

PER KALLSTROM  
Vape Green Ltd  
OFFICE Y13 ABACUS HOUSE 207-11 THE VALE  
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LONDON  
UK  
W3 7QS

# Invoice No.120488

Date Due 22 December 2017

**Balance Due**

**£83.28**

Payment by Direct Debit - the total amount will be debited from your bank account 14 days from the invoice date.

## Invoice Summary

Rental charges	£48.74
Other charges	£12.86
Ad hoc charges	£0.00
Usage charges	£7.80
Website charges	£0.00

Total ex VAT	£69.40
VAT on £69.40 @ 20%	£13.88
<b>Amount due</b>	<b>£83.28</b>

## Any Questions?

Invoice Date  
**08 December 2017**

Account Number  
**217011**

Phone  
**0203 617 9950**  
Monday to Friday 9am to 6pm

Email  
[customerservice@bonline.com](mailto:customerservice@bonline.com)

Will I be billed separately for all my bOnline services?

No, you will receive one convenient, easy to follow bill for all of your bOnline services.

**My first bill appears to be higher than expected?**

This is because your first bill covers more days than your normal monthly bill.

You will be charged phone line rental on a pro-rated basis from the day your phone line transfers to us to the invoice date plus a full month ahead in advance. This is standard industry practice.

## Complaints

Do you have a complaint?

Contact us, we are always happy to help. Call **020 3617 9950** or email [customerservice@bonline.com](mailto:customerservice@bonline.com)

Resolving your complaint

We aim to resolve issues immediately, if not within two business days. Not satisfied? We will escalate your case and if not resolved within 8 weeks we will refer you to the ombudsman services.