C. (Zainco).

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