

Your bill period

Up to 05 Nov 20

Your account number

9839638476

Your bill date

06 Nov 20

Your bill number

AK01157216630

Your Three phone number

07469 714226

Customer services

333 or 0333 338 1001

Or visit My3 on your handset



Danesh Paul
35 Russell Bank Road
Sutton Coldfield
West Midlands
B74 4RG



198396384761

Your 3 bill for Your Plan

Total charges	£8.00
Previous balance	8.00
Payments received	8.00 credit
Total payment due by 25 November 2020	£8.00

All charges are inclusive of VAT
where relevant.

For a full explanation of your bill
visit our website www.three.co.uk

Thanks for paying by Direct Debit.

Payment will be taken from your account on or soon after **25 November 2020**.

Ways to pay.

There are lots of ways to pay your bill. We recommend setting up a monthly Direct Debit if you haven't already. You only have to set it up once and with our Direct Debit discount you could save £5 per month.



Direct Debit.

Setting up a Direct Debit is the quickest and easiest way to pay, and saves you money. Just visit My3 on your phone or internet enabled device to set it up.

Personal Banking.

You can send a payment from your bank account using online or telephone banking. Our details are:

- Sort Code 40-02-50
- Account Number 81238817

Please use your account number as a reference. You'll find this is on the front of your bill.

By Card.

You can go to My3 and make a payment or set up a recurring payment from your Visa, MasterCard or Amex card. Alternatively you can call 333 to make a one-off bill payment.

Cheque/Giro.

Complete the Giro slip at the bottom of this bill and take it to your bank to pay. Some banks may charge for this service.

Alternatively post a cheque and the Giro to: Three Payment Centre, PO Box 1525, Northampton NN1 9HJ. Please do not send cash or letters to this address

If you do not pay by Direct Debit or card it can take up to 5 days for your payment to be received.

Answering your questions.

Why is my bill higher than the monthly charge I signed up for?

If this is your first bill it is made up of 2 charges:

- The first charge covers your costs for the first 4-9 days of joining so you can start using Three straightaway.
- The second is the first full monthly charge plus any Add-ons or subscriptions.

For all other bills:

This could be because you've subscribed to a new service or if you've gone over your monthly allowance. For more details go to

Three.co.uk/pricguide

About your allowance's unit costs.

Your plan includes a set of allowances, made up of a number of 'units'. A unit entitles you to either one minute of calls, one text or one megabyte of data. Your Units may be used as agreed in your Contract with us. To help you understand the value you're getting from your plan, below you'll see a breakdown of the exact cost of the units included within your allowances this month.

This bill period, your unit costs are: 0.112p per minute, 0.011p per text and 0.050p per megabyte.

These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts or any Add-On's allowance that you may have purchased.

If any of your allowances are unlimited, for the purposes of this section we treat them as being either 3000 minutes, 5000 texts or 25GB of data, so that we can determine a unit cost. To see unit costs for short-term Add-on allowances, visit

Three.co.uk/addonunitcost, or see our Price Guide at Three.co.uk/pricguide.

I don't understand my bill?

We have an interactive guide to help you in our Help & Support pages at

three.co.uk/understandingyourbill

When does my monthly allowance restart?

Your monthly allowance starts again every bill date, which you'll see on your bill. You can check your allowance, what's left and when it runs out at your My3 account.

I'd like to make a complaint?

At Three we try our best to provide you with a great service and we are keen to hear from you if you think we've not done a good job. Our complaints process gives you the opportunity to tell us what's gone wrong. Our specialist team will do everything they can to put it right.

The best way to contact our complaints team is to visit Three.co.uk/complaints

If your complaint isn't resolved after 8 weeks, or you're not happy with our final decision, you can contact the independent organisation dedicated to sorting out disputes between customers and providers, which is free of charge for you to use.

Write to:

Ombudsman Services: Communications,
PO Box 730, Warrington WA4 6WU.

Online: <https://www.ombudsman-services.org/>

Phone: 0330 440 1614

Need more help?

Check online

Why not check our billing support information online?.

[Go to Three.co.uk/bills](http://Three.co.uk/bills)

Don't forget you can check your plan details in your My3 account - go to Three.co.uk/My3

Or you can chat to us by going to Three.co.uk/contactus

Call us.

If you've got a mobile query, you can call us on **333*** from your Three phone or from another phone on **0333 338 1001†**

If you've got a mobile broadband query, you can call us on **500** (free) from a Three phone or from another from on **0333 338 1003†**

* Free, unless you're on one of our Essential Plans, in which case it will come out of any available minutes allowance or charged at your out of allowance rate of 35p per minute.

† Standard call rates apply.

To protect your privacy, we'll ask a few questions when you call to make sure we're speaking to the right person.

Your My3 account.

Your My3 account helps you keep track of your spending and lots more.

- Check how much monthly allowance you have left.
- See your current balance.
- Look at your bills.
- Register a debit or credit card to make payments.
- Set up a direct debit.
- Switch to eBills.
- Change your marketing preferences.
- Update your address details.

My3 on your phone.

If you have a Three phone:

Select 'Planet 3' and choose the 'My3 account' tab.

If you have an iPhone:

Select the 'App Store' icon on your home screen. Enter 'Three' in the search bar and download the 'Three App'.

If you don't have a Three phone:

Go to <http://mobile.three.co.uk> and select the 'My3 account' tab.

My3 on your computer.

To get to My3, go to Three.co.uk/my3

For security, the first time you access My3 we'll ask you to register. To do this you'll need the last 6 digits on the back of your SIM card. Then just follow the on-screen instructions.

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**Bill Summary**

Hello, below you'll see details of your plan, plus any add-ons you might have bought (like buying more data or minutes).

Your package is made up of units entitling you to the following allowances:

8192MB Data
Unlimited Minutes
Unlimited Text

Details of your plan:

Charge(£)

Three Advanced SIM 8GB Data Unlimited Minutes - 12 month	06 Nov to 05 Dec	8.00
Total (monthly charge)		£8.00

Usage summary**Calls**Total minutes
usedMinutes used
outside of allowance

Charge(£)

Your allowance includes units entitling you to minutes.

Calls to service numbers e.g. 084, 087, 09, 118 are excluded from your plan allowance

Voice	1:05	0.000
Total (minutes)	1:05	£0.000

MessagesTotal messages
used

Charge(£)

Your allowance includes units entitling you to texts.

Premium shortcodes are excluded from your allowance

Text	6	0.000
Total (messages)	6	£0.000

Internet & messaging

Total MB

MB used
outside of allowance

Charge(£)

Your allowance includes units entitling you to internet data.

1048576 bytes = 1MB

Internet data	423.2216	0.000
Total (MB)	423.2216	£0.000

Total charges**£8.00****Payments**

Amount(£)

Direct Debit on 26 Oct 20	8.00 CR
Total (payments)	£8.00 CR

Total charges are rounded up or down to the nearest penny. Final bill total is on the front page.

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Itemised usage

Voice calls

Your allowance includes units entitling you to minutes.

Calls to service numbers e.g. 084, 087, 09, 118 are excluded from your plan allowance.

Date	Time	Phone number	Destination	Duration hh:min:sec	Add-on / allowance	Charge (£)
Mon	19 Oct	17:07	07469714226	3 Mobile (Call Fwd)	00:00:04	Included 0.000
Sun	25 Oct	13:09	07469714226	3 Mobile (Call Fwd)	00:00:04	Included 0.000
Tue	27 Oct	16:49	07469714226	3 Mobile (Call Fwd)	00:00:05	Included 0.000
		16:50	07469714226	3 Mobile (Call Fwd)	00:00:03	Included 0.000
Sat	31 Oct	09:46	01213082193	Birmingham	00:00:49	Included 0.000
Total (national calls)				00:01:05		£0.000
Total (voice calls)				00:01:05		£0.000

Messages

Your allowance includes units entitling you to texts.

Text

Date	Time	Phone number	Destination	Add-on / allowance	Charge(£)
Wed	14 Oct	10:59	07975753643	Mobile	Included 0.000
Sun	01 Nov	17:47	07493210845	Mobile	Included 0.000
		18:58	07493210845	Mobile	Included 0.000
Tue	03 Nov	15:55	01618508759	Manchester	Included 0.000
Wed	04 Nov	14:20	01618508759	Manchester	Included 0.000
		15:57	01618508759	Manchester	Included 0.000
Total (text)				6	£0.000
Total (messages)				6	£0.000

Internet data

Your allowance includes units entitling you to internet data.

Date	Description	Total MB	Add-on / allowance	Charge(£)
Tue	03 Nov	Mobile Internet	180.1893	Included 0.000
Wed	04 Nov	Mobile Internet	68.6168	Included 0.000
Thu	05 Nov	Mobile Internet	174.4154	Included 0.000
Total (data)		423.2216		£0.000