

Your PhoneWatch Invoice Explained



Home of Safety

Invoice

PhoneWatch Ltd
Floor 3-5, Block 1,
Irish Life Centre
Lower Abbey Street,
Dublin 1

Phone: (01) 207 6100
Email: customersupport@phonewatch.ie
Web: www.phonewatch.ie

At the top of your invoice
you can find our address
and contact details

Customer Details: Here you can see
your name and the billing address
that the invoice was sent to

Customer Name,

Address 1,
Address 2,
County
Eircode

Account Number: 12345678

This is the account number that
the invoice is associated with

This section contains details such as the invoice
number, when the invoice was billed, the due date for
paying the invoice and also your contract end date

Invoice Number: 12345678
Invoice Date: 01/02/2021
Due Date: 10/02/2021
Contract End Date: 05/10/2022

In the billing summary section of your invoice you can find the Amount Due (which is the total amount before VAT), the VAT amount (which is the total amount of VAT that is due), Payments Applied (which is any payment that has already been made towards the invoice e.g. a deposit), and the Total Amount Due on the invoice (which is a sum of the amount due plus VAT minus the payments)

Billing Summary

Amount Due:	€393.88
VAT:	€70.01
Payments Applied:	€0.00
Total Amount Due:	€463.89

Thank you for paying by direct debit. Your account will be debited on 15/01/2021 - See reverse for Invoice Breakdown

If you pay by direct debit, this is the date your
direct debit will be taken from your account

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Your PhoneWatch Invoice Explained

This section of the invoice shows where you can find our terms and conditions

It also highlights the importance of keeping your keyholders and verification word up to date. If you are looking to update your keyholders you can visit:

<https://www.phonewatch.ie/keyholders>

PAYMENT METHODS

DIRECT DEBIT

If you need to set up a direct debit please call us on 0818 753 753

CREDIT/DEBIT CARD

If you received an SMS from us, you can pay securely by credit or debit card through the payment link included in this SMS.

If you have not received an SMS, please call our customer support team on 0818 753 753 and we can resend you the link

CHEQUE

Cheques should be made payable to PhoneWatch Ltd. (Address stated above) Please include your account number (stated above) on the back of the Cheque

The various payment methods we accept can be seen in this section of the invoice

YOUR SERVICE

YOUR PHONEWATCH COVER INCLUDES

- 24/7 Monitoring of your home
- 24/7 Customer Support
- Lifetime Guarantee on Your Alarm System *
- Alarm maintenance via remote support or an on site visit
- Emergency Break-In Repairs Cover

*Excludes Batteries

Here you can see a breakdown of what is included in the monitoring & maintenance service we provide

TERMS & CONDITIONS

To view the latest version of the terms and conditions related to your service please visit:
www.phonewatch.ie/terms-and-conditions

KEYHOLDERS & VERIFICATION WORD

Its really important you keep your keyholders and verification word up to date. These are vital to ensure your alarm is acted upon. Log onto to phonewatch.ie/keyholders for further information

QUESTIONS?

We're always here to help:

Chat:
[phonewatch.ie/customer support](http://phonewatch.ie/customer-support)
Call: 0818 753 753

Should you ever need to contact us, here's how to get in touch

Your PhoneWatch Invoice Explained

A full breakdown of your invoice is shown here

If your invoice is a renewal invoice it will show the billing period.
This may be an annual period or a monthly period

If your invoice is for a recent installation or service appointment,
this will display any components that were installed

INVOICE BREAKDOWN

Description	Quantity	Price	Billing Period		Amount
Monthly Maintenance Service	12.00	15.83	23/12/2019	22/12/2020	€189.92
Monthly Monitoring Service	12.00	19.02	23/12/2019	22/12/2020	€228.26
Monthly Subscription Add-ons	12.00	2.68	23/12/2019	22/12/2020	€32.13
Monthly Subscription Add-ons	12.00	2.68	23/12/2019	22/12/2020	€32.13

Total before VAT	€482.44
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VAT breakdown

13.5%	€30.82
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23%	€53.38
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Total VAT	€84.20
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Total after VAT	€566.64
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This section also shows the VAT breakdown. Due to offering both monitoring and maintenance as part of our service different VAT rates apply

Monitoring service is charged at 23% VAT

Maintenance service is charged at 13.5% VAT

Your PhoneWatch Invoice Explained

This section displays PhoneWatch's top safety tips for keeping you and your family safe

PHONEWATCH SAFETY TIPS

- Arm your alarm, whether you're home or away. Remember, you're 4 times safer with PhoneWatch, but only when you arm your alarm*
- Don't update Social Media about your holiday plans
- Manage your spare keys, don't keep them outside. Give them to a trusted neighbour
- Close your windows & lock your doors when you're not home
- Always keep in mind home fire safety, develop a fire safety plan for you and your family

* When compared to the national burglary rates reported by the Central Statistics Office (CSO), you are 4 times less likely to experience a break in as a PhoneWatch customer

Here you can find information on our refer a friend offer if you have any friends or family members who would like to join PhoneWatch

REFER A FRIEND OFFER

- Introduce a friend to PhoneWatch today and they'll save €50. Not only that but you'll get 3 months monitoring completely free of charge as a thank you from us!
- To refer a friend visit: <https://www.phonewatch.ie/customer/referrals>