

MR FRED PRITCHARD
44 SOUTH VIEW CRESCENT
SHEFFIELD
SOUTH YORKSHIRE
S7 1DJ

Account ID
02856393
Invoice number
12345X
Bill date
22/10/17

Your bill for 23/09/17 - 22/10/17

Monthly charges:

£33.98 Ex. VAT

Unlimited Broadband	£9.99
Line rental	£16.99
Evening & Weekend	£3.00
BT Sport	£5.99

Other items:

£29.50 Ex. VAT

Outstanding balance	£10.00
Credit Card Handling Fee	£1.50
Item 2 a	£3.00
Item 2 b	£4.00
Item 3	£9.50
Item 4	£1.50

Total to pay:

£65.47 Inc. VAT

Total excluding VAT	£55.37
VAT amount if applicable	£8.10

Payment method

You currently pay by:

Direct Debit

Your payment will be taken on:

01/01/16



Remember

you can keep all your
details up to date in
the Member Centre

**Catch up quicker, game faster and shop like you're on skates.
Everything you love online, faster and unlimited with Fibre broadband.**

www.plus.net/home-broadband/fibre

Continued...

Monthly charges:

£35.97 Ex. VAT

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Other items: (continued)

£29.50 Ex. VAT

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Total to pay:

£65.47 Inc. VAT

Credit Card Handling Fee	£1.50
Item 2 a	£3.00
Item 2 b	£4.00
Item 3	£9.50
Item 4	£1.50

Total excluding VAT	£55.37
VAT amount if applicable	£8.10

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Your charges broken down

Billing period:
01/02/16 - 31/02/16

Qty	Description	From	To	VAT rate	Net (ex. VAT)	
	Outstanding balance	00/00/00	00/00/00	20%	£000.00	
1	Unlimited Business Broadband	00/00/00	00/00/00	20%	£000.00	
1	Line rental	00/00/00	00/00/00	20%	£000.00	
1	UK Anytime calls	00/00/00	00/00/00	20%	£000.00	
1	Item 1	00/00/00	00/00/00	20%	£000.00	
1	Item 2a	00/00/00	00/00/00	20%	£000.00	
1	Item 2b	00/00/00	00/00/00	20%	£000.00	
1	item 3	00/00/00	00/00/00	20%	£000.00	
1	Item 4	00/00/00	00/00/00	20%	£000.00	
1	Calls outside of usage	00/00/00	00/00/00	20%	£000.00	
				Ex. VAT	VAT amount if applicable	Inc. VAT
Total		£000.00	£000.00	£000.00		

Your Itemised call list for: 01142111111

Billing period:
01/02/16 - 31/02/16

Date of call	Time of call	Call destination	Call type	Call length	Call cost (£)
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
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01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75
01/02/16	07:11:01	01142111111	Landline	00:15:10	0.75

Total Calls **£48.06**

Ex. VAT

Need to get in touch?

By Phone:

0800 028 0282 (free from landlines and mobiles)

Online:

Speak to an advisor over Plusnet Chat: www.plus.net/contact

Our address is:

Plusnet plc, The Balance, 2 Pinfold Street, Sheffield, S1 2GU
VAT Reg No 245719348

Wish to make a complaint?

We aim to be number one for customer service. However, sometimes things can go wrong and, when they do, we want to put them right for you as quickly as we can. You can access our complaints code of practice at the following link: www.plus.net/complaints-code

Raising a complaint

The fastest way to let us know if you're not happy with your service is by using Plusnet Chat or by calling us on the details above, 24 hours a day, 7 days a week.

By letter

You can make a complaint by writing to the address above. Make sure to include your account username, postcode and landline telephone number. Once we get your letter we'll respond within 10 working days.

What we'll do and when

Our aim is to resolve any problem as quickly as possible, preferably during a phone call or online chat. However, if we're unable to resolve your complaint there and then, we'll investigate further and contact you with an update as soon as we can.

What to do if you're still not happy

If you're still not happy with our final position on your complaint you can take the matter to Alternative Dispute Resolution (ADR) by contacting the Ombudsman Services.

Ombudsman Services provides a free, independent service for Plusnet customers who are not satisfied with the final outcome of their complaint.

Ombudsman Services cannot deal with complaints about commercial policy (e.g. our prices or broadband availability), nor can it deal with complaints from business users with more than 10 employees.

You can refer your complaint to Ombudsman Services for resolution either by contacting them via their contact details below, or by using the Online Dispute Resolution portal:

<http://ec.europa.eu/odr>

- www.ombudsman-services.org/communications
- Phone: 0330 440 1614
- Textphone: 0330 440 1600
- Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

If you choose to use the Online Dispute Resolution portal, you will be asked for our contact details, which you can find in our Complaints Code of Practice

Please note that before contacting Ombudsman Services or referring a complaint on the Online Dispute Resolution portal, all complaints need to be submitted to us by one of the methods outlined above to give us the opportunity to resolve it. Ombudsman Services will not review any complaint which is less than 8 weeks old unless we agree that we cannot do anything further and have provided you with a deadlock code.

Managing your Account:

For regular payments, like broadband and phone, you pay for the next month in advance. For any charges that could change each month, like broadband usage or phone calls, you'll see them on your bill the month after you've used them, in the Other Items column.

If you need to make any changes to your account you can do this by logging in and going to 'My Account'.

From here, you can change payment and address details or change your payment date. You can pay your bill by Direct Debit, by credit or debit card. For card payments there's a £1.50 transaction charge.

If you've got an overdue payment, you can see the full amount that's due and make a payment by logging into your account. Or you can visit www.plus.net/pay

Got a question about your bill?

We've got a full FAQ section for billing on our Help & Support pages, including a short video which talks you through your bill which you can find at www.plus.net/bill-question

Refer your friends

You can save money on your bill by recommending us to your friends and family. For everyone that joins us on your recommendation, we'll pay you up to £1.25 per month for each person for as long as they're Plusnet customers. Find out more by logging on to your account and selecting "My Referrals".