



Welcome to our mobile network

Eric McDonald
233 WHITELEES ROAD
CUMBERNAULD
GLASGOW
G67 3DL

Billed to date: 13-Sep-2018
Bill reference: 134032502350
Your customer no.: 48763782

For Customer Care

From a Tesco Mobile phone: **4455**

From a landline: **0345 301 4455**

Customer Care is open:
Monday to Friday 8am-9pm
Saturday 8am-8pm
Sunday 10am-6pm



Clubcard points this month: 66

Clubcard Number: *****6502

Bill for mobile(s)

07736053087 Liana
07988729934 eric

Your total bill £66.83

Summary

User charges	62.83
Adjustments, charges & credits	4.00
Total charge	66.83
Previous bill	63.65
Payments received	-63.65
Amount due	66.83

What do you do now? Absolutely nothing. **£66.83** will be debited from your bank on **01 October 2018** by Direct Debit.

Your allowances are renewed on the 14th of each month

Bill not what you're expecting?
You can check the details from page 3 onwards.

Tesco Mobile Limited is authorised and regulated by the Financial Conduct Authority for its credit offering; No. 723698. Registered in England No. 4780736. Registered Office: Tesco House; Shire Park, Kestrel Way, Welwyn Garden City, AL7 1GA. VAT No. 815384524.

Get to the bottom of your bill

- Understand why some picture message charges might look unusual.
- Find out why calls from last month might appear on your bill

Go to www.tescomobile.com/billinfo to find out about all this and more.

Want to do account stuff when it suits you?

Call 4488 free to: change safety buffers, listen to usage info, make a payment and more

Download our free app to: change safety buffers, view bills and usage, check extra charges and more

Not happy about something?

Our Customer Care team will do everything we can to resolve your complaint. You can email us, write to us or call us.

If you're not happy with how we deal with your complaint, please ask to speak to a manager.

If you're still not satisfied after eight weeks, you can go to the Telecommunications Ombudsman online: www.ombudsman-services.org/communications, by phone: 0330 440 1614 or by post: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU.

They'll want to know how our Customer Concerns Management team dealt with your complaint and why you're not happy, so please

How to contact Tesco Mobile

By Email

<http://www.tescomobile.com/emailus>

By phone

- Call 4455 from a Tesco Mobile phone
- Call 0345 301 4455 from a landline

By post

Tesco Mobile
c/o Billing Team
Dumers Lane
Radcliffe
Bury
BL9 9QL

Customer Care is open 8:00am to 9:00pm Monday to Friday, 8:00am to 8:00pm Saturday and 10:00am to 6:00pm Sunday

Summary of charges

User charges for 07736053087 Liana (£12.50 Usage Contract (24 Months))

	From Date	To Date	Cost	Charge (£)
Usage Summary				
Data	13/08/2018	13/09/2018	0.00	0.00
SMS	15/08/2018	13/09/2018	3.00	3.00
UK Calls	15/08/2018	13/09/2018	0.00	0.00
MMS	21/08/2018	21/08/2018	0.25	0.25
Non-standard Calls	31/08/2018	31/08/2018	0.76	0.76
Roaming in the EU	03/09/2018	07/09/2018	0.00	0.00
Tariff				
Monthly subscription	14/09/2018	13/10/2018		12.50
Device credit agreement				
Samsung Galaxy S8 Orchid Grey	14/09/2018	13/10/2018		31.50
Total charges for 07736053087				48.01

User charges for 07988729934 eric (£12.50 SIM only 12 month contract)

	From Date	To Date	Cost	Charge (£)
Usage Summary				
Data	14/08/2018	13/09/2018	0.00	0.00
SMS	14/08/2018	13/09/2018	0.00	0.00
UK Calls	16/08/2018	11/09/2018	0.00	0.00
Non-standard Calls	27/08/2018	01/09/2018	2.07	2.07
MMS	29/08/2018	29/08/2018	0.25	0.25
Roaming in the EU	03/09/2018	07/09/2018	0.00	0.00
Tariff				
Monthly subscription	14/09/2018	13/10/2018		12.50
Total charges for 07988729934				14.82
Total user charges				62.83

Adjustments, charges and credits

From Date	To Date	Description	Charge (£)
14/09/2018	13/10/2018	6GB - mobile data for 07988729934	0.00
14/09/2018	13/10/2018	Family Perk - £1 off a month for 07988729934	-1.00
14/09/2018	13/10/2018	6GB- Data for 07736053087	5.00
Total Adjustments, charges & credits			4.00

Payments received

Date	Type	Reference	Amount (£)
03/09/2018	Direct Debit Payments		-63.65
Total Payments			-63.65