

MR WILLIAM DRACOTT
30 TRYM SIDE
BRISTOL
BS9 2HB

Bill date: **11 November 2012**
Account holder:
Mr William Dracott
Account number: **70264273**
Invoice number: **V00871660771**
Phone number: **07837 796842**

Nov '12

Your last bill

Amount charged	£41.72
Payment received 26/10/12 by Direct Debit - Thank you	- £41.72

Your latest bill

Outstanding balance	£0.00
Your monthly plan charges	£22.06
New charges this month outside plan	£6.15
Your new balance	£28.21
<hr/>	
VAT charged at 20% on £28.21	£5.64

Amount due

£33.85

We will collect £33.85 on or around 26/11/12

FAQ

Q: Can I check my allowance and manage my account online?

A: Yes – it's easy, convenient and free. Just sign-up or login at www.t-mobile.co.uk/myt-mobile and you can check your remaining allowance online, see fully itemised bills, check your recent calls and downloads, pay your bill and even change your price plan. You can also call 150 from your T-Mobile phone to hear account balance and allowance information.

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

A: Occasionally you might not recognise a charge for a service or download you've ordered. Some 3rd party multi-media and download providers don't always provide clear descriptions we can use on your bill. At times we have to use our own descriptions. Some 3rd parties also split their charges, so a £3 download may be shown as 2 charges of £1.50 on your bill. For detailed information, or to query a charge on your bill, visit www.t-mobile.co.uk/shortcodeservices

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 included in your allowance.

Q: Can I change my price plan?

A: Yes, you can upgrade to a higher priced plan free of charge as often as once a month. Provided you give us at least four days notice the change will take effect from the date of your next bill. Either change online at www.t-mobile.co.uk/myt-mobile or call 150 from your T-Mobile phone.

Q: I'm not on Direct Debit / My Direct Debit is not yet active, how else can I pay my bill?

A: See our 'Easy Ways to Pay' section.

Q: I've got some more questions.

A: Check out our 'Help & support' section at www.t-mobile.co.uk/welcome

Communications and Internet Services Adjudication Scheme (CISAS)

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.cisas.org.uk for more details.

Contact Us

We're always here to help, however you want to get in touch:

Information: www.t-mobile.co.uk
Letter: Customer Services
Everything Everywhere Limited
6 Camberwell Way, Doxford
Sunderland, SR3 3XN
Email us by visiting: www.t-mobile.co.uk/billenquiry
Phone: 150 from your T-Mobile phone and
0845 412 5000 from any other phone
(charged at local rate from a UK
landline)

Registered company details:

Head Office: Everything Everywhere Limited
Hatfield Business Park
Hertfordshire AL10 9BW
Company Number: Registered No 02382161
VAT Number: GB 771 5920 16

Easy Ways to Pay

Direct Debit – With Direct Debit your bill is paid every month direct from your bank account. It's hassle free, easy to set up, there's no extra charge and you're fully protected by the Direct Debit guarantee. Just call us on 150 and we can arrange it in no time.

If you're using one of the payment methods below you need to make sure payment reaches us by the date on the front of your bill or it may affect your service. If you don't pay by Direct Debit, online or by telephone banking, there's a £3 charge shown on your bill as a 'Separate Payment Handling Charge'.

Telephone or Internet banking – Just add **EE & T-Mobile** as a payee to your bank account using our details below. You'll need to pay at least 5 working days before your payment date in order for it to clear.

Our Bank Account Number: 31012304
Our Sort Code: 40-02-50
Your Account Number: Shown on your bill

Alternatively, you can look up **EE & T-Mobile** when selecting a business to pay.

Credit or Debit card – Call us on 150 from your T-Mobile phone to pay by credit or debit card. Please have your card ready when you call. We accept Visa, Visa Debit, MasterCard, Amex or Maestro.

Whichever way you choose to pay, you will see **EE & T-Mobile** on your bank statement for your T-Mobile payment.

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Charges summary

Your monthly plan charges

600Mins&500Text(24)25 £22.06

You get 600 minutes and 500 texts on this 24 month plan. Your minutes and texts are from the UK to UK mobile networks and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).

Internet Booster (FB) Free

Internet Booster gives you unlimited internet on your phone in the UK

Monthly charge total **£22.06**

What you used outside of allowance

Calls

28:16 mins outside of allowance £5.30

Texts

3 texts outside of allowance £0.51

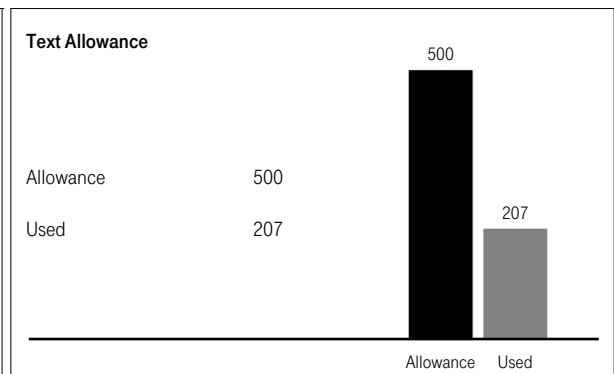
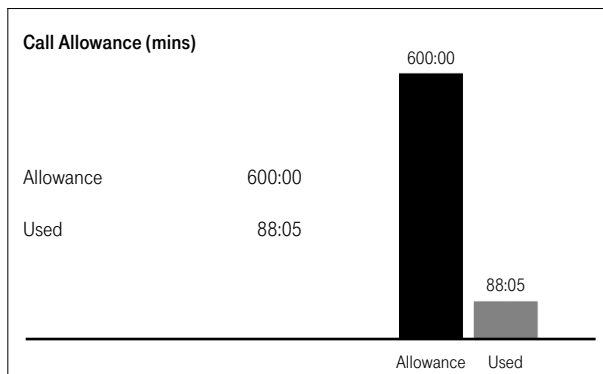
Picture messages

2 messages outside of allowance £0.34

Total charges outside of allowance **£6.15**

That all adds up to **£28.21**

How you used your allowance



User:
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Calls

Outside allowance **£5.297**

number	place called	number of calls	total call length hr:min:sec	£
07573 398805	Other Network	23	20:52	2.778
08442480844		2	7:24	2.519

Texts

Outside allowance **£0.510**

number	number of messages	£
0034647811778	3	0.510

Picture messages

Outside allowance **£0.340**

number	number of messages	£
07786 506651	1	0.170
07904 366770	1	0.170

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Calls

Within allowance

date	day	time	number	place called	call length hr:min:sec
10 Oct	Wed	18:56	07791 377731	Other Network	0:35
11 Oct	Thu	09:54	07791 377731	Other Network	0:31
		11:05	07791 377731	Other Network	5:18
		11:29	07972 580326	T-Mobile	0:22
		14:32	07756 296961	Other Network	0:12
12 Oct	Fri	09:53	03339000024		0:43
		15:15	07904 366770	Other Network Offnet Call	0:29
15 Oct	Mon	16:13	07904 366770	Other Network Offnet Call	0:44
16 Oct	Tue	11:21	07745 939157	Other Network	0:07
		11:21	07745 939157	Other Network	0:26
		17:51	07815 976146	Other Network	0:29
		19:51	07815 976146	Other Network	17:37
17 Oct	Wed	12:23	07787 942976	Other Network	2:07
		12:52	07745 939157	Other Network	1:31
		14:01	07745 939157	Other Network	0:49
18 Oct	Thu	08:32	07904 366770	Other Network Offnet Call	0:23
		19:05	07584 324965	Other Network	2:03
22 Oct	Mon	15:05	07882 072005	Other Network	6:32
23 Oct	Tue	09:01	01117 9222100	Bristol	6:58
		18:22	07598 098698	Other Network	0:43
		18:25	07963 824249	Other Network	0:35
		20:36	07734 175292	Other Network	0:26
25 Oct	Thu	14:14	07747 101973	Other Network Offnet Call	0:37
		14:15	07932 517690	T-Mobile	0:50
26 Oct	Fri	15:13	07815 976146	Other Network	1:48
		16:33	07747 101973	Other Network Offnet Call	1:20
		16:35	07590 060232	Other Network	7:31
29 Oct	Mon	14:33	07747 101973	Other Network Offnet Call	1:35
		14:35	07904 366770	Other Network Offnet Call	0:23
		19:08	07904 366770	Other Network Offnet Call	0:37
		19:39	07904 366770	Other Network Offnet Call	0:22
30 Oct	Tue	12:58	07747 101973	Other Network Offnet Call	0:49
		17:44	07715 596719	Other Network	7:21
1 Nov	Thu	12:57	07791 377731	Other Network	0:29
2 Nov	Fri	17:48	07503 017269	Other Network	0:34
7 Nov	Wed	09:54	01117 3004106	Bristol	0:45
		09:55	01117 3004106	Bristol	7:02
8 Nov	Thu	13:42	07722 155345	Other Network	4:04
9 Nov	Fri	10:13	07904 366770	Other Network Offnet Call	1:31
		14:28	07738 637840	Other Network	0:17
10 Nov	SAT	09:31	07866 299783	Other Network Offnet Call	0:21
		11:38	07866 299783	Other Network Offnet Call	0:09

Outside allowance £5.297

date	day	time	number	place called	call length hr:min:sec	£
10 Oct	Wed	18:02	07573 398805	Other Network	0:22	0.102
		18:55	07573 398805	Other Network	1:02	0.106
11 Oct	Thu	11:01	07573 398805	Other Network	0:35	0.102

continued over >

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Outside allowance £5.297 cont...

date	day	time	number	place called	call length hr:min:sec	£
11 Oct	Thu	12:46	07573 398805	Other Network	0:28	0.102
13 Oct	SAT	12:44	07573 398805	Other Network	0:51	0.102
16 Oct	Tue	13:21	07573 398805	Other Network	1:08	0.116
		13:28	07573 398805	Other Network	0:34	0.102
		17:50	07573 398805	Other Network	1:08	0.116
17 Oct	Wed	11:42	07573 398805	Other Network	0:18	0.102
19 Oct	Fri	11:42	07573 398805	Other Network	0:19	0.102
23 Oct	Tue	13:48	07573 398805	Other Network	0:35	0.102
		13:49	07573 398805	Other Network	0:06	0.102
		18:18	07573 398805	Other Network	2:30	0.255
		20:36	07573 398805	Other Network	1:01	0.104
26 Oct	Fri	07:06	07573 398805	Other Network	0:31	0.102
		15:38	07573 398805	Other Network	0:23	0.102
		16:27	08442480844		3:21	1.140
		19:40	08442480844		4:03	1.379
30 Oct	Tue	12:57	07573 398805	Other Network	1:20	0.136
31 Oct	Wed	14:14	07573 398805	Other Network	0:49	0.102
		15:43	07573 398805	Other Network	1:06	0.112
1 Nov	Thu	12:55	07573 398805	Other Network	1:05	0.111
6 Nov	Tue	13:31	07573 398805	Other Network	0:48	0.102
7 Nov	Wed	09:52	07573 398805	Other Network	1:13	0.124
8 Nov	Thu	13:39	07573 398805	Other Network	2:40	0.272

Texts

Within allowance

date	day	time	number	
10 Oct	Wed	16:14	07575 063603	
12 Oct	Fri	06:37	Twitter	
		17:57	07786 506651	
13 Oct	SAT	20:58	07869 213544	
15 Oct	Mon	07:19	07849 760388	
		10:22	07756 296961	
		14:19	07869 213544	
		14:24	07869 213544	
		15:53	07869 213544	
		15:55	07969 953013	Offnet Text
		16:10	07810 771448	
		16:20	07894 522537	
		16:33	07969 953013	Offnet Text
		16:35	07810 771448	
		16:36	07969 953013	Offnet Text
		16:41	07810 771448	
		16:41	07969 953013	Offnet Text
		16:45	07810 771448	
16 Oct	Tue	07:06	07919 425033	
		08:31	07745 939157	
		11:28	07756 296961	
		15:40	07869 213544	
		17:57	07585 336023	
17 Oct	Wed	09:11	07972 580326	
		09:11	07972 580326	

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Within allowance cont...

date	day	time	number	
17 Oct	Wed	12:01	07787 942976	
		12:50	07868 042297	
		12:55	07787 942976	
		13:12	07745 939157	
		13:52	07745 939157	
		14:50	07511 803244	
		15:06	07511 803244	
		15:13	07511 803244	
		15:23	07511 803244	
		15:26	07511 803244	
		16:52	07511 803244	
		18:17	07868 042297	
		18:19	07904 366770	Offnet Text
		18:38	07904 366770	Offnet Text
20:12	07511 803244			
20:26	07868 042297			
18 Oct	Thu	09:29	07760 399218	
		11:10	07904 366770	Offnet Text
		17:58	07585 336023	
		19:51	07868 042297	
		21:14	07869 213544	
		21:37	07869 213544	
21:53	07869 213544			
19 Oct	Fri	08:58	07904 366770	Offnet Text
		09:08	07810 771448	
		12:28	07810 771448	
		15:18	07904 366770	Offnet Text
		17:06	07869 213544	
		17:06	07869 213544	
		17:14	07869 213544	
		17:26	07869 213544	
		17:42	07869 213544	
		17:42	07869 213544	
		17:48	07869 213544	
		18:01	07869 213544	
		18:01	07869 213544	
		18:16	07869 213544	
18:16	07869 213544			
18:25	07869 213544			
18:25	07869 213544			
18:25	07869 213544			
20 Oct	SAT	11:58	07719 923772	
		15:03	07869 213544	
		15:15	07869 213544	
		15:21	07869 213544	
		15:25	07869 213544	
		15:32	07869 213544	
		15:32	07869 213544	
		15:41	07869 213544	
15:44	07869 213544			

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Within allowance cont...

date	day	time	number
20 Oct	SAT	15:49	07869 213544
22 Oct	Mon	07:11	07756 296961
		08:30	07887 775519
		08:31	07585 336023
		08:31	07972 580326
		09:20	07585 336023
		13:28	07810 771448
		15:04	07810 771448
		17:56	07585 336023
23 Oct	Tue	08:58	07734 175292
		18:35	07766 130310 Offnet Text
		18:35	07766 130310 Offnet Text
		20:40	07734 175292
		21:03	07734 175292
24 Oct	Wed	13:55	07734 175292
		15:24	07734 175292
25 Oct	Thu	13:57	07868 042297
		14:14	07868 042297
		15:29	07527 447201
		15:29	07527 447201
		17:56	07919 425033
		17:58	07585 336023
26 Oct	Fri	07:00	07919 425033
		07:01	07756 296961
		07:17	07747 101973 Offnet Text
		15:16	07904 366770 Offnet Text
		18:00	07402 390549
		18:33	07402 390549
		21:26	07747 101973 Offnet Text
27 Oct	SAT	09:45	07904 366770 Offnet Text
		14:17	07919 425033
29 Oct	Mon	13:23	07849 760388
		15:20	07747 101973 Offnet Text
		15:20	07849 760388
		17:55	07585 336023
		17:56	07585 336023
30 Oct	Tue	08:38	07747 101973 Offnet Text
		08:38	07747 101973 Offnet Text
		08:38	07747 101973 Offnet Text
		08:38	07747 101973 Offnet Text
		10:58	07868 042297
		13:01	07747 101973 Offnet Text
		13:01	07747 101973 Offnet Text
		14:46	07747 101973 Offnet Text
		15:36	07904 366770 Offnet Text
		17:55	07904 219275
		17:55	07585 336023
		19:35	07904 219275
		22:07	07904 219275
		22:11	07747 101973 Offnet Text
		22:11	07747 101973 Offnet Text
		22:11	07747 101973 Offnet Text
		22:11	07919 425033
31 Oct	Wed	08:04	07747 101973 Offnet Text

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Within allowance cont...

date	day	time	number	
31 Oct	Wed	08:04	07747 101973	Offnet Text
		08:04	07747 101973	Offnet Text
		08:04	07747 101973	Offnet Text
		08:04	07747 101973	Offnet Text
		11:07	07747 101973	Offnet Text
		11:45	07715 596719	
		12:28	07554 295749	
		14:19	07904 366770	Offnet Text
		14:20	07734 175292	
		15:43	07904 366770	Offnet Text
		15:49	07904 366770	Offnet Text
		17:45	07747 101973	Offnet Text
		17:45	07747 101973	Offnet Text
		20:36	07868 042297	
20:47	07868 042297			
1 Nov	Thu	07:20	07581 306376	Offnet Text
		07:20	07581 306376	Offnet Text
		09:59	07747 101973	Offnet Text
		11:32	07585 336023	
		11:37	07585 336023	
		12:56	07904 366770	Offnet Text
		12:58	07791 377731	
		13:00	07715 596719	
		13:22	07904 219275	
		13:26	07904 219275	
		14:14	07972 580326	
		14:14	07972 580326	
		19:52	07904 366770	Offnet Text
		20:41	07904 366770	Offnet Text
2 Nov	Fri	12:50	07904 366770	Offnet Text
		14:40	07904 366770	Offnet Text
		14:40	07904 366770	Offnet Text
		14:47	07904 366770	Offnet Text
		14:53	07972 580326	
3 Nov	SAT	09:45	07786 506651	
		10:15	07786 506651	
		11:00	07786 506651	
		11:40	07786 506651	
		13:11	07786 506651	
		13:44	07786 506651	
		14:03	07786 506651	
		14:24	07786 506651	
18:21	07800 860812	Offnet Text		
4 Nov	SUN	08:12	07756 296961	
		09:03	07747 101973	Offnet Text
		11:23	07760 166107	
		12:37	07747 101973	Offnet Text
		12:37	07747 101973	Offnet Text
18:40	07747 101973	Offnet Text		
5 Nov	Mon	08:58	07904 366770	Offnet Text

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Within allowance cont...

date	day	time	number	
5 Nov	Mon	10:59	07599 729793	
		12:37	07969 953013	Offnet Text
		15:48	07810 771448	
		18:02	07793 238484	
6 Nov	Tue	13:33	07882 072005	
		14:19	07868 042297	
7 Nov	Wed	15:50	07849 760388	
		16:07	07849 760388	
		16:07	07849 760388	
		16:34	07800 860812	Offnet Text
8 Nov	Thu	09:52	07747 101973	Offnet Text
		13:59	07747 101973	Offnet Text
		17:15	07849 760388	
9 Nov	Fri	08:57	07747 101973	Offnet Text
		08:58	07904 366770	Offnet Text
		19:33	07786 506651	
10 Nov	SAT	07:11	07904 366770	Offnet Text
		07:12	07800 860812	Offnet Text
		09:05	07866 299783	Offnet Text
		09:08	07866 299783	Offnet Text
		10:21	07866 299783	Offnet Text
		10:21	07866 299783	Offnet Text
		10:59	07747 101973	Offnet Text
		11:08	07866 299783	Offnet Text
		11:08	07866 299783	Offnet Text
		11:08	07866 299783	Offnet Text
		11:08	07866 299783	Offnet Text
11:12	07866 299783	Offnet Text		

Outside allowance £0.510

date	day	time	number	£
17 Oct	Wed	13:12	0034647811778	0.170
6 Nov	Tue	18:51	0034647811778	0.170
		18:58	0034647811778	0.170

Picture messages

Outside allowance £0.340

date	day	time	number	£
25 Oct	Thu	14:30	07786 506651	0.170
27 Oct	SAT	15:36	07904 366770	0.170