


Mr Victor Ong
The Flat
31 High Street Tutbury
Burton upon Trent
DE13 9LS

Account Number A3931821142
Bill Date 10th August 2015
Call Limit £250

Your bill

for phone number 01543830225
Your package is : **Tesco Broadband Evenings and Weekends**



Collect 1 Clubcard point for every £1 you spend on your package, line rental and calls

Clubcard points added to your account for payments received this month: **15 points**

We'll add the points to your Clubcard (634004XXXXXXXXX0552) once we've collected your payment for this bill.



Your Package	
Your Package Charges	£0.00
Line Rental	£15.40
Additional Features(see over for details)	£0.00
Total Package Charges (Incl. VAT)	£15.40

Your Call Charges up to 9th August 2015	
Calls Inside Your Package (0)	£0.00
Calls Outside Your Package (0)	£0.00
Total Call Charges (Incl. VAT)	£0.00

Other Charges and Adjustments	
Total Other Charges and Adjustments(Incl. VAT)	£0.00

Total Package, Call and Other Charges £15.40
VAT included within the total above £2.57

Total of Current Bill £15.40

Balance on Last Bill £15.40
Payment Received £15.40

Total to Pay £15.40

The amount due this month is £15.40. Don't worry, you don't have to do anything, this payment will be taken automatically by Direct Debit on or immediately after **24th August 2015**.



Details of your payments

Payment received	24-07-15	£15.40
Total payments received		£15.40

Details of your Package Charges

Broadband Package	10-08-15 to 09-09-15	£6.00
Free Broadband Promotion	10-08-15 to 09-09-15	£-6.00
Calls Package	10-08-15 to 09-09-15	£0.00
Line Rental	10-08-15 to 09-09-15	£15.40
Voice Mail	10-08-15 to 09-09-15	£0.00
Total Package Charges (Incl. VAT)		£15.40

Details of your Call Charges

Calls Inside Your Package		
Local / National Calls (0)		£0.00
Calls Outside Your Package		
Local / National Calls (0)		£0.00
International Calls (0)		£0.00
Premium Calls (0)		£0.00
Other Calls (0)		£0.00
Total Call Charges (Incl. VAT)		£0.00

Need help?

Visit:	www.tescobroadband.com
Call:	0345 30 400 30
Email:	support@tescobroadband.com
Tweet:	@tescobroadband
Write:	Tesco Broadband, PO Box 3002, Sheffield, S97 3GP

If we have been unable to resolve a complaint raised by you within eight weeks, you have the right to ask Ombudsman Services to investigate your complaint at no cost.

Information

From 1st July, Ofcom changed the way calls to numbers starting with 08, 09 and 118 are charged, making them simpler to understand. These changes have been communicated through a campaign called UK Calling (www.UKcalling.info)

Call charges for these numbers will be made up of 2 parts; the Access charge (charged by us) + the Service charge (charged by the owner of the number you are calling).

Our access charge is set at 5p per minute and will apply to all calls beginning 08, 09, and 118**.*

**Calls to 0800 and 0808 numbers remain free of charge. Calls to 0845 & 0870 numbers remain part of any inclusive calls package; you will only see the new 5p per minute access charge (plus the service charge) should you call them outside of your package or if you go over the 70 minute free call allowance.*

***Calls to Tesco Directory Enquiry service on 118 321 remain free of charge.*