

**Your bill period**

Up to 05 Oct 20

**Your account number**

9839638476

**Your bill date**

06 Oct 20

**Your bill number**

AJ01149089982

**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**

<b>Total charges</b>	<b>£8.00</b>
Previous balance	9.58
Payments received	9.58 credit
<b>Total payment due by 26 October 2020</b>	<b>£8.00</b>

All charges are inclusive of VAT  
where relevant.

For a full explanation of your bill  
visit our website [www.three.co.uk](http://www.three.co.uk)

Thanks for paying by Direct Debit.

Payment will be taken from your account on or soon after **26 October 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](http://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](http://Three.co.uk/addonunitcost), or see our Price Guide at [Three.co.uk/pricguide](http://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](http://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](http://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](http://Three.co.uk/My3)

Or you can chat to us by going to [Three.co.uk/contactus](http://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](http://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 Oct to 05 Nov 8.00
<b>Total (monthly charge)</b>	<b>£8.00</b>

## Usage summary

Calls	Total minutes used	Minutes used outside of allowance	Charge(£)
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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	7:58		0.000
Other services	4:10	4:10	0.000
<b>Total (minutes)</b>	<b>12:08</b>		<b>£0.000</b>

Messages	Total messages used	Charge(£)
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Your allowance includes units entitling you to texts.

Premium shortcodes are excluded from your allowance

Text	2	0.000
<b>Total (messages)</b>	<b>2</b>	<b>£0.000</b>

Internet & messaging	Total MB	MB used outside of allowance	Charge(£)
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Your allowance includes units entitling you to internet data.

1048576 bytes = 1MB

Internet data	64.3975	0.000
<b>Total (MB)</b>	<b>64.3975</b>	<b>£0.000</b>

<b>Total charges</b>	<b>£8.00</b>
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Payments	Amount(£)
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Direct Debit on 25 Sep 20	9.58 CR
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<b>Total (payments)</b>	<b>£9.58 CR</b>
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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 14 Sep	14:04	01213545596	Birmingham	00:00:20	Included	0.000
	14:05	01213545596	Birmingham	00:00:08	Included	0.000
	14:06	01213545596	Birmingham	00:00:14	Included	0.000
	14:08	01213545596	Birmingham	00:00:09	Included	0.000
	14:16	01213545596	Birmingham	00:00:20	Included	0.000
	14:20	01213545596	Birmingham	00:00:05	Included	0.000
	14:52	01213545596	Birmingham	00:00:27	Included	0.000
	15:09	01213545596	Birmingham	00:00:09	Included	0.000
	15:37	01213545596	Birmingham	00:00:09	Included	0.000
	15:38	01213545596	Birmingham	00:03:58	Included	0.000
Wed 16 Sep	09:37	07484190933	Mobile	00:00:07	Included	0.000
	09:39	07469714226	3 Mobile (Call Fwd)	00:00:01	Included	0.000
Fri 25 Sep	18:45	07469714226	3 Mobile (Call Fwd)	00:00:17	Included	0.000
Thu 01 Oct	10:00	07469714226	3 Mobile (Call Fwd)	00:00:04	Included	0.000
	10:01	07469714226	3 Mobile (Call Fwd)	00:00:04	Included	0.000
	10:02	07469714226	3 Mobile (Call Fwd)	00:01:04	Included	0.000
	10:03	07469714226	3 Mobile (Call Fwd)	00:00:05	Included	0.000
Sat 03 Oct	17:11	07975753643	Mobile	00:00:06	Included	0.000
	17:13	07932532587	Mobile	00:00:11	Included	0.000
<b>Total (national calls)</b>				<b>00:07:58</b>		<b>£0.000</b>
<b>Total (voice calls)</b>				<b>00:07:58</b>		<b>£0.000</b>

**Other services**

Calls to services such as personal numbers starting 070 and premium short codes are excluded from your plan allowance.

Date	Time	Phone number	Destination	Duration hh:min:sec	Add-on / allowance	Charge (£)
Fri 25 Sep	18:47	123	Voicemail	00:01:04	Included	0.000
	18:48	123	Voicemail	00:00:48	Included	0.000
	18:49	123	Voicemail	00:01:35	Included	0.000
	18:52	123	Voicemail	00:00:43	Included	0.000
<b>Total (other services)</b>				<b>00:04:10</b>		<b>£0.000</b>

**Messages**

Your allowance includes units entitling you to texts.

**Text**

Date	Time	Phone number	Destination	Add-on / allowance	Charge (£)
Tue 08 Sep	19:31	07520601008	Mobile	Included	0.000
Wed 30 Sep	13:51	07511588797	Mobile	Included	0.000
<b>Total (text)</b>				<b>2</b>	<b>£0.000</b>
<b>Total (messages)</b>				<b>2</b>	<b>£0.000</b>

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**Itemised usage cont'd.****Internet data**

Your allowance includes units entitling you to internet data.

Date		Description	Total MB	Add-on / allowance	Charge(£)
Thu	10 Sep	Mobile Internet	13.0859	Included	0.000
Fri	11 Sep	Mobile Internet	1.0141	Included	0.000
Sun	13 Sep	Mobile Internet	0.9780	Included	0.000
Wed	16 Sep	Mobile Internet	32.0636	Included	0.000
Tue	22 Sep	Mobile Internet	17.2558	Included	0.000
<b>Total (data)</b>			<b>64.3975</b>		<b>£0.000</b>

