37002_1692763010<1793>_S897-PK411/1

Customer Reference Number
81256780

Your Telephone Number
01278 741040

Bill Date:	07 October 2018
Invoice No:	38322570

Your HomePhone & Broadband Bill

Total Charges including VAT **£20.91**

You will find a full breakdown of charges on the next page.

We will take £20.91 by Direct Debit from your account around the 19th October 2018.

YOU DO NOT NEED TO DO ANYTHING

DIRECT Debit

This is not a VAT invoice

pobroadband.co.uk

A fast and convenient way to manage your account is online at pobroadband.co.uk. You can view all your calls, add features, 'Loved Ones' and much more.

Contacting Us

Call: 0345 600 3210*

Lines open 7 days a week for any queries 8am-8pm Monday to Saturday (including bank holidays) and 9am-6pm Sunday

Write to us:
Post Office® Telecoms Services,
PO Box 14125, Selkirk, TD7 9AF

Router Returns:
Please send to:
Netlynk, 1 First Avenue,
Maybrook Industrial Estate,
Minworth, Birmingham, B76 1BA

Changes to our Terms & Conditions
We have recently updated our Terms and Conditions to incorporate the new Ofcom General Conditions regulations that came in to force 1st October 2018, please visit **www.postoffice.co.uk/broadband-phone/terms**

*Calls are free when made from an active Post Office HomePhone® line. Call charges apply from other service providers.

How we calculated your bill...

Balance from your last bill		£19.00
Payments made since your last bill - thank you *Payment received 19 Sep 2018 - £19.00*		CREDIT £19.00
Sub Total		**£0.00**

Your Service Charges for 01278 741040	Period	Cost ex VAT
Unlimited Broadband	07 Oct '18 - 06 Nov '18	£10.00
18 months Broadband Offer	07 Oct '18 - 06 Nov '18	CREDIT £8.33
HomePhone Line Rental	07 Oct '18 - 06 Nov '18	£14.15
Display Caller Number	07 Sep '18 - 06 Oct '18	£0.00
Total Service Charges exc VAT		**£15.82**

Call Usage Charges for 01278 741040	No. of Calls	Cost ex VAT
UK Calls	1	£1.59
Total Call Usage charges exc VAT		**£1.59**

Total new charges excluding VAT	£17.41
VAT	£3.50
Balance outstanding from your last bill	£0.00
Total Charges	**£20.91**

For an itemised list of calls, please see the next page or view your account online at pobroadband.co.uk

This is not a VAT invoice

Contacting Us

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A fast and convenient way to manage your account is online at pobroadband.co.uk. You can view all your calls, add features, 'Loved Ones' and much more.

Call us:
Call our Customer Care Line on 0345 600 3210* and quote your Customer Reference Number. Open 8am-8pm Monday to Saturday (including bank holidays) and 9am-6pm Sunday you'll always be able to speak to a real person in a UK-based call centre.

Write to us:
Post Office® Telecoms Services, PO Box 14125, Selkirk, TD7 9AF

Faults on the line:
If there is a problem with your line, please call the Customer Care Line on 0345 600 3210*. Lines are open 8am-9pm Monday to Saturday (including bank holidays) and 9am-6pm Sunday.

pobroadband.co.uk

Would you like a large print or a Braille bill? Call 0345 600 3210* to arrange this.

Your Itemised Bill for 01278 741040

Date	Time	Number Dialled	Destination	Duration	Cost
Mon 17 Sep	11:31:05	03308081871	National	12:10	1.590
Total				**12:10**	**1.590**

WiFi Services
WiFi Services are charges relating to a Mobile Virtual Network Operator (MVNO).
These are not charged at UK mobile rates.

Specialised Services
Calls to businesses e.g. Customer Care Lines. Numbers typically starting 0844 or 0871.

Need a number?
118 855
100p Per Call Service Charge plus your standard Access Charge

Numbers with Names
You can also replace numbers with names to make checking your bill easier. Just go online to pobroadband.co.uk

Moving home? We can help make it easier
If you're moving home, make sure we're on your to do list. Call us on 0345 600 3210* up to 90 days in advance of your move and we'll help to organise moving your Post Office Telecoms services to your new address.

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Ombudsman Services

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If you need to make a complaint you should contact us directly in the first instance. Contact details and our Complaints Code of Practice can be found at www.postoffice.co.uk/broadband-phone/cop. In the rare event you remain dissatisfied with the outcome after 8 weeks, free and independent alternative advice can be sought from the Telecommunications Ombudsman (Ombudsman Services Communications) on 0330 4401614 or at www.ombudsman-services.org/communications.