Directique
Customer Quality Perspectives

هيئة تنظيم الاتصالات
TELECOMMUNICATIONS REGULATORY AUTHORITY
Kingdom of Bahrain - مملكة البحرين

QUALITY OF MOBILE SERVICES
BILLING AUDIT
KINGDOM OF BAHRAIN - 2019

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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 - 66745492
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

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 no contract - Rental	09/09/2019	09/09/2019	0.516	☑
Month 2 - Super 16 no contract - Rental	10/09/2019	09/10/2019	16.000	☑
SIM and Registration Fee	09/09/2019		5.000	☑
Month 3 - Super 16 no contract - Rental	10/10/2019	10/11/2019	16.000	☑
20Gb Data Voucher	29/09/2019		10.000	☑

Batelco – Postpaid n°2 - 66745493
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

Monthly Rental Fees	Start Date	End Date	Total (BD)	Billing ok?
Month 1 - Super 16 no contract - Rental	09/09/2019	09/09/2019	0.516	☑
Month 2 - Super 16 no contract - Rental	10/09/2019	09/10/2019	16.000	☑
SIM and Registration Fee	09/09/2019		5.000	☑
Month 3 - Super 16 no contract - Rental	10/10/2019	09/11/2019	16.000	☑
20Gb Data Voucher	29/09/2019		10.000	☑
Month 4 - Super 16 no contract - Rental	10/11/2019	09/11/2019	16.000	☑

Usage	Total usage	Allowance	additional usage	Total (BD)	Billing ok?
Extra Charges – Saudi Arabia					
Roaming Calls	3 min.	0 min.	3 min.	0.542	☑
Roaming SMS	1 SMS	0 SMS	1 SMS	0.023	☑
Roaming GPRS	4.704 MB	0 MB	4.704 MB	0.924	☑
Extra Charges – France					
Roaming Calls	3 min.	0 min.	3 min.	2.200	☑
Roaming SMS	1 SMS	0 SMS	1 SMS	0.150	☑
Roaming GPRS	5.398 MB	0 MB	5.398 MB	27.392	☑

2.2.1.1. Roaming details – Saudi Arabia

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/unit (BD)	Billing ok?
Call	08/10/2019	Zain	Bahrain	00:00:22	0.452	0.226	☑
Local Call	08/10/2019	Zain	Saudi Arabia	00:00:35	0.09	0.154	☑
SMS	08/10/2019	Zain	Bahrain	1	0.023	0.023	☑
Data	08/10/2019	Zain		4.702	0.922	0.196	☑

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

In **Saudi Arabia**, the following SMS has been received when activating the SIM:
"Welcome to Saudi Arabia, peak rates per minute BD charges:
Zain - Receive call 0.083, Local call 0.090, Call to Bahrain 0.226, SMS 0.023, GPRS 0.188 per M *Rates may be subject to change, for more info visit www.batelco.com*"

Tariffs - Batelco's website:

Calling localy in

Show 10 entries Search:

Operator	Peak Rate	Off Peak Rate	SMS	GPRS/MMS	GPRS
Zain	0.090	0.090	0.023	1MB	0.158

Calling Bahrain

Show 10 entries Search:

Operator	Peak Rate	Off Peak Rate	SMS
Zain	0.226	0.226	0.023

Conclusion: in Dubai, calls to Bahrain are billed **in accordance** with Batelco's price on their website, and with prices received by SMS.

2.2.1.2. Roaming details - FRANCE

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/unit (BD)	Billing ok?
Call	15/10/2019	SFR	Bahrain	1	1.300	1.300	☑
Local Call	15/10/2019	SFR	France	2	0.900	0.450	☑
SMS	15/10/2019	SFR	Bahrain	1	0.15	0.15	☑
Data	15/10/2019	SFR		5.396	27.392	5.076	☑

In **France**, the following SMS has been received when activating the SIM:
"Welcome to France, peak rates per minute BD charges:
SFR - Receive call 0.350, Local call 0.450, Call to Bahrain 1.300, SMS 0.150, GPRS 5.000 per MB
Rates may be subject to change, for more info visit www.batelco.com"

Tariffs - Batelco's website:

Calling localy in

Show 10 entries Search:

Operator	Peak Rate	Off Peak Rate	SMS	GPRS/MMS	GPRS
SFR	0.450	0.450	0.150	1MB	5.000

Calling Bahrain

Show 10 entries Search:

Operator	Peak Rate	Off Peak Rate	SMS
SFR	1.300	1.300	0.150

Conclusion: calls to Bahrain are billed in accordance with Batelco's price on their website, and with prices received by SMS.

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 - 33512557
VIVA New Postpaid SIM Only LTE BD 19 Plan

- Free local min. to all operators = 1 800
- Local call rates = 25 fils/min.
- SMS rates = 20 fils
- 27GB Data on 4G network

Monthly Rental Fees		Start Date	End Date	Total (BD)	Billing ok?
Viva Postpaid Connection fee		09/09/2019		5.000	☑
VIVA New Postpaid SIM Only LTE BD 19 Plan		09/09/2019	19/09/2019	6.742	☑
VIVA New Postpaid SIM Only LTE BD 19 Plan		20/09/2019	19/10/2019	19.000	☑
VIVA New Postpaid SIM Only LTE BD 19 Plan		20/10/2019	19/11/2019	19.000	☑
Mobile data Once-Off 10 HC		02/10/2019		10.000	☑
GCC 3 Days Roaming Add-on		08/10/2019		10.000	☑
Usage	**Total usage**	**Allowance**	**Add. usage**	**Total (BD)**	**Billing ok?**
VIVA to Other Networks SMS	1 SMS	1 SMS		0.000	☑
National Data	11.3353 GB	11.3353 GB	0 GB	0.000	☑
Roaming Calls	6 minutes	3 minutes	3 minutes	2.000	☑
Roaming SMS	43 SMS	40 SMS	3 SMS	0.523	☑
Roaming Data	78.4083 MB	78.4083 MB	0 GB	0.000	☑

Viva – Postpaid n°2 - 33722514
IVA New Postpaid SIM Only LTE BD 19 Plan

- Free local min. to all operators = 1 800
- Local call rates = 25 fils/min.
- SMS rates = 20 fils
- 27GB Data on 4G network

Monthly Rental Fees		Start Date	End Date	Total (BD)	Billing ok?
Viva Postpaid Connection fee		09/09/2019		5.000	☑
VIVA New Postpaid SIM Only LTE BD 19 Plan		09/09/2019	19/09/2019	6.742	☑
VIVA New Postpaid SIM Only LTE BD 19 Plan		20/09/2019	19/10/2019	19.000	☑
VIVA New Postpaid SIM Only LTE BD 19 Plan		20/10/2019	19/11/2019	19.000	☑
Mobile data Once-Off 10 HC		02/10/2019		10.000	☑
Global 7 Days Roaming Add-on		15/10/2019		15.000	☑
Usage	**Total usage**	**Allowance**	**Add. usage**	**Total (BD)**	**Billing ok?**
Roaming SMS	57 SMS	56 SMS	1 SMS	0.250	☑
Roaming Data	37.627 MB	37.627 MB	0 GB	0.000	☑

2.2.2.1. Roaming details - Saudi Arabia

A specific **GCC 3 Days Roaming** Add-on (10BD) has been subscribed on the SIM 33512557 in order to use the service in Saudi Arabia.

Roaming Add-on	Participating Roaming Networks	Allowance	Validity
GCC 3 Days Add-on	KSA: STC KSA	Unlimited data access in GCC Free calls from GCC to GCC countries Free incoming calls while roaming in GCC	3 Days

Usage	Total usage	Allowance	Add. usage	Total (BD)	Billing ok?
Roaming Calls	6 minutes	6 minutes	0 minutes	0.000	☑
Roaming SMS	1 SMS	0 SMS	1 SMS	0.023	☑
Roaming Data	78.4083 MB	78.4083 MB	0 GB	0.000	☑

Volumes of Data, Local calls and SMS are correctly calculated.

2.2.2.2. Roaming details – FRANCE

A specific **Global 7 Days Roaming** Add-on (15BD) has been subscribed on the SIM 33722514in order to use the service in France.

Roaming Add-on	Participating Roaming Networks	Allowance	Validity	Subscription Fee
Global 7 Days	Orange (France)	1 GB data access in participating countries globally Unlimited data access in GCC	7 Days	BHD 15

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call Bahrain	15/10/2019	Orange France	Bahrain	00:00:34	0.000	0.000	☑
Local call	15/10/2019	Orange France	France	00:00:26	0.000	0.000	☑
SMS	15/10/2019	Orange France	Bahrain	1	0.250	0.250	☑
Data	15/10/2019	Orange France		37.627 MB	0.000	0.000	☑

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

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 - 66376625
Package Postpaid BD 14 – 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 Charges Postpaid BD 14	09/09/2019	30/09/2019	10.267	☑
Package Charges Postpaid BD	01/10/2019	31/10/2019	14.000	☑

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Month 1					
Local calls	935 min.	1 200 min.	0 min.	0.000	☑
SMS	527 SMS		0	0.000	☑
Internet	.214 GB	16 GB	0 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	☑

Zain – Postpaid n°2 - 36049925
Package Postpaid BD 14 – 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?
Package Charges Postpaid BD 14	01/11/2019	30/11/2019	14.000	☑

Usage	Total usage	Allowance	additional usage	BD	Billing ok?
Outgoing Roaming Calls	1:10 min.	1:10 min.	1.584.	1.584	☑
DATA	4.689 GB	16GB	0	0	☑
Other Services – GPRS roaming	17 150 KB		17 150 KB	22.901	☑

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

Roaming Calls, SMS and data

Saudi Arabia:

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	08/10/2019	Zain Saudi	Bahrain	00:00:13	0.065	0.226	☑
Local call	08/10/2019	Zain Saudi	Saudi Arabia	00:00:08	0.012	0.090	☑
SMS	08/10/2019	Zain Saudi	Bahrain	1	0.022	0.022	☑
Data	08/10/2019	Zain Saudi		11.76 MB	2.159	0.184	☑

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

Billed amounts for **SMS** are in line with received SMS:

"For your reference, the peak roaming rates while in (Saudi Arabia) in BD/min:

(Zain) Incoming Calls:0.083 ,Local:0.090 ,Bahrain:0.226 ,Call GCC:0.226 ,SMS:0.023 ,Data:0.188 per MB.

Rates may be subject to change. The Bahrain Embassy No +96614880044/4880013.For assistance on rates, send H to 8855.For more info call +97336107107 or visit www.bh.zain.com. Ministry of Foreign Affairs Traveller Guide: http://bit.ly/29GpNJS"

Billed amounts are in accordance with tariffs on Zain's website:

- **Zain Saudi:**

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	0.188	

Roaming Calls, SMS and data

France:

TYPE	CALL_DATE	Operator	Receiver in :	Total UNIT	Amount (BD)	Price/min (BD)	Billing ok?
Call	15/10/2019	Orange France	Bahrain	00:00:31	1.072	2.079	☑
Local call	15/10/2019	Orange France	France	00:00:13	0.077	0.385	☑
SMS	15/10/2019	Orange France	Bahrain	2	0.336	0.168	☑
data	15/10/2019	Orange France		3 690 KB	20.742	5.621	☑

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

Billed amounts for **SMS** are in line with received SMS:

"For your reference, the peak roaming rates while in (France)in BD/min:

(ORANGE) Incoming Calls:0.926 ,Local:0.344 ,Bahrain:2.079 ,SMS:0.174 ,Data:5.929 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. Ministry of Foreign Affairs Traveller Guide: http://bit.ly/29GpNJS"

Billed amounts are in accordance with tariffs on Zain's website:

- **Orange France :**

PostPaid		
Roaming Tariff Rates	**Peak**	**Off - Peak**
Incoming Calls	0.926	0.876
Local	-	0.344
Local calls	0.382	0.382
Bahrain	2.079	2.079
SMS Rate	**0.174**	
GPRS Rate PER MB	**5.929**	

3. ANNEX

3.1. BATELCO BILLS

66745492

Payment Received Details

Details not available

Mobile Voice & Internet Services

Summary of Charges

Services		Service Status	Amount (BD)
66745492	No Contract BD16	Active	21.516
Total			**21.516**

66745492 – Bill Details

Rental Charges

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

Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 No Contract **	09/09/2019 - 09/09/2019	0.516	0.026	0.542
Super 16 No Contract **	10/09/2019 - 09/10/2019	16.000	0.800	16.800
Total		**16.516**	**0.826**	**17.342**

One Time Charges

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

Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
SIM and Registration Fee **	09/09/2019	5.000	0.250	5.250
Total		**5.000**	**0.250**	**5.250**

VAT

VAT Total Charges

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

Charges	Amount (BD)
VAT Charges on Services	1.076
Total	**1.076**

* These Services are subject to VAT at 0%.
** All National and International Services are subject to application of VAT at 5%.
*** VAT Charge is not applicable.

Page 2 of 2

Payment Received Details

Method	Type	Date	Amount (BD)
e-Banking	Bill Payment	12/09/2019	8.000
Cheque	Bill Payment	15/09/2019	14.592
Credit Card	Bill Payment	30/09/2019	11.000
Total			**33.592**

Mobile Voice & Internet Services

Summary of Charges

Services		Service Status	Amount (BD)
66745492	No Contract BD16	Active	26.000
Total			**26.000**

66745492 – Bill Details

Rental Charges

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

Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 No Contract **	10/10/2019 - 09/11/2019	16.000	0.800	16.800
Total		**16.000**	**0.800**	**16.800**

One Time Charges

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

Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
20Gb Data Voucher **	29/09/2019	10.000	0.500	10.500
Total		**10.000**	**0.500**	**10.500**

VAT

VAT Total Charges

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

Charges	Amount (BD)
VAT Charges on Services	1.300
Total	**1.300**

* These Services are subject to VAT at 0%.
** All National and International Services are subject to application of VAT at 5%.
*** VAT Charge is not applicable.

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66745493

Payment Received Details

Details not available

Mobile Voice & Internet Services

Summary of Charges

Services		Service Status	Amount (BD)
66745493	No Contract BD16	Active	21.516
Total			**21.516**

66745493 – Bill Details

Rental Charges

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

Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 No Contract **	09/09/2019 - 09/09/2019	0.516	0.026	0.542
Super 16 No Contract **	10/09/2019 - 09/10/2019	16.000	0.800	16.800
Total		**16.516**	**0.826**	**17.342**

One Time Charges

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

Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
SIM and Registration Fee **	09/09/2019	5.000	0.250	5.250
Total		**5.000**	**0.250**	**5.250**

VAT

VAT Total Charges

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

Charges	Amount (BD)
VAT Charges on Services	1.076
Total	**1.076**

* These Services are subject to VAT at 0%.
** All National and International Services are subject to application of VAT at 5%.
*** VAT Charge is not applicable.

Page 2 of 2

Payment Received Details

Method	Type	Date	Amount (BD)
Debit Card	Bill Payment	13/10/2019	17.780
Total			**17.780**

Mobile Voice & Internet Services

Summary of Charges

Services		Service Status	Amount (BD)
66745493	No Contract BD16	Active	45.742
Total			**45.742**

66745493 – Bill Details

Rental Charges

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

Charges	Date	Amount (BD)	VAT (BD)	Total (BD)
Super 16 No Contract **	10/11/2019 - 09/12/2019	16.000	0.800	16.800
Total		**16.000**	**0.800**	**16.800**

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 (BD)	VAT (BD)	Total (BD)
Roaming Calls *	Minute	3	2.200	0.000	2.200
Roaming SMS *	Message	1	0.150	0.000	0.150
Roaming GPRS *	MB	5.398	27.392	0.000	27.392
Total			**29.742**	**0.000**	**29.742**

Usage Charges Details

Roaming Usage Details

This section cover all incoming and outgoing calls while roaming.

Called Number	Operator	Date	Time	Duration	Amount (BD)	VAT (BD)	Total (BD)
0097339600694 *	SFR(IN)	15/10/2019	11:05:23	SMS	0.000	0.000	0.000
0097339600694 *	SFR(IN)	15/10/2019	11:05:26	SMS	0.000	0.000	0.000
0097339600694 *	SFR(IN)	15/10/2019	11:05:28	SMS	0.000	0.000	0.000
0097339600694 *	SFR(IN)	15/10/2019	11:05:29	SMS	0.000	0.000	0.000
0033603353545 *	SFR(OUT)	15/10/2019	11:12:26	00:00:04	0.450	0.000	0.450
0033603353545 *	SFR(OUT)	15/10/2019	11:12:47	00:00:09	0.450	0.000	0.450
0097336019012 *	SFR(IN)	15/10/2019	11:16:16	SMS	0.000	0.000	0.000
0097339600179 *	SFR(OUT)	15/10/2019	11:16:52	SMS	0.150	0.000	0.150
0097317533533 *	SFR(OUT)	15/10/2019	11:20:56	00:00:23	1.300	0.000	1.300
*	SFR	15/10/2019	11:26:22	0.501 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:26:29	0.500 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:26:35	0.500 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:26:38	0.501 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:26:48	0.501 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:27:51	0.500 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:30:41	0.500 MB	2.539	0.000	2.539
0097339600694 *	SFR(IN)	15/10/2019	11:36:07	SMS	0.000	0.000	0.000
0097339600694 *	SFR(IN)	15/10/2019	11:36:14	SMS	0.000	0.000	0.000
*	SFR	15/10/2019	11:42:25	0.501 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:42:29	0.500 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:42:41	0.500 MB	2.539	0.000	2.539
*	SFR	15/10/2019	11:42:44	0.392 MB	2.002	0.000	2.002
Total					**29.742**	**0.000**	**29.742**

VAT

3.2. VIVA BILLS

33512557

my bill فاتورتي

Tax Invoice

VIVA

VIVA TAX ID: 200000190500002

VIVA Address: VIVA Tower 15,Road 68 Seef District 428 P.O.Box 21529 - Manama Kingdom of Bahrain

1 عدد الخطوط No.of Lines	Bill Date تاريخ الفاتورة	Account Number رقم الحساب	Bill Number رقم الفاتورة	Bill Period فترة الفاتورة
	20/09/2019	1-182765198786	B1-132012909	09/09/2019 - 19/09/2019

Your current charges for 33512557
0

المبالغ المستحقة على 33512557
0

Monthly Rental Fees — **رسوم الاشتراك الشهرية**

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

Usage Summary — **ملخص الاستخدام**

المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	المجموع(د.ب) Total (BD)
National Data	6.4046 GB	6.4046 GB	0 GB	0.000
Total National Charges مجموع الرسوم المحلية				0.000

International Charges	المستحقات الدولية
Total International Charges مجموع الرسوم الدولية	0.000

Roaming Charges	مستحقات التجوال
Total Roaming Charges مجموع رسوم التجوال	0.000

Other Charges — المستحقات الأخرى

الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسم الاشتراك Subscription Fee	حد الاستخدام *Allowance	المجموع(د.ب) Total (BD)
VIVA New Postpaid SIM Only LTE BD 19 Plan	09-Sep-19	19-Sep-19	6.742	0	6.742
VIVA Postpaid Connection Fee	09-Sep-19	-	5.000	0	5.000
VIVA New Postpaid SIM Only LTE BD 19 Plan	20-Sep-19	19-Oct-19	19.000	0	19.000
Total Other Charges مجموع الرسوم الاخرى					30.742
Penalty Charges					0.000
Total Charges مجموع المستحقات الأخرى					30.742
**Total Current Charges (BD) (د.ب) مجموع المستحقات الحالية					30.742

*Allowance Consumed
**VAT Exclusive

*الحد المستخدم
**من دون الضريبة المضافة

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Page 3 of 4

my bill فاتورتي

Tax Invoice

VIVA an STC company

VIVA TAX ID: 200000190500002

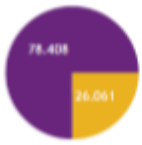
VIVA Address: VIVA Tower 15,Road 68 Seef District 428 P.O.Box 21529 - Manama Kingdom of Bahrain

1 عدد الخطوط No.of Lines	Bill Date تاريخ الفاتورة	Account Number رقم الحساب	Bill Number رقم الفاتورة	Bill Period فترة الفاتورة
	20/10/2019	1-182765198786	B1-132847320	20/09/2019 - 19/10/2019

Your current charges for 33512557
0

المبالغ المستحقة على 33512557
0

استخدام المكالمات (مجموع الدقائق)
Voice Usage (Total Minutes)
Roaming



استخدام البيانات(MB)
Data Usage (MB)
Local Roaming

استخدام SMS(عدد رسائل SMS)
SMS Usage (Count of SMS)
Local Roaming

Monthly Rental Fees — رسوم الاشتراك الشهرية

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

Usage Summary — ملخص الاستخدام

المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	المجموع(د.ب) Total (BD)
VIVA to Other Networks SMS	1 SMS	1 SMS	0 SMS	0.000
National Data	26.061 GB	26.061 GB	0 GB	0.000
Total National Charges مجموع الرسوم المحلية				0.000
International Charges				المستحقات الدولية
Total International Charges مجموع الرسوم الدولية				0.000
Roaming Charges				مستحقات التجوال
Roaming Calls	6 Minutes	3 Minutes	3 Minutes	2.000
Roaming SMS	43 SMS	40 SMS	3 SMS	0.523
Roaming Data	78.4083 MB	78.4083 MB	0 MB	0.000
Total Roaming Charges مجموع رسوم التجوال				2.523

Other Charges — المستحقات الأخرى

الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسم الاشتراك Subscription Fee	حد الاستخدام *Allowance	المجموع(د.ب) Total (BD)
Mobile data Once-Off 10 HC	02-Oct-19	-	10.000	0	10.000
GCC 3 Days Roaming Add-on Counter	08-Oct-19	-	0.000	0	0.000
GCC 3 Days Roaming Add-on	08-Oct-19	-	10.000	0	10.000
VIVA New Postpaid SIM Only LTE BD 19 Plan	20-Oct-19	19-Nov-19	19.000	0	19.000
Total Other Charges مجموع الرسوم الاخرى					39.000
Penalty Charges					0.000
Total Charges مجموع المستحقات الأخرى					41.523
**Total Current Charges (BD) (د.ب) مجموع المستحقات الحالية					41.523

*Allowance Consumed
**VAT Exclusive

*الحد المستخدم
**من دون الضريبة المضافة

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33722514

my bill فاتورتي

Tax Invoice

VIVA

VIVA TAX ID: 200000190500002

VIVA Address: VIVA Tower 15,Road 68 Seef District 428 P.O.Box 21529 - Manama Kingdom of Bahrain

No.of Lines عدد الخطوط	Bill Date تاريخ الفاتورة	Account Number رقم الحساب	Bill Number رقم الفاتورة	Bill Period فترة الفاتورة
1	20/09/2019	1-182764582381	B1-132012876	09/09/2019 - 19/09/2019

Your current charges for 33722514
0

المبالغ المستحقة على 33722514
0

استخدام البيانات(MB)
Data Usage (MB)
Local

Monthly Rental Fees — رسوم الاشتراك الشهرية

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

Usage Summary — ملخص الاستخدام

المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	المجموع(د.ب) Total (BD)
National Data	3.6707 GB	3.6707 GB	0 GB	0.000
Total National Charges مجموع الرسوم المحلية				0.000

International Charges	المستحقات الدولية
Total International Charges مجموع الرسوم الدولية	0.000

Roaming Charges	مستحقات التجوال
Total Roaming Charges مجموع رسوم التجوال	0.000

Other Charges — المستحقات الأخرى

الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسم الاشتراك Subscription Fee	حد الاستخدام *Allowance	المجموع(د.ب) Total (BD)
VIVA New Postpaid SIM Only LTE BD 19 Plan	09-Sep-19	19-Sep-19	6.742	0	6.742
VIVA Postpaid Connection Fee	09-Sep-19	-	5.000	0	5.000
VIVA New Postpaid SIM Only LTE BD 19 Plan	20-Sep-19	19-Oct-19	19.000	0	19.000
Total Other Charges مجموع الرسوم الأخرى					30.742
Penalty Charges					0.000
Total Charges مجموع المستحقات الأخرى					30.742
**Total Current Charges (BD) (د.ب) مجموع المستحقات الحالية					30.742

*Allowance Consumed
**VAT Exclusive

*الحد المستخدم
**من دون الضريبة المضافة

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Page 3 of 4

my bill فاتورتي

Tax Invoice

VIVA an STC company

VIVA TAX ID: 200000190500002

VIVA Address: VIVA Tower 15,Road 68 Seef District 428 P.O.Box 21529 - Manama Kingdom of Bahrain

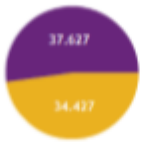
1 عدد الخطوط No.of Lines

Bill Date تاريخ الفاتورة	Account Number رقم الحساب	Bill Number رقم الفاتورة	Bill Period فترة الفاتورة
20/10/2019	1-182764582381	B1-132847125	20/09/2019 - 19/10/2019

Your current charges for 33722514
0

المبالغ المستحقة على 33722514
0

استخدام SMS (عدد رسائل SMS)
SMS Usage (Count of SMS)
Roaming



استخدام البيانات (MB)
Data Usage (MB)
Local Roaming

Monthly Rental Fees — رسوم الاشتراك الشهرية

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

Usage Summary — ملخص الاستخدام

المستحقات المحلية National Charges	مجموع الاستخدام Total Usage	حد الاستخدام *Allowance	الاستخدام الإضافي Additional Usage	المجموع(د.ب) Total (BD)
National Data	34.4272 GB	34.4272 GB	0 GB	0.000
Total National Charges مجموع الرسوم المحلية				0.000
International Charges المستحقات الدولية				
Total International Charges مجموع الرسوم الدولية				0.000
Roaming Charges مستحقات التجوال				
Roaming SMS	57 SMS	56 SMS	1 SMS	0.250
Roaming Data	37.627 MB	37.627 MB	0 MB	0.000
Total Roaming Charges مجموع رسوم التجوال				0.250

Other Charges — المستحقات الأخرى

الخدمة Service	تاريخ البدء Start Date	تاريخ الانتهاء End Date	رسم الاشتراك Subscription Fee	حد الاستخدام *Allowance	المجموع(د.ب) Total (BD)
Mobile data Once-Off 10 HC	02-Oct-19	-	10.000	0	10.000
Global 7 Days Roaming Add-on Counter	15-Oct-19	-	0.000	0	0.000
Global 7 Days Roaming Add-on	15-Oct-19	-	15.000	0	15.000
VIVA New Postpaid SIM Only LTE BD 19 Plan	20-Oct-19	19-Nov-19	19.000	0	19.000
Total Other Charges مجموع الرسوم الاخرى					44.000
Penalty Charges					0.000
Total Charges مجموع المستحقات الأخرى					44.250
**Total Current Charges (BD) (د.ب) مجموع المستحقات الحالية					44.250

*Allowance Consumed
**VAT Exclusive

*الحد المستخدم
**من دون الضريبة المضافة

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3.3. ZAIN BILLS

66376625

zain

Zain Bahrain B.S.C
Address: Building 601, Road/Street: 2806,
Town: Seef District, Block: 428
Registration No: 20000114700002

العنوان: بناية ٤٠١ ، طريق/شارع: ٢٨٠٦،
مدينة: ضاحية السيف، مجمع: ٤٢٨
رقم التسجيل: ٢٠٠٠٠١٤٧٠٠٠٢

Tax Invoice **فاتورة ضريبية**

Mobile No. 66376628

GRACE SHERYL ANN CHUA ARCIAGA
BLDG 843
ROAD 5118
BLOCK 351, KINGDOM OF BAHRAIN
Tax Identification No (TIN):

No. of Lines: عدد الخطوط 1	Tax Invoice No: رقم الفاتورة الضريبية 84408578	Tax Invoice Period: فترة الفاتورة الضريبية	
Contract No.: رقم العقد 1000468054	Tax Invoice Date: تاريخ الفاتورة الضريبية 01/10/2019	From: من	01/09/2019
		To: الى	30/09/2019

Payments Made: المبالغ المدفوعة:

Amount Due: (For Immediate Payment) المبلغ المستحق: (للسداد فوراً)	BD - 14.000
Current Charges: المصاريف الحالية:	BHD 30.730
Charges before VAT: الرسوم قبل ضريبة القيمة المضافة:	BHD 29.267
VAT ضريبة القيمة المضافة:	BHD 1.463
Charges after VAT: الرسوم بعد ضريبة القيمة المضافة:	BHD 30.730
Total Amount Due: إجمالي المبلغ المستحق:	BHD 16.730
Payment Due Date: تاريخ استحقاق السداد:	21/10/2019

Customer Care Centre **مركز خدمة العملاء**

Live Chat: bh.zain.com/en/livechat
Quick Pay: bh.zain.com / Zain Bahrain App

خدمة Live Chat: bh.zain.com/en/livechat
الدفع السريع: bh.zain.com / تطبيق زين البحرين

Usage and Charges Summary

Service	*Total Usage (Min:Sec)*	*Package Allowance (Min:Sec)*	*Additional Usage (Min:Sec)*	*Additional Charges (BHD)*	*Qty*	*VAT %*	*Charges Before VAT(BHD)*	*VAT (BHD)*	*Charges After VAT(BHD)*
Periodic Subscriptions									
Once Off Registration Fee (One Off)					1	5	5.000	0.250	5.250
Package Charges Postpaid BD 14 (09/09/2019 - 30/09/2019)					1	5	10.267	0.513	10.780
Package Allowance: 477 mins Local Calls,13 GB GPRS/EDGE/3G/HSDPA									
Package Charges Postpaid BD 14 (01/10/2019 - 31/10/2019)					1	5	14.000	0.700	14.700
Package Allowance: 650 mins Local Calls,18 GB GPRS/EDGE/3G/HSDPA									
Value Added Services									
Internet/WAP (GPRS/EDGE/3G/HSDPA)									
Local Calls	798:00		798:00			5	0.000		
Internet	.847 GB	.847 GB				5	0.000		
Sub - Total:									0.000
				Total Charges:			29.267	1.463	30.730

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- إجمالي المبالغ المستحقات والمدفوعات التي تمت منذ إصدار آخر فاتورة.
- المبلغ المبين أعلاه يلزم سداده لصالح شركة زين البحرين ش.م.ب.
- Total payments, credits and debits applied since last invoice.
- The above amount should be paid to the order of Zain Bahrain B.S.C.

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36049925

zain

Zain Bahrain B.S.C
Address: Building 401, Road/Street: 2806, Town: Seef District, Block: 428
Registration No: 200000146700002

العنوان: بناية ٤٠١ ، طريق/شارع: ٢٨٠٦،
مدينة: ضاحية السيف، مجمع: ٤٢٨
رقم التسجيل: ٢٠٠٠٠١٤٦٧٠٠٠٢

Tax Invoice فاتورة ضريبية

Mobile No. 36049925

MD.MOSH
BLDG 12
ROAD 32
KINGDOM OF BAHRAIN
Tax Identification No (TIN):

No. of Lines: عدد الخطوط	Tax Invoice No: رقم الفاتورة الضريبية	Tax Invoice Period: فترة الفاتورة الضريبية
1	84936103	
Contract No.: رقم العقد	Tax Invoice Date: تاريخ الفاتورة الضريبية	From: من 01/10/2019 To: الى 31/10/2019
1001638304	01/11/2019	

Customer Care Centre مركز خدمة العملاء
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Quick Pay: bh.zain.com / Zain Bahrain App
خدمة Live Chat: bh.zain.com/en/livechat
الدفع السريع: bh.zain.com / تطبيق زين البحرين

Payment Made: المبالغ المدفوعة:

Amount Due: المبلغ المستحق: (للسداد فورا) (For Immediate Payment) BHD 22.820

Current Charges: المصاريف الحالية: BHD 39.185

Charges before VAT: الرسوم قبل ضريبة القيمة المضافة: BHD 38.485

VAT ضريبة القيمة المضافة: BHD 0.700

Charges after VAT: الرسوم بعد ضريبة القيمة المضافة: BHD 39.185

Total Amount Due: إجمالي المبلغ المستحق: BHD 62.005

Payment Due Data: تاريخ استحقاق السداد: 21/11/2019

Usage and Charges Summary

Service	Total Usage (Min:Sec)	Package Allowance (Min:Sec)	Additional Usage (Min:Sec)	Additional Charges (BHD)	Qty	VAT %	Charges Before VAT(BHD)	VAT (BHD)	Charges After VAT(BHD)
Periodic Subscriptions									
Package Charges Postpaid BD 14 (01/11/2019 - 30/11/2019)					1	5	14.000	0.700	14.700
Package Allowance: 650 mins Local Calls,18 GB Data									
Package Charges Addon Postpaid 14 (01/11/2019 - 30/11/2019)					1		0.000		0.000
Package Allowance: 300 mins Local Calls,6 GB Data									
Value Added Services									
Outgoing Roaming Calls	1:10		1:10	1.584			1.584		
Data	4.689 GB	4.689 GB				5	0.000		
Other Services									
Data Roaming	17150 KB		17150 KB	22.901			22.901		
Sub - Total:									24.485
				Total Charges:			38.485	0.700	39.185

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- إجمالي المبالغ: المستحقات والمدفوعات التي تمت منذ إصدار آخر فاتورة.
- المبلغ المبين أعلاه يلزم سداده لصالح شركة زين البحرين ش.م.ب.

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

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Invoice *36049925*

Contract No.	1001638304	Tax Invoice No.	84936103	Tax Invoice Date. 01/11/2019

Usage Details

Number	Country	Date dd/mm/yyyy	Time hh:mm:ss	Dur./Vol. hms/KB	Type	Charges (BD)
Calls/Data Made While Roaming (Time is as per roaming country)						
97338437554	SAUDI ARABIA	08/10/2019	15:49:07	00:00:09	V	0.034
97338437554	SAUDI ARABIA	08/10/2019	15:57:01	00:00:08	V	0.031
97338437554	SAUDI ARABIA	08/10/2019	15:57:16	1	S	0.022
966126992212	SAUDI ARABIA	08/10/2019	15:58:32	00:00:08	V	0.012
33603353548	FRANCE	15/10/2019	10:13:12	00:00:07	V	0.041
33603353548	FRANCE	15/10/2019	10:13:32	00:00:06	V	0.036
973361351 3	FRANCE	15/10/2019	10:15:23	1	S	0.168
973361351 3	FRANCE	15/10/2019	10:16:11	1	S	0.168
97317115000	FRANCE	15/10/2019	10:19:42	00:00:32	V	1.072
42004	SAUZN ZAIN SUADI	08/10/2019	15:30:35	4620 KB	G	0.848
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:07	4610 KB	G	0.846
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:10	510 KB	G	0.000
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:10	370 KB	G	0.068
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:10	500 KB	G	0.000
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:10	510 KB	G	0.000
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:10	930 KB	G	0.171
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:10	930 KB	G	0.171
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:17	300 KB	G	0.055
42004	SAUZN ZAIN SUADI	08/10/2019	15:43:17	180 KB	G	0.000
20801	FRAF1 ORANGE FRANCE	15/10/2019	11:26:19	520 KB	G	3.047
20801	FRAF1 ORANGE FRANCE	15/10/2019	11:26:19	930 KB	G	5.449
20801	FRAF1 ORANGE FRANCE	15/10/2019	11:26:19	930 KB	G	5.449
20801	FRAF1 ORANGE FRANCE	15/10/2019	11:26:19	930 KB	G	5.449
20801	FRAF1 ORANGE FRANCE	15/10/2019	11:26:19	150 KB	G	0.000
20801	FRAF1 ORANGE FRANCE	15/10/2019	11:44:25	230 KB	G	1.348
				Sub-Total:		24.485
Total International/Roaming Charges:						24.485

Type: V–Voice Calls, G–GPRS, S–SMS, M–MMS, W–WoW, C–Video Conference, *–MM Allowance, +–MM Value

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