

YOUR BROADBAND BILL



Miss Joanna Bailey
CHRISTMAS FARM
GLEBE ROAD MEARS ASHBY
NORTHAMPTON
NN6 0DL

Account number: 395823631
Invoice date: 13 Aug 2021
Invoice number: 395823631-019
VAT reg.no: GB 245 7193 48

HELLO

Here are this month's charges

Total charges for this month £25.65

All amounts include VAT where applicable.

Here's a summary of your account

Balance from previous bill	£25.31
Payment received - thank you	-£25.31
Total charges for this month	£25.65

Amount due **£25.65**



Thank you for electing to pay by direct debit. Your payment of £25.65 will be taken from your nominated account on or after 27 Aug 2021.

Have questions about your bill?

Please turn over for more details, or visit www.ee.co.uk/help for a detailed breakdown of your bill.

Paying your bill

When you registered with us, you would have set up a monthly payment either by Direct Debit, credit or debit card. If you need to change any of your payment details, you can do so by following the instructions below.

Payment method	
 Direct Debit	Direct Debit is our preferred method of payment, and is the easiest, cheapest and most convenient way to pay. You can change an existing Direct Debit online by logging into My EE at my.ee.co.uk and following the steps. You'll need the following bank details: <ul style="list-style-type: none">- Account name- Account holder address- Account number & sort code Alternatively, call Customer Services on 0800 079 8586, or call 150 from your EE phone.
 Debit / credit card	You can amend a regular payment with a credit or debit card online by logging into My EE at my.ee.co.uk and following the steps. We accept Visa, Visa Debit, MasterCard, American Express or Maestro.

Frequently asked questions:

Q: Why is my first bill higher than I expected?

A: If the total of your first bill is a little higher than expected, it's because you're paying for your package in the month when you joined EE Home Broadband and your first full month's package in advance. You may have also been charged for any set-up fees or installation costs. This is a one-off and is not representative of what you'll pay each month.

Q: How can I manage my account?

A: The easiest and most convenient way to manage your account is online. Simply log in to My EE at my.ee.co.uk and you'll be able to view previous bills, change your account details and much more.

Q: Why are there equipment charges on my bill when I paid in full at the time of ordering?

A: Any equipment charges on your account are itemised on your bill to provide a receipt for your purchase and payment. The section of your bill called 'your equipment charges' should always show £0.00, to reflect that payment in full has already been received.

Q: Do my charges include VAT?

A: The charges that you see on your bill are shown inclusive of VAT (when VAT is applicable). This includes any equipment charges that are paid for in advance. These will be itemised on your bill.

Q: How much have I been charged for calling 084, 087, 09 and 118 numbers?

A: Calls to 080 numbers are free. For calls to 084, 087, 09 and 118 numbers, your charge will be made up of an Access Charge of 11p per minute, plus a Service Charge which is set by the company you are calling. Please see www.ukcalling.info for more details.

Q: How can I change my payment date?

A: Direct Debits are automatically set up to pay your bill approximately 10 working days after your bill date. If you need to change the date to one that is more convenient to you, please call us on 0800 079 8586 and we'll make the necessary changes.

Q: How can I change my broadband, calls or TV package?

A: We have a wide range of packages available. If you feel a different plan would be better for your needs, simply call us on 0800 079 8586 and we'll discuss your options with you. For further information please visit <http://ee.co.uk/help>

Q: How can I receive this bill in an alternative format?

A: You can receive your bills in either Braille, Large print or Audio CD. There are several ways you can contact us to request this, you or someone acting on your behalf can call customer services on 150 from your EE phone or 07953966250 from any other phone. You can also log into My EE to request your bill in one of these formats. We also offer Text Relay or BSL Video Relay as a way to contact our Customer Services teams. Find out more about these services at <https://ee.co.uk/accessibility>

Q: What call allowances do I get with my package?

A: The easiest way to check, is to log in to My EE at my.ee.co.uk. There, you'll find details of any inclusive allowances or add-ons on your account. Remember, any calls made outside of your allowances will be charged at our standard rate which can be found at ee.co.uk/homepricing Inclusive calls are subject to a 60 minute maximum duration per call, re-dial before 60 minutes to avoid call charges.

Q: Why are there two lines entries in the itemised section of my bill for the same call?

A: When a call is partly covered by your plan but then goes over your allowance, the call will be shown on 2 lines. The first line will show the inclusive part with no charge, and the second will show the non inclusive part with a charge. For further information please visit ee.co.uk/billing

We always aim to give you the best service, however if we fail to do so you should call Customer Services on 0800 079 8586, or dial 150 from your EE, T-Mobile or Orange mobile phone. If you would like further information on our Complaints Code of Practice please visit ee.co.uk/complaints. If we haven't resolved your complaint within 8 weeks, you may be able to refer the matter to an independent dispute resolution scheme for free, See www.ombudsman-services.org for more details

* Calls to 0800 079 8586 from an EE Home Phone are free of charge. Charges from mobiles and other networks will vary.

* Calls to 150 from EE, T-Mobile or Orange mobile phones are charged as per your price plan. Please see ee.co.uk for more information.

YOUR BROADBAND BILL



Account number:

395823631

Here's a breakdown of charges by number

Your plan	25.00
Extras and discounts	0.09
Additional usage and costs 01604812228	0.56
Total charges for this month including VAT	£25.65

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Account number:

395823631

Your bill in detail 01604812228

You have Fibre Broadband with landline

Your plan

Your monthly charges

Fibre Broadband with landline: 13 Aug - 12 Sep (£30.00)

Fibre Broadband with landline. Unlimited usage allowance, inclusive wireless router	25.00
Plan discount 13 Aug - 12 Sep (-£5.00)	

Subtotal **£25.00**

Extras and discounts

Weekend calls to UK Landlines 13 Aug - 12 Sep	2.09
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Inclusive weekend calls to UK Landlines starting with 01, 02, 03.

Call add-on discount 13 Aug - 12 Sep	-2.00
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Subtotal **£0.09**

Free of charge Extras

Caller Display 13 Aug - 12 Sep

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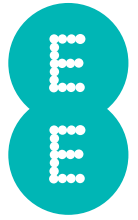
Account number:

395823631

Additional usage and costs

Usage type	Chargeable Usage (hr:min:sec)	Cost (£)
Landline calls (minutes) for 01604812228	00:01:51	0.56
Subtotal		£0.56

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Account number: 395823631

Your itemised breakdown for 01604812228

Not sure about something?

Check out the back of the first page, visit ee.co.uk/help or call us at 0800 079 8586 or 150 from your EE mobile.

Date	Day	Time	Number	Place/network contacted	Call within plan	Duration hr:min:sec	Cost
27/07/21	Tue	19:12	01845597969	Thirsk	x	0:01:51	0.564

This page subtotals: £0.56

Total: £0.56

✓ Included in your plan or extras

× Not included in your plan or extras, additional cost highlighted in bold

The Access Charge for calls to numbers beginning 084, 087, 09 and 118 will be charged at 11p per minute.