



Mr Victor Segovia  
THE LOCK BUILDING, FLAT 56, 72, HIGH STREET  
LONDON  
E15 2QF

## Your dates

Bill date: 16th August 2021  
Payment date: 30th August 2021

## Your account details

Account number: 456356  
Bill number: 21798392

## Our details

Registration number: 07222543  
VAT number: GB 164 6525 96

### Hello

Here's your latest bill from Hyperoptic.

You'll be able to view this bill, as well as any previous ones, on [My Account](#) whenever you like.

If you have any questions about your bill, please visit our [billing page](#), where you can find more info on understanding your bill.

## Your bill

### Your package: 50Mb Fibre Connection - Broadband Only

Broadband charges £22.00

**Total new charges (incl. VAT) £22.00**

## Account summary

Balance from your previous bill £22.00  
Payment received - Thank you -£22.00

**Account balance brought forward £0.00**

**Total amount due £22.00**



Thank you for paying by Direct Debit. The total amount due will be collected on or after **30th August 2021**.





## Your account details

Account number: 456356  
Bill number: 21798392

## Broadband charges: 16th August 2021 - 15th September 2021

Monthly service charge £22.00

**Total £22.00**

## How do I get in touch?



### Live chat

Chat with our support team  
Available 24 hours a day  
7 days a week



### [support@hyperoptic.com](mailto:support@hyperoptic.com)

Email our support team  
Available 24 hours a day  
7 days a week



### 0333 332 1111

Call our support team  
Available 24 hours a day  
7 days a week

We're committed to providing you with an exceptional level of service, and want to hear from you if you feel there is something amiss.

If we have been unable to resolve your issue within 8 weeks, you may choose to contact Ombudsman Services. Ombudsman Services offer a free and independent dispute resolution scheme, which is approved by Ofcom for the handling of customers dispute. You can contact Ombudsman Services via its website [www.ombudsman-services.org](http://www.ombudsman-services.org) or by calling 0330 440 1614.

For more information, please see our Complaints Code of Practice at [www.hyperoptic.com/legal/post/code-of-practice](http://www.hyperoptic.com/legal/post/code-of-practice)

Hyperoptic Ltd, Hythe House, 200 Shepherds Bush Road, Hammersmith, London, W6 7NL  
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VAT No: GB 164 6525 96