



Contact us | 150 from your EE phone  
07953 966 250 from any other phone  
Online at [www.ee.co.uk](http://www.ee.co.uk)

MR SHAUN M. BRAMHULL  
THE WARDENS, STALKHURST CARAVAN  
IVYHOUSE LANE  
HASTINGS  
TN35 4NN

Invoice date/Tax point:  
**23 January 2018**  
Account holder:  
**Mr Shaun M. Bramhull**  
Account number: **112924161**  
Invoice number: **V01449235266**  
Phone number: **07896 815182**  
VAT reg number: **GB 245 7193 48**

**Jan '18**






## Your latest invoice

Your monthly plan charges	£31.17
New charges this month outside plan	£4.84
<b>Your new balance</b>	<b>£36.01</b>
<hr/>	
VAT charged at 20% on £24.01	£4.80
VAT exempt on £12.00	
<hr/>	

**Amount due** **£40.81**

We will collect £40.81 on or around 31/1/18

## How to pay your bill

Payment method	Online	By phone
<b>Direct Debit</b> 	Direct Debit is the easiest, cheapest and most convenient way to pay. Set it up online by signing up to <b>My EE</b> at <a href="http://ee.co.uk/myee">ee.co.uk/myee</a> and follow the steps. You'll need your bank details: <ul style="list-style-type: none"> <li>- Account name</li> <li>- Account holder address</li> <li>- Account number &amp; sort code</li> </ul>	You can set up your Direct Debit by phone. Call 150 from your EE phone or 07953 966 250 from any other phone.
<b>Debit / credit card</b> 	Simply sign-up to <b>My EE</b> at <a href="http://ee.co.uk/myee">ee.co.uk/myee</a> 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.
We accept Visa, Visa Debit, MasterCard, Amex or Maestro.		
<b>Telephone / internet banking</b> 	If you use internet or telephone banking, you'll need the following information to make a payment: <ul style="list-style-type: none"> <li>- EE Bank Account: 31012304</li> <li>- EE Sort Code: 40-02-50</li> <li>- Payment Reference: your EE account number</li> </ul> Alternatively, you can look up <b>EE &amp; T-Mobile</b> when selecting who to pay. Please allow at least 3 working days for your payment to reach us.	
<b>Cheque</b> 	Please fill out your payment slip, and send it to <b>EE, PO Box 238, SHEFFIELD, S98 1PS</b> 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.	
<b>Bank</b> 	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/businessprices](http://ee.co.uk/businessprices) 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: Why is my bill higher than normal?**

A: Your bill could be higher than normal for a number of reasons. You may have bought extra services, exceeded your allowance or it could be the result of changing your plan or bill date. 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.

**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 080 numbers are free. For calls to other 08, 09 and 118 numbers, your charge is made up of a maximum Access Charge of 42p per minute, plus a Service Charge which is set by the company you are calling. Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for more details.

**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](http://ee.co.uk/myee). You can then download the **My EE app**, or you can choose to text or call us on 150.

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

A: You may have bought a third party service which was billed via text message (e.g. a share price alert). The charges may appear in more than one line, so double check your bill before contacting us. You can read more about these types of charges at [www.ee.co.uk/help](http://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. 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](http://www.ombudsman-services.org) for more details.



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## Charges summary

### Your monthly plan charges

12m SIM 4G 20GB £21 £17.50

Your 4GEE SIM plan gives you 20GB of our superfast data, unlimited texts and unlimited calls to UK mobile and landlines, all of which you can use abroad in the EU.

London Underground WiFi Free

£20 off your next phone Free

You can get £20 off your next phone when you upgrade onto a pay monthly plan. After 6 months on this SIM only plan you can claim your discount. Call 150 or pop into an EE store. £20 discount offer ends 36 months from the date you joined the plan.

200 UK Picture Msg pack £1.67

200 picture messages to send from the UK to anyone within UK. The allowance will refresh on your bill date.

Full Cover £12.00

**Monthly charge total £31.17**

### What you used - Unlimited

You've used 320:28 minutes from your unlimited UK and European Roaming minutes allowance.

You've used 92 texts from your unlimited UK and EU Roaming text allowance.

### What you used outside of allowance

#### Calls

08:45 mins outside of allowance £4.55

#### Texts

1 text outside of allowance £0.29

**Total charges outside of allowance £4.84**

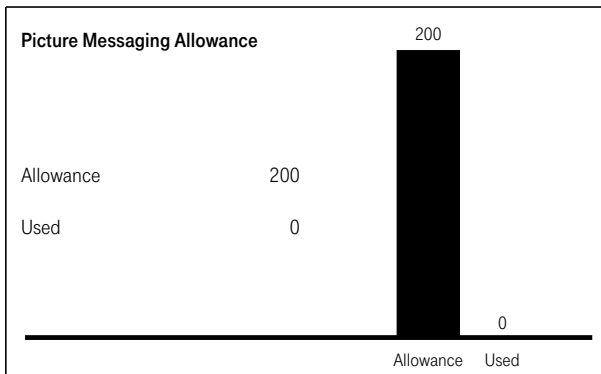
**That all adds up to £36.01**

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## How you used your allowance



## Calls

Outside allowance £4.552

number	place called	number of calls	total call length hr:min:sec	£
08713602395		1	8:45	4.552

## Texts

Outside allowance £0.292

number	number of messages	£
0032475421589	1	0.292



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## Calls

### Within allowance

date	day	time	number	place called	call length hr:min:sec
23 Dec	SAT	18:27	01424 461111	Hastings	0:27
		20:00	01245 226003	Chelmsford	7:26
24 Dec	SUN	12:43	01621 894155	Maldon	0:03
		12:45	01621 894155	Maldon	0:08
		12:52	01621 894155	Maldon	0:04
26 Dec	Tue	15:56	01245 226003	Chelmsford	25:50
27 Dec	Wed	20:09	01424 461111	Hastings	0:41
		20:50	01245 226003	Chelmsford	4:08
28 Dec	Thu	18:52	01245 226003	Chelmsford	7:09
29 Dec	Fri	10:03	07845 072399	Other Network	0:10
30 Dec	SAT	18:14	01245 226003	Chelmsford	5:08
2 Jan	Tue	18:20	01245 226003	Chelmsford	10:26
3 Jan	Wed	11:39	01245 226003	Chelmsford	1:58
		19:59	01245 226003	Chelmsford	15:37
4 Jan	Thu	15:44	01424 722250	Hastings	1:34
		19:53	01245 226003	Chelmsford	3:08
5 Jan	Fri	15:42	01424 773344	Hastings	2:00
		16:02	01279 873333	B Stortfd	5:42
		16:11	07970 745621	Other Network	0:03
		16:37	01424 751595	Hastings	1:30
		20:58	01245 226003	Chelmsford	4:21
6 Jan	SAT	15:44	Voicemail		0:31
		19:18	01245 226003	Chelmsford	4:15
7 Jan	SUN	17:43	01245 226003	Chelmsford	6:06
8 Jan	Mon	18:45	01245 226003	Chelmsford	10:04
9 Jan	Tue	20:59	01245 226003	Chelmsford	2:30
10 Jan	Wed	10:48	07974 160858	Other Network	10:02
		10:58	07810 606130	Other Network	2:41
		19:59	01245 226003	Chelmsford	11:09
11 Jan	Thu	10:43	07810 606130	Other Network	2:10
		13:57	07974 160858	Other Network	0:05
		13:58	07974 160858	Other Network	0:05
		14:07	0345 0269561	Local Rate	6:13
		17:09	01621 894155	Maldon	15:39
		19:54	01245 226003	Chelmsford	4:52
12 Jan	Fri	05:38	01424 247247	Hastings	0:32
		15:01	01424 773344	Hastings	1:18
		15:03	07513 160749	Other Network	0:40
14 Jan	SUN	13:42	01245 226003	Chelmsford	1:50
		17:47	01424 461111	Hastings	0:29
		19:37	01245 226003	Chelmsford	4:13
15 Jan	Mon	18:27	01245 226003	Chelmsford	10:58
16 Jan	Tue	09:57	07810 606130	Other Network	0:30
		11:50	07703 562471	Other Network	0:21
		15:00	07974 160858	Other Network	0:04
		15:02	07974 160858	Other Network	3:16
		18:10	01621 894155	Maldon	6:52
		18:42	01245 226003	Chelmsford	13:34

continued over >

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### Within allowance cont...

date	day	time	number	place called	call length hr:min:sec
17 Jan	Wed	15:26	07833 555295	Other Network	4:46
		15:45	07974 160858	Other Network	0:03
		15:47	07974 160858	Other Network	0:04
		15:47	07974 160858	Other Network	0:04
		16:23	07974 160858	Other Network	0:03
		20:20	01245 226003	Chelmsford	8:54
18 Jan	Thu	12:08	07974 160858	Other Network	0:04
		18:33	01245 226003	Chelmsford	14:26
20 Jan	SAT	18:25	01424 461111	Hastings	0:36
		19:03	01245 226003	Chelmsford	10:29
21 Jan	SUN	08:04	01293 579999	Crawley	31:58
		08:43	03333222333		4:51
		09:03	01621 894155	Maldon	6:56
		17:37	01245 226003	Chelmsford	13:41
22 Jan	Mon	15:34	07976 304053	EE	0:54
		18:10	01245 226003	Chelmsford	4:06

### Outside allowance £4.552

date	day	time	number	place called	call length hr:min:sec	£
21 Jan	SUN	08:53	08713602395	Access Charge	8:45	3.750
		08:53	08713602395	Service Charge	8:45	0.802

## Texts

### Within allowance

date	day	time	number
23 Dec	SAT	12:07	07734 210508
		12:08	07734 210508
24 Dec	SUN	09:09	07565 606950
		09:09	07565 606950
25 Dec	Mon	10:08	07415 394309
26 Dec	Tue	09:58	07565 606950
27 Dec	Wed	06:55	07703 562471
		06:57	07703 562471
		07:05	07703 562471
		07:05	07703 562471
		07:07	07703 562471
		11:28	07565 606950
		11:49	07565 606950
		11:50	07565 606950
29 Dec	Fri	18:29	07565 606950
		18:30	07565 606950
30 Dec	SAT	07:24	07703 562471
		09:12	07703 562471
		09:51	07703 562471
		09:51	07703 562471
31 Dec	SUN	17:34	07565 606950
		17:47	07716 376427
1 Jan	Mon	08:37	07565 606950
2 Jan	Tue	07:44	07976 218137



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Within allowance cont...

date	day	time	number
2 Jan	Tue	07:44	07976 218137
		07:44	07976 218137
		07:44	07976 218137
3 Jan	Wed	06:43	07703 562471
		06:43	07703 562471
		09:06	07835 059562
		15:29	07581 455194
5 Jan	Fri	09:57	07581 455194
		13:52	07581 455194
		15:34	07976 218137
		15:34	07976 218137
6 Jan	SAT	09:13	07565 606950
		09:25	07565 606950
		09:30	07565 606950
		09:45	07565 606950
		09:45	07565 606950
		10:21	07565 606950
		10:25	07565 606950
10 Jan	Wed	06:49	07475 468290
		12:01	07581 455194
		12:01	07581 455194
		12:01	07581 455194
		12:02	07703 562471
		12:02	07703 562471
		12:02	07703 562471
		12:02	07835 059562
		12:02	07835 059562
		12:02	07835 059562
		12:03	07828 316317
		12:03	07828 316317
		12:03	07828 316317
		12:03	07999 251834
		12:03	07999 251834
		12:03	07999 251834
		12:03	07727 016861
		12:04	07727 016861
		12:04	07727 016861
		12:04	07710 062380
12:04	07710 062380		
12:04	07710 062380		
12:06	07927 347159		
12:06	07927 347159		
12:06	07927 347159		
12 Jan	Fri	15:00	07703 562471
		15:38	07703 562471
		18:01	07565 606950
14 Jan	SUN	08:19	07565 606950
		08:19	07565 606950
		11:04	07565 606950
		11:06	07565 606950

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Within allowance cont...

date	day	time	number
14 Jan	SUN	11:47	07565 606950
15 Jan	Mon	07:41	07565 606950
		07:41	07565 606950
		07:41	07565 606950
		07:41	07565 606950
		15:34	07703 562471
19 Jan	Fri	17:30	073803 15666
		17:30	073803 15666
		17:35	073803 15666
		17:39	073803 15666
20 Jan	SAT	11:57	07703 562471
21 Jan	SUN	10:50	07565 606950
22 Jan	Mon	15:03	07703 562471
		15:03	07703 562471
		15:04	07703 562471
		15:52	07703 562471

Outside allowance £0.292

date	day	time	number	£
9 Jan	Tue	13:07	0032475421589	0.292