



Contact us | 150 from your EE phone
07953 966 250 from any other phone
Online at www.ee.co.uk

8 RAINSBOROUGH CRESCENT
NORTHAMPTON
NN4 8TG

Bill date: **5 January 2017**
Account holder:
8 Rainsborough Crescent
Account number: **122394154**
Bill number: **V01308215289**
Phone number: **07852 533272**

This is not a VAT invoice

Jan '17

Your last bill

Amount charged	£42.86
Payment received 13/12/16 by Direct Debit - Thank you	- £42.86

Your latest bill






Outstanding balance	£0.00
Your monthly plan charges	£31.22
New charges this month outside plan	£0.58
Your new balance	£31.80
VAT charged at 20% on £31.80	£6.36

Amount due

£38.16

We will collect £38.16 on or around 13/1/17

How to pay your bill

Payment method	Online	By phone
 Direct Debit	Direct Debit is the easiest, cheapest and most convenient way to pay. Set it up online by signing up to My EE at ee.co.uk/myee and follow the steps. You'll need your bank details: <ul style="list-style-type: none"> - Account name - Account holder address - Account number & sort code 	You can set up your Direct Debit by phone. Call 150 from your EE phone or 07953 966 250 from any other phone (charges may apply).
 Debit / credit card	Simply sign-up to My EE at ee.co.uk/myee and pay online with your credit or debit card.	To pay by phone with your credit or debit card just give us a ring on 150 from your EE phone or 07953 966 250 from any other phone (charges may apply).
We accept Visa, Visa Debit, MasterCard, Amex or Maestro.		
 Telephone / internet banking	If you use internet or telephone banking, you'll need the following information to make a payment: <ul style="list-style-type: none"> - EE Bank Account: 31012304 - EE Sort Code: 40-02-50 - Payment Reference: your EE account number Alternatively, you can look up EE & T-Mobile when selecting who to pay. Please allow at least 3 working days for your payment to reach us.	
 Cheque	Please fill out your payment slip, and send it to EE, PO Box 238, SHEFFIELD, S98 1PS together with your cheque made payable to "EE". Please write your EE account number and mobile phone number on the back, and allow at least 3 working days for your payment to reach us.	
 Bank	Take your completed payment slip to your bank, together with your payment (cash or cheque made payable to "EE"). Some banks may charge you for this service, and your payment may take up to 3 working days to reach us.	

If you don't pay by Direct Debit, internet or by telephone banking, a "Separate Payment Handling Charge" will be applied to your account. Please see ee.co.uk/prices for more information. If you choose to pay by Direct Debit, credit card, debit card, internet or telephone banking, you will see **EE & T-Mobile** on your bank statement for your payment.

Frequently asked questions

Q: How can I check my usage and/or manage my account?

A: The easiest and most convenient way to keep track of your usage is online. Simply sign up, or log in to ee.co.uk/myee. You can then download the **My EE app**, or you can choose to text or call us on 150 (charges may apply).

Q: What is a part free charge?

A: If you reach the end of your allowance during a call, you will see a 'Part Free' charge on your bill. This just means we've charged you for the bit of the call that wasn't in your allowance.

Q: How much have I been charged for calling 08, 09 and 118 numbers?

A: Calls to 0800 numbers are free. For calls to other 08, 09 and 118 numbers, your charge is made up of an Access Charge of 50p per minute plus a Service Charge which is set by the company you are calling. Please see ee.co.uk/ukcalling for more details.

Q: Why is my bill higher than normal?

A: You may have bought extra services, exceeded your allowance or it could be the result of changing your plan or number. Please take a look to understand how your bill was calculated, and if you're still not sure, or you have a query, feel free to call us on 150 (charges may apply).

Q: I don't recognise a charge on my bill?

A: You may have bought a third party service or download (e.g. an app for your phone). The charges may appear in more than one line. You can read more about these types of charges at www.ee.co.uk/help.

Q: Do my charges include VAT?

A: Charges on your EE bill are always shown without VAT. VAT is calculated on most charges, but we don't charge VAT on any usage made or received outside of the VAT territory of the EU, for insurance services or some 3rd party content. The total of your charges and applicable VAT will show on page 1 of your bill.

We always aim to give you the best service, however if we fail to do so you should call us on 150 (charges may apply). 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.

EE Limited, Trident Place, Mosquito Way, Hatfield, AL10 9BW; Company Reg No 02382161

2000084



User:
Mr Tony Sufa

Bill date:
5 January 2017

For phone number:
07852 533272

Charges summary

Your monthly plan charges

EE Regular - 2GB £36.99 £31.22

On this EE Regular 24 month plan you get 2GB of data, unlimited minutes and texts in the UK to all major UK networks, voicemail and landlines starting 01, 02 and 03 (except Channel Islands & Isle of Man).

Monthly charge total **£31.22**

What you used outside of allowance

Texts

2 texts outside of allowance £0.58

Total charges outside of allowance **£0.58**

That all adds up to **£31.80**

Texts

Outside allowance £0.584

number	number of messages	£
00355682190083	2	0.584



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Texts

Outside allowance £0.584

date	day	time	number		£
26 Dec	Mon	09:25	00355682190083	Intl	0.292
		09:25	00355682190083	Intl	0.292