



Bill date  
13 Sep 2021

Account number  
395823631

Bill reference  
020

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

## HELLO JOANNA BAILEY

Here's your EE **broadband** bill for September.  
Thanks for being an EE customer - we hope  
you're enjoying your services.

Your last bill:  
**£25.65**

- ✓ **You paid in full**  
Thanks for paying  
by Direct Debit



**£25.09**  
Monthly broadband charges

› Includes all your monthly charges and recurring add-ons

[see more details of this on page 3](#)

## HOW TO AVOID & PREVENT SCAMS

- Three signs a message might not be genuine:
- it asks you to provide sensitive personal or financial information, passwords, or to make transactions by following a link in the message
  - it asks you to call a number that is unknown to you
  - the sender uses an urgent tone, telling you to "act now"

IMPORTANT: We'll never ask you for your PIN or password by text or email. Please visit [ee.co.uk/prevent-scams](https://ee.co.uk/prevent-scams)

## YOU'RE IN CONTROL WITH MY EE

My EE is the smart way to keep an eye on your account, you can:

- Download your bill PDF
- Set up or amend a direct debit
- Make a payment
- View your notifications
- Edit your contact details

Download or log in at [ee.co.uk/myee](https://ee.co.uk/myee)



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## HOW TO GET IN TOUCH

### Manage your account using My EE

My EE is the easiest way to look after your account. You can:

- > manage and pay bills
- > download your broadband bill

Login or register online at [ee.co.uk/myee](https://ee.co.uk/myee)

### Need to call us?

Call **150** free from your EE phone or **0800 079 8586** from any other phone (charges may apply).

### Need to write to us?

Our address is: **EE Customer Services, 6 Camberwell Way, Sunderland, Tyne and Wear, SR3 3XN**. Please include your account number, day and evening contact number, name and address.

### Understanding my bill

Please visit [ee.co.uk/billhelp](https://ee.co.uk/billhelp) for help understanding everything about bills and payments: how to view your bill, how to check data usage and more.

Each individual charge or credit on your bill is shown in pounds and pence and is rounded to three decimal places. As such the value may be rounded up or down by a penny.

### Requesting an alternative bill format

You can receive your bills in either braille, large print or audio CD.

To order your bill in an alternative format, you or someone acting on your behalf can call customer services. 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 [ee.co.uk/accessibility](https://ee.co.uk/accessibility)

## EVERYTHING OK?

If not, let us know. You can call customer services for help. If we haven't been able to resolve your complaint within eight weeks of you making it, you can contact 'Ombudsman Services: Communications'.

They provide a free independent dispute resolution service, and you can contact them on **0330 440 1614**, or at [ombudsman-services.org/communications](https://ombudsman-services.org/communications)

For more information about how we deal with complaints and how to get in touch, you can view our Customer Complaints Code online at [ee.co.uk/complaints](https://ee.co.uk/complaints)

## HOW YOU PAY

Thanks for paying by Direct Debit. Please see page 1 for when payment will be taken. You will see EE Broadband on your bank statement when payment is taken.

### All other ways to pay

For a full list of ways to pay go to [ee.co.uk/broadband-ways-to-pay](https://ee.co.uk/broadband-ways-to-pay)

EE Limited (registered in England no. 02382161)  
Registered Office: Trident Place Mosquito Way Hatfield  
Hertfordshire AL10 9BW



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## HOW WE WORKED OUT YOUR BILL

### Your EE Plan and add-ons

- > Fibre Broadband with landline. Unlimited usage allowance, inclusive wireless router
- > Inclusive weekend calls to UK Landlines starting with 01, 02, 03.

To find out more visit [ee.co.uk/myee](http://ee.co.uk/myee)

### Included with EE

- > Caller Display

Your bill in detail: 01604 812228

£25.09

### Monthly broadband charges

13 Sep - 12 Oct

Fibre Broadband with landline: £25.00

£30.00 (before discount)

> Includes Plan discount of -£5.00, ends 08 Jul, 2023

### Add-ons

Weekend calls to UK Landlines: £0.09

£2.09 (before discount)

> Includes Call add-on discount of -£2.00, ends 08 Jul, 2023

### What you've used

Out of allowance usage charges

£0.00

### WITHIN ALLOWANCE SUMMARY

| Type                          | Allowance | Used     |
|-------------------------------|-----------|----------|
| Landline                      |           |          |
| Weekend calls to UK landlines | Unlimited | 0:00 min |

### Your total charges

£25.09

(Including applicable taxes. This is not a VAT invoice.)