

QUALITY OF MOBILE SERVICES BILLING AUDIT KINGDOM OF BAHRAIN - 2018

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

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1. READER'S ADVICE

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

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

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

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



2. EXECUTIVE SUMMARY

2.1. REPORT OBJECTIVE

The aim of this report is to evaluate, from an end-user perspective, the accuracy of the billing systems used by mobile network Operators Batelco, 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 27th September to the 6th November 2018 inclusive.

2.2. POSTPAID PACKAGES

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 - 39068089

BD16 - no contract

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

Bill # 1810100011203

Monthly Rental Fees		Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 no contract - Rental		28/09/2018	09/10/2018	6.400	✓
Month 2 - Super 16 no contract - Rental		10/10/2018	09/11/2018	16.000	✓
Usage	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
National Calls	286 minutes	1 300 minutes	0 minutes	0.000	✓
Rental Charges – Print Bill				0.750	✓



Batelco – Postpaid n°2 - 39086855

BD16 - no contract

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

Bill # 1810280273957

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 12 no contract - Rental	28/09/2018	27/10/2018	6.400	✓
Month 2 - Super 12 no contract - Rental	28/10/2018	27/11/2018	16.000	✓
20 GB Data Voucher	18/10/2018		10.000	✓
8 GB Data Voucher	23/10/2018		5.000	✓

Usage	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
National Calls Summary					
Calls to Batelco (Free)	1 300 min.	1 300 min.	0 min.	0.000	✓
Calls to Batelco (Free)	158 min.	0 minute	158 min.	2.370	✓
Extra Charges					
National Calls	1.458 min.	0 min.	1.458 min.	2.370	✓
Roaming Calls	10 min.	0 min.	10 min.	2.260	✓
Roaming SMS	10 SMS	0 SMS	10 SMS	0.230	✓
Roaming GPRS	10.710 MB	0 MB	10.710 MB	2.461	✓
SMS to Batelco (charged)	499 SMS	0 SMS	499 SMS	14.970	✓
SMS to international (charged)	1 SMS	0 SMS	1 SMS	0.030	✓



2.2.1.1. ROAMING DETAILS - DUBAI

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/unit (BD)	Billing ok?
Call	20/10/2018	DU-UAE	Bahrain	10	2.26	0.226	✓
SMS	20/10/2018	DU-UAE	Bahrain	10	0.23	0.023	✓
Data	20/10/2018	DU-UAE		10.698	2.461	0.230	✓

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

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 0.105, **Local call 0.094, Call to Bahrain 0.233, SMS 0.026, Data 0.320 per MB**

Rates may be subject to change, for more info visit www.batelco.com"

Tariffs - Batelco's website:

	Operator	Peak Rate	Off Peak Rate	SMS
Calling Bahrain	du	0.226	0.226	0.023

Conclusion: in Dubai, calls to Bahrain are billed in accordance with Batelco's price on their website, prices received by SMS are not updated.

2.2.1.2. ROAMING DETAILS - FRANCE

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	06/11/2018	Orange	Bahrain	3	3.9	1.300	✓
Local Calls	06/11/2018	Orange	France	1	0.45	0.450	✓
SMS	06/11/2018	Orange	Bahrain	2	0.284	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 0.320, **Local call 0.450, Call to Bahrain 1.300, SMS 0.142, GPRS 2.363 per MB**

Rates may be subject to change, for more info visit www.batelco.com"

Tariffs - Batelco's website:

	Operator	Peak Rate	Off Peak Rate	SMS
Calling locally in	Orange	0.450	0.450	0.142
Calling Bahrain	Orange	1.300	1.300	1.300

Conclusion: calls to Bahrain are billed in accordance with Batelco's price on their website, and tariffs received by SMS are not updated.



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 - 35403220

Viva new postpaid SIM only LTE BD 16 Plan

- Free local min. to all operators = 1 500
- Local call rates = 25 fils/min.
- SMS rates = 20 fils
- 22GB Data on 4G network

Bill ref: B1-122663986

Monthly Rental Fees		Start Date	End Date	Total (BD)	Billing ok?
Viva Postpaid Connection fee		14/10/2018		5.000	✓
VIVA new postpaid SIM only LTE BD 16 Plan		20/10/2018	19/11/2018	16.000	✓
VIVA new postpaid SIM only LTE BD 16 Plan		28/09/2018	19/10/2018	11.733	✓
Usage	Total usage	Allowance	Add. usage	Total (BD)	Billing ok?
VIVA to VIVA Calls	833 min.	765 min.	118 min.	2.900	✓
VIVA to Other Network Calls	217 min.	187 min.	30 min.	0.750	✓
VIVA to VIVA SMS	396 SMS	0 SMS	396 SMS	7.920	✓
National Data	11.3353 GB	11.3353 GB	0 GB	0.000	✓

Viva – Postpaid n°2 - 35404220

Viva new postpaid SIM only LTE BD 16 Plan

- Free local min. to all operators = 1 500
- Local call rates = 25 fils/min.
- SMS rates = 20 fils
- 22GB Data on 4G network

Bill ref: B1-122663937

Monthly Rental Fees		Start Date	End Date	Total (BD)	Billing ok?
Viva Postpaid Connection fee		28/09/2018		5.000	✓
VIVA new postpaid SIM only LTE BD 16 Plan		20/10/2018	19/11/2018	16.000	✓
VIVA new postpaid SIM only LTE BD 16 Plan		28/09/2018	19/10/2018	11.733	✓
Mobile data Once-Off 10HC		15/10/2018		10.000	✓
Mobile data Once-Off 10HC Plus		18/10/2018		10.000	✓
Usage	Total usage	Allowance	Add. usage	Total (BD)	Billing ok?
VIVA to VIVA Calls	424 min.	424 min.	0 min.	0.000	✓
National Data	32.0178 GB	32.0178 GB	0 GB	0.000	✓
Mobile Data Once-Off 5 HC				5.000	✓
Mobile Data Once-Off 5 HC Plus				5.000	✓



2.2.2.1. ROAMING DETAILS - DUBAI

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/U (BD)	Billing ok?
Call Bahrain	21/10/2018	ETILISAT	Bahrain	00:11:00	2.486	0.226	✓
Local call	21/10/2018	ETILISAT	Dubai	00:02:00	0.18	0.090	✓
SMS	21/10/2018	ETILISAT	Bahrain	11	0.253	0.023	✓
Data	21/10/2018	ETILISAT	Bahrain	19.873 MB	4.491	4.425	✗

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

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

"For your reference, the peak roaming rates while in (UNITED ARAB EMIRATES) in BD/min:
(Etisalat) Incoming Calls:0.083 ,Local:0.090 ,Bahrain:0.226 ,Call GCC:0.226 ,SMS:0.023
,Data:0.489 per MB

Rates may be subject to change."

Billed amounts are in accordance with tariffs received by SMS for Calls and SMS, but **not for Data**

2.2.2.2. ROAMING DETAILS – FRANCE

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call Bahrain	02/11/2018	Orange France	Bahrain	00:03:00	3	1.000	✓
Local call	02/11/2018	Orange France	France	00:01:00	0.5	0.500	✓
SMS	02/11/2018	Orange France	Bahrain	3	0.75	0.250	✓
Data	02/11/2018	Orange France	Bahrain	25.899 MB	25.898	1.000	✓

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:

"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 - 66638531

Package Charges Postpaid 15 – non-contracted

- Local Calls = 1 200 min.
- Local call rates = 15 fils/min.
- 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	28/09/2018	30/09/2018	1.500	✓
Package PostPaid 15	01/11/2018	30/11/2018	15.000	✓

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Month 1					
Local calls	975 min.	975 min.	0 min.	0.000	✓
SMS	1 SMS	1	0	0.000	✓
Internet	18.429 GB	16 GB	2.429 GB	0.000	✓
Month 2					
Call made while roaming	3:09	0	3:09	5:907	✓
Other Services – GPRS roaming	56140 KB	56140 KB		38.414	✓

Roaming Calls, SMS and data

France:

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	06/11/2018	Bouygues France	Bahrain	00:03:00	4.962	1.654	✗
Local call	06/11/2018	Bouygues France	France	00:01:00	0.559	0.559	✗
SMS	06/11/2018	Bouygues France	Bahrain	2	0.386	0.193	✗
data	06/11/2018	Bouygues France		23 090 KB	15.783	3.158	✗



Not one of billed amounts are in accordance 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	

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.
But no SMS has been received in France when activating the device.

Undue data wrongly billed

As shown in the tab here under, a total of 152 data sessions with no customer usage has been wrongly billed to the customer, for a total of 22.6BD. This amount should not be charged to the customer, as it does not correspond to an actual use of data while roaming.

TYPE	Nb billed sessions	Volume	Amount (BD)	Billing ok?
Data session	5	23.1MB	15.783	☒
Data unexpected usage	152	33.5MB	22.631	☒

Moreover, detailed bill shows that a lot of those sessions have been billed several times (up to 6 times):

Number	Country	Date	Time	Dur./Vol	Type	Charg
20820	FRAF3	02/11/2018	14:24:32	930KB	G	0.636
20820	FRAF3	02/11/2018	14:24:32	130KB	G	0.089
20820	FRAF3	02/11/2018	14:24:32	10KB	G	0.007
20820	FRAF3	02/11/2018	14:42:14	930KB	G	0.636
20820	FRAF3	02/11/2018	14:42:14	930KB	G	0.636
20820	FRAF3	02/11/2018	14:42:14	930KB	G	0.636
20820	FRAF3	02/11/2018	14:42:14	930KB	G	0.636
20820	FRAF3	02/11/2018	14:42:14	10KB	G	0.007
20820	FRAF3	02/11/2018	14:42:14	10KB	G	0.007
20820	FRAF3	02/11/2018	14:42:52	4620KB	test	3.158
20820	FRAF3	02/11/2018	14:42:56	4610KB	test	3.151
20820	FRAF3	02/11/2018	14:42:59	4620KB	test	3.158
20820	FRAF3	02/11/2018	14:43:02	4620KB	test	3.158
20820	FRAF3	02/11/2018	14:43:10	4620KB	test	3.158
20820	FRAF3	02/11/2018	14:43:18	930KB	G	0.636
20820	FRAF3	02/11/2018	14:43:18	930KB	G	0.636
20820	FRAF3	02/11/2018	14:43:18	930KB	G	0.636
20820	FRAF3	02/11/2018	14:43:18	180KB	G	0.123
20820	FRAF3	02/11/2018	14:43:18	10KB	G	0.007
20820	FRAF3	02/11/2018	14:43:18	10KB	G	0.007

There is clearly a problem of billing for data roaming which leads to a disproportionate extra amount for the customer.



Zain – Postpaid n°2 - 66638532

Postpaid 15 - non contracted

- Free local min. to all operators = 1 200
- Local call rates = 15 fils/min.
- 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 15	28/09/2018	30/09/2018	1.500	<input checked="" type="checkbox"/>
Package PostPaid 15	01/10/2018	31/10/2018	15.000	<input checked="" type="checkbox"/>

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Month 1					
Local calls	2.293 min.	1200 min.	1 093 min.	16.395	<input checked="" type="checkbox"/>
SMS	604 SMS		604 SMS	18.120	<input checked="" type="checkbox"/>
Video calls	1 minute		1 minute	0.065	<input checked="" type="checkbox"/>
Calls made while roaming	12:18 min.		12:18 min.	3.773	<input checked="" type="checkbox"/>
Internet/WAP	46.884GB	16GB	30.884GB		
Other Services – GPRS roaming	48 930 KB		48 930 KB	10.800	<input checked="" type="checkbox"/>

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

Roaming Calls, SMS and data

Dubai:

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	21/10/2018	ETISALAT-UAE	Bahrain	00:14:00	3.164	0.226	<input checked="" type="checkbox"/>
Local call	21/10/2018	ETISALAT-UAE	Dubai	00:03:00	0.269	0.090	<input checked="" type="checkbox"/>
SMS	21/10/2018	ETISALAT-UAE	Bahrain	10	0.34	0.034	<input checked="" type="checkbox"/>
Data	21/10/2018	ETISALAT-UAE		48.93 MB	10.8	0.212	<input checked="" type="checkbox"/>
TOTAL					14.573		<input checked="" type="checkbox"/>

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

But billed amounts for **SMS** are not in line with received SMS:

"For your reference, the peak roaming rates while in (UNITED ARAB EMIRATES)in BD/min:
(Etisalat) Incoming Calls:0.083 ,Local:0.090 ,Bahrain:0.226 ,Call GCC:0.226 ,SMS:0.023
,Data:0.489 per MB"



And also with tariffs on Zain's website:

ETISALAT-UAE:

PostPaid		
Roaming Tariff Rates	Peak	Off - Peak
Incoming Calls	-	0.083
Local	-	0.090
Local calls	-	-
Bahrain	-	0.226
Call GCC	-	0.226
SMS Rate	0.023	
GPRS Rate PER MB	0.226	

Furthermore, as no SMS was received to explain tariffs in **Dubai**, it is impossible for the consumer to evaluate the final cost of its communications.



3. ANNEX

3.1. BATELCO BILLS

39068089

Batelco Services Bill

Account No. 100119169
 Bill Profile 2000047477
 Bill No. 181010001203
 Bill Date 10/10/2018
 Bill Period 28/09/2018 - 09/10/2018

Balance Brought Forward	BD 0.000	Previous Billed Amount	BD 0.000
Current Charges	BD 25.150	Payment Received	BD 0.000
For Period 28/09/2018 - 09/10/2018		Balance Brought Forward	BD 0.000
Total Amount Due	BD 25.150	Total Adjustments	BD 0.000
Payment Due Date	19/10/2018	Total Disputes	BD 0.000

Summary of Current Charges

Mobile Voice & Internet Services

Rental Charges	BD 22.400
One Time Charges	BD 0.000
Usage Charges	BD 0.000
Discounts	BD 0.000
Total	BD 22.400

Other Services

Rental Charges	BD 0.750
One Time Charges	BD 0.000
Usage Charges	BD 0.000
Discounts	BD 0.000
Total	BD 0.750

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with Batelco Mobile

UPGRADE
YOUR WORLD

When making a payment, please present this page in full

Bill Date	10/10/2018	Payment Due Date	19/10/2018	Total Amount Due	BD 25.150	
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Batelco Reward Points: 0
 Batelco Reward points are accumulated on account level for ID: 031115764

Payment Received Details

Details not available

Mobile Voice & Internet Services

Summary of Charges

Services	Service Status	Amount
39068089	No Contract 80%	BD 22.400
Total		BD 22.400

39068089 - Bill Details

Rental Charges

This section covers all the monthly charges for the subscribed services.

Charges	Date	Amount
Super 16 No Contract	28/09/2018 - 09/10/2018	BD 6.400
Super 16 No Contract	10/10/2018 - 09/11/2018	BD 16.000
Total		BD 22.400

Usage Charges

This section includes additional usage charges that are not covered by your monthly package plan or additional one time services.

Charges	Unit	Usage	Amount
National Calls	Minute	295	BD 0.000
Total			BD 0.000

Usage Charges Details

National Calls Summary

This section includes a summary of all national voice and video calls to Batelco, other operators, international, and premium numbers (196, 141, toll free numbers, and special rate numbers).

Charges	Minutes	Amount
Calls to Batelco (Free)	295	BD 0.000
Total		BD 0.000

Other Services

Rental Charges

This section covers all the monthly charges for the subscribed services.

Charges	Date	Amount
Print Bill	28/09/2018 - 09/10/2018	BD 0.750
Total		BD 0.750

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39066855

Batelco Services Bill

Account No. 100119189
 Bill Profile 2000247479
 Bill No. 181028027957
 Bill Date 26/10/2018
 Bill Period 26/09/2018 - 27/10/2018

Balance Brought Forward BD 43,000 (-)
 Current Charges BD 70.071
 For Period 26/09/2018 - 27/10/2018
 Total Amount Due BD 27.071
 Payment Due Date 06/11/2018

Previous Billed Amount BD 0.000
 Payment Received - Thank you BD 43,000
 Balance Brought Forward BD 43,000 (-)
 Total Adjustments BD 0.000
 Total Disputes BD 0.000

Summary of Current Charges

Mobile Voice & Internet Services

Rental Charges	BD	32.000
One Time Charges	BD	15.000
Usage Charges	BD	22.321
Discounts	BD	0.000
Total	BD	69.321

Other Services

Rental Charges	BD	0.750
One Time Charges	BD	0.000
Usage Charges	BD	0.000
Discounts	BD	0.000
Total	BD	0.750

Enjoy More with Batelco Mobile

UPGRADE YOUR WORLD

When making a payment, please present this page in full.

Bill Date 26/10/2018 Payment Due Date 06/11/2018 Total Amount Due BD 27.071

Batelco Reward Points 0
 Batelco Reward points are accumulated on account level for ID 83115764

For Batelco's Code of Practice, kindly refer to Batelco.com

Payment Received Details

Method	Type	Date	Amount
Cash	Bill Payment	07/10/2018	BD 21,000
Debit Card	Bill Payment	21/10/2018	BD 22,000
Total			BD 43,000

Mobile Voice & Internet Services

Summary of Charges

Services	Service Status	Amount
39066855 No Contract 8078	Active	BD 69.321
Total		BD 69.321

39066855 - Bill Details

Rental Charges
 This section covers all the monthly charges for the subscribed services.

Charges	Date	Amount
Super 16 No Contract	26/09/2018 - 27/10/2018	BD 16,000
Super 16 No Contract	26/10/2018 - 27/11/2018	BD 16,000
Total		BD 32,000

One Time Charges
 This section includes charges for any additional once off services subscribed to.

Charges	Date	Amount
20Gb Data Voucher	18/10/2018	BD 10,000
8Gb Data Voucher	23/10/2018	BD 5,000
Total		BD 15,000

Usage Charges
 This section includes additional usage charges that are not covered by your monthly package plan or additional one time services.

Charges	Unit	Usage	Amount
National Calls	Minute	1,458	BD 2,370
Roaming Calls	Minute	10	BD 2,260
Roaming SMS	Message	10	BD 0,250
Roaming GPRS	MB	10,710	BD 2,461
SMS	Message	500	BD 15,000
Total			BD 22,321

Usage Charges Details

National Calls Summary
 This section includes a summary of all national voice and video calls to Batelco, other operators, international, and premium numbers (196, 141, toll free numbers, and special rate numbers).

Charges	Minutes	Amount
Calls to Batelco (Free)	1,500	BD 0,000
Calls to Batelco (Charged)	158	BD 2,370
Total		BD 2,370

Roaming Usage Details
 This section covers all incoming and outgoing calls while roaming.

Called Number	Operator	Date	Time	Duration	Amount
0097353784439	DU 42403(OUT)	20/10/2018	11:57:42	00:00:59	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:59:07	00:00:41	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:42:05	00:00:52	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:45:19	00:00:51	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:44:25	00:00:42	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:46:28	00:00:41	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:47:21	00:00:46	BD 0,226

Page 2 of 3

GRACE SHERYL ANN CHUA ARCTAGA
 Bill Profile: 2000247479

Roaming Usage Details
 This section covers all incoming and outgoing calls while roaming.

Called Number	Operator	Date	Time	Duration	Amount
0097353784439	DU 42403(OUT)	20/10/2018	11:49:05	00:00:43	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:50:11	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:17	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:24	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:31	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:38	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:45	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:48	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:51	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:54	00:00:44	BD 0,226
0097353784439	DU 42403(OUT)	20/10/2018	11:50:54	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:50:57	SMS	BD 0,025
0097353784439	DU 42403(OUT)	20/10/2018	11:52:24	00:00:50	BD 0,226
DU 42403	DU 42403	20/10/2018	11:57:28	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:57:39	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:57:41	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:03	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:06	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:09	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:10	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:11	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:13	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:15	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:16	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:17	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:18	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:19	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:24	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:27	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:31	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:34	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:36	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:39	0.501 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:45	0.500 MB	BD 0,115
DU 42403	DU 42403	20/10/2018	11:58:55	0.198 MB	BD 0,046
Total					BD 4,951

SMS Details
 This section includes a summary of all national SMS sent to Batelco, other operators, international, and premium numbers.

Destination	Number	Amount
SMS to Batelco (Charged)	499	BD 14,970
SMS to International (Charged)	1	BD 0,050
Total		BD 15,000

Other Services

Rental Charges
 This section covers all the monthly charges for the subscribed services.

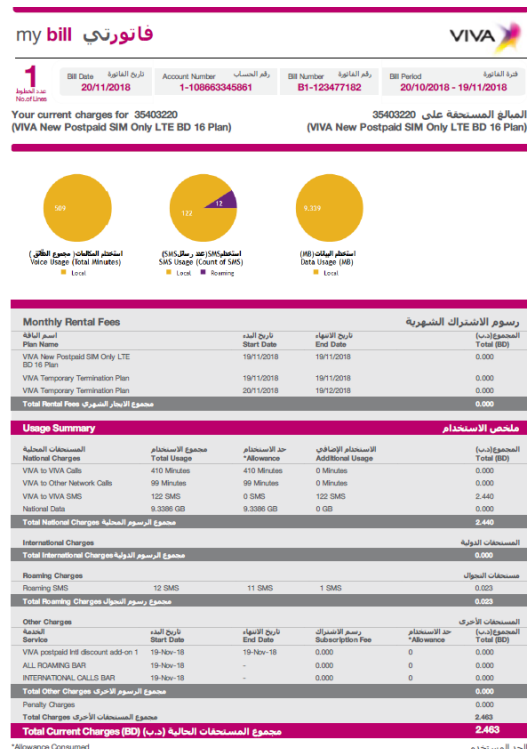
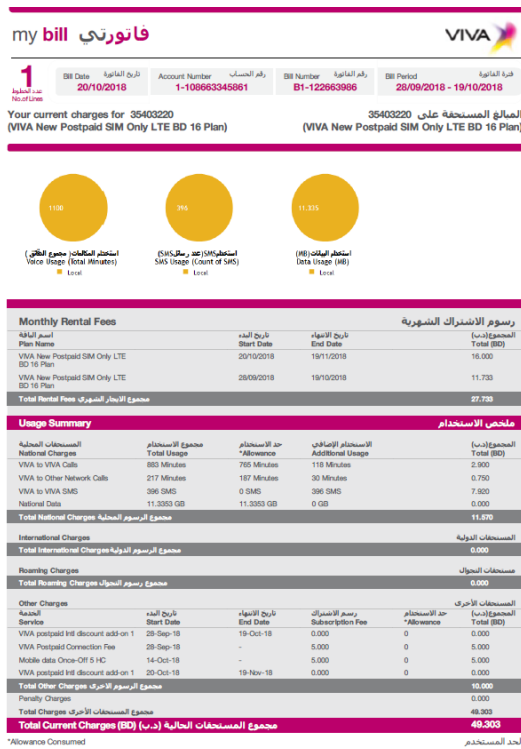
Charges	Date	Amount
Print Bill	26/09/2018 - 27/10/2018	BD 0,750
Total		BD 0,750

Page 3 of 3

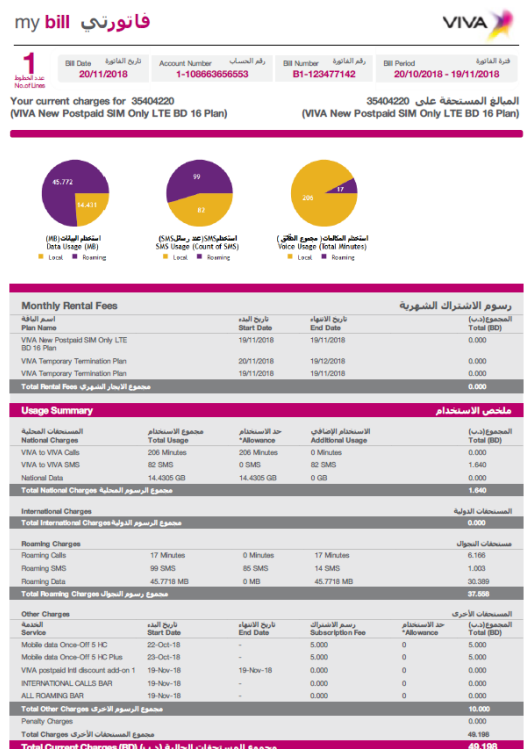
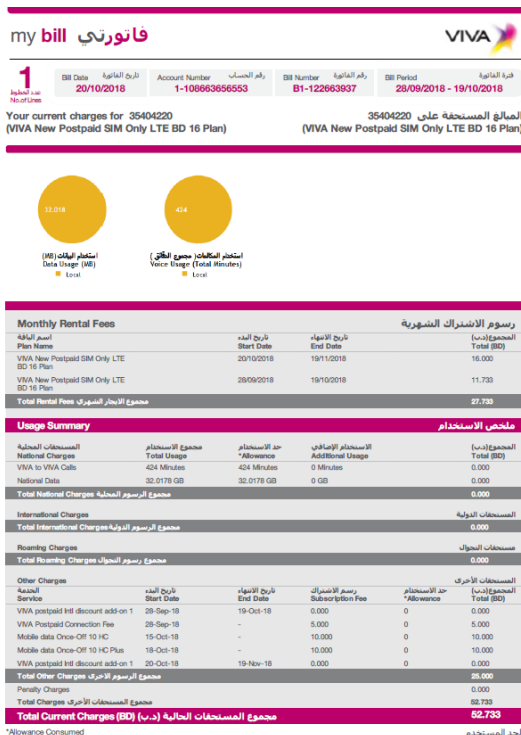


3.2. VIVA BILLS

35403220



35404220



3.3. ZAIN BILLS

66638531

Invoice

فاتورة

Mobile No. 66638531

GRACE SHERLY ANN CHUA ARIAGA
N/A
N/A

Amount Due: (المبلغ المستحق (للمدة فوراً)
(For Immediate Payment):
BD 0.000

Current Charges: (الشحنات الإضافية)
BD 21.500

Total Amount Due: (إجمالي المبلغ المستحق)
BD 21.500

Payment Due Date: (تاريخ استحقاق المصداق)
21/10/2018

Customer Care Centre

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الدفع السريع: [kh.zain.com](#) / تطبيق زين البحرين

Usage and Charges Summary

Service	Total Usage (Min/Sec)	Package Allowance (Min/Sec)	Additional Usage (Min/Sec)	Additional Charges (BD)	Current Charges (BD)
Periodic Subscriptions					
Once Off Registration Fee (One Off)					5.000
Package Charges: Post Paid 15 (28/09/2018 - 30/09/2018)					1.500
Package Allowance: 1200 mins Local Calls, 16 GB GPRS/EDGE/3G/HSDPA					15.000
Package Charges: Post Paid 15 (01/10/2018 - 31/10/2018)					
Package Allowance: 1200 mins Local Calls, 16 GB GPRS/EDGE/3G/HSDPA					
Current Charges:					21.500

Invoice

فاتورة

Mobile No. 66638531

GRACE SHERLY ANN CHUA ARIAGA
N/A
N/A

Amount Due: (المبلغ المستحق (للمدة فوراً)
(For Immediate Payment):
BD 0.000

Current Charges: (الشحنات الإضافية)
BD 15.000

Total Amount Due: (إجمالي المبلغ المستحق)
BD 15.000

Payment Due Date: (تاريخ استحقاق المصداق)
21/11/2018

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Usage and Charges Summary

Service	Total Usage (Min/Sec)	Package Allowance (Min/Sec)	Additional Usage (Min/Sec)	Additional Charges (BD)	Current Charges (BD)
Periodic Subscriptions					
Package Charges: Post Paid 15 (01/11/2018 - 30/11/2018)					15.000
Package Allowance: 1200 mins Local Calls, 16 GB GPRS/EDGE/3G/HSDPA					
Additional Call Charges					
Local Calls	975:00	975:00			0.000
Sub - Total:					0.000
Value Added Services					
Internet WAP (GPRS/EDGE/3G/HSDPA)	18,429:09	16 GB		2,429:09	0.000
Sub - Total:					0.000
Current Charges:					15.000

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• إلهي المبلغ المستحق بالبطاقة التي كانت بها إصدار آخر الفاتورة
• The above amount should be paid to the order of Zain Bahrain S.S.C.

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• إلهي المبلغ المستحق بالبطاقة التي كانت بها إصدار آخر الفاتورة
• The above amount should be paid to the order of Zain Bahrain S.S.C.

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Invoice

فاتورة

Multi-Line

GRACE SHERLY ANN CHUA ARIAGA
ATTENTION: 0
N/A
N/A

Amount Due: (المبلغ المستحق (للمدة فوراً)
(For Immediate Payment):
BD - 49.007

Current Charges: (الشحنات الإضافية)
BD 68.201

Total Amount Due: (إجمالي المبلغ المستحق)
BD 19.194

Payment Due Date: (تاريخ استحقاق المصداق)
21/12/2018

Customer Care Centre

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Account Details

Mobile No.	Description	Status	Current Charges (BD)
37760783	GRACE SHERLY ANN CHUA	Connected	23.880
66638531	GRACE SHERLY ANN CHUA ARIAGA	Terminated	44.321
Total Current Charges:			68.201

Invoice

فاتورة

Mobile No. 66638531

GRACE SHERLY ANN CHUA ARIAGA
N/A
N/A

Amount Due: (المبلغ المستحق (للمدة فوراً)
(For Immediate Payment):
BD - 44.400

Current Charges: (الشحنات الإضافية)
BD 44.321

Total Amount Due: (إجمالي المبلغ المستحق)
BD - 0.079

Payment Due Date: (تاريخ استحقاق المصداق)
21/12/2018

Customer Care Centre


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Usage and Charges Summary

Service	Total Usage (Min/Sec)	Package Allowance (Min/Sec)	Additional Usage (Min/Sec)	Additional Charges (BD)	Current Charges (BD)
Additional Call Charges					
Calls Made While Roaming	3:09			5.907	5.907
Sub - Total:					5.907
Value Added Services					
Other Services					
OPRS Roaming	56140 KB			38.414	38.414
Sub - Total:					38.414
Current Charges:					44.321






فاتورة

Invoice

Mobile No. 66638532

GRACE SHERYL ANN CHUA ARCAGA
N/A
N/A



رقم الفاتورة: 78870031
Invoice No.: 1000468054
تاريخ الفاتورة: 31/10/2018
Invoice Date: 31/10/2018

مدة الفاتورة: 01/10/2018
Invoice Period: 31/10/2018

المبلغ المستحق: **BD 21.500**

17/10/18 Cheque: **BD 21.500**

عدد الخطوط: 1
Contract No.: 1000468054

رقم العميل: 1000468054

مركز خدمة العملاء
kh.mn.com (تلفون) zain.kh.com (الإنترنت)
Quick Pay kh.mn.com / Zain Bahrain App

Customer Care Centre
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المبلغ المستحق: **BD 0.000**
Amount Due: BD 0.000
المبلغ المستحق: **BD 64.153**
Total Amount Due: BD 64.153
المبلغ المستحق: **BD 64.153**
Payment Due Date: 21/11/2018

Usage and Charges Summary

Service	Total Usage (Min-Sec)	Package Allowance (Min-Sec)	Additional Usage (Min-Sec)	Additional Charges (BD)	Current Charges
Periodic Subscriptions					
Package Charges: Post Paid 15 (01/11/2018 - 30/11/2018)					15.000
Package Allowance: 1200 mins Local Call, 16 GB GPRS/EDGE/3G/HSOPA					
Additional Call Charges					
Local Call	2293.00	1200.00	1093.00	16.395	
GMS	604 msg		604 msg	18.120	
Video Call	1.00		1.00	0.065	
Call Made While Roaming	12.18		12.18	3.773	
Sub - Total:					38.353
Value Added Services					
Internet/SWAP (EDGE/3G/HSOPA)					
Internet	46.884 GB	16 GB	30.884 GB		
Other Services					
QPRS Roaming	48930 KB		48930 KB	10.800	
Sub - Total:					10.800
Current Charges:				64.153	

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• المبلغ المستحق للمبلغ المستحق في تاريخ الفاتورة

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