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Customer Reference Number

**81256780**

Your Telephone Number

**01278 741040**

Bill Date: 07 January 2019

Invoice No: 39445787

## Your HomePhone & Broadband Bill

Total Charges including VAT

**£19.00**

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

We will take **£19.00** by Direct Debit from your account around the 19th January 2019.

**YOU DO NOT NEED TO DO ANYTHING**



This is not a VAT invoice

[pobroadband.co.uk](http://pobroadband.co.uk)

A fast and convenient way to manage your account is online at [pobroadband.co.uk](http://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-and-phone/terms](http://www.postoffice.co.uk/broadband-and-phone/terms)



## How we calculated your bill...

Balance from your last bill	£26.32
Payments made since your last bill - thank you <i>Payment received 19 Dec 2018 - £26.32</i>	CREDIT £26.32

**Sub Total** **£0.00**

<b>Your Service Charges for 01278 741040</b>	<b>Period</b>	<b>Cost ex VAT</b>
Unlimited Broadband	07 Jan '19 - 06 Feb '19	£10.84
18 months Broadband Offer	07 Jan '19 - 06 Feb '19	CREDIT £9.16
HomePhone Line Rental	07 Jan '19 - 06 Feb '19	£14.15
Display Caller Number	07 Dec '18 - 06 Jan '19	£0.00

**Total Service Charges exc VAT** **£15.83**

**Total new charges excluding VAT** **£15.83**

**VAT** **£3.17**

**Balance outstanding from your last bill** **£0.00**

**Total Charges** **£19.00**

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### 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](http://pobroadband.co.uk)

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



### The small print

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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](http://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](http://www.ombudsman-services.org/communications).



