

 **0800 083 3003****ACCOUNT No.** 882 01229193**INVOICE No.** 10704852**INVOICE DATE** 27 Jul 2013**DUE DATE** 10 Aug 2013

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Invoice Summary

Customer Details

Your Previous Balance	31.68
Payment Received	31.68CR
Balance Brought Forward	0.00

Summary of new charges	Amount (£)
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Recurring Charges	26.40
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Sub Total Excluding VAT	26.40
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VAT @ 20%	5.28
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TOTAL NOW DUE 31.68

Always visit our website for new information on
Products, services and latest terms and conditions

www.talktalkbusiness.co.uk

Latest offers

At TalkTalk Business we
regularly review our products and
services.

Call us to find out more about our
latest offers on 0800 276 1402.

TalkTalk Business

Over 15 yrs B2B experience

UK based service support

Business Grade solutions

Largest Next Generation
Network

Understanding your bill

- 1. Personal details:** includes contact name, account name, address and account information. Please let us know if any of these details are incorrect so we can update your account.
- 2. Call charges:** this shows a summary of your usage charges, further detail and itemisation is shown on subsequent pages.
- 3. Line rental:** this is your monthly charge for the use of your telephone lines.
New customers: If this is your first TalkTalk Business bill your line rental charge may be higher than you expected. This invoice covers a part month subscription to cover the time between connection and your next invoice, plus one month line rental charged in advance.
- 4. Other charges, discounts and credits:** these are either charges for additional services such as itemised billing or one off credits or discounts.
- 5. VAT:** the amount of VAT applied to your bill - some services may be VAT exempt.
- 6. Total amount due date:** the date that payment is due and the total amount owing.
- 7. Contacting us:** to ensure the best possible service, please contact us using the number on the front of your invoice.
- 8. Remittance advice:** if you pay by post or at your bank, please use the tear off remittance advice.

The illustration shows a sample invoice from TalkTalk Business. Numbered callouts point to the following sections:

- 1: Personal details (Account No., Invoice No., Invoice Date, Due Date)
- 2: Call charges (Summary of new charges)
- 3: Line rental (Line Rental Charge)
- 4: Other charges, discounts and credits (Summary of new charges)
- 5: VAT (VAT @ 20%)
- 6: Total amount due date (TOTAL NOW DUE)
- 7: Contacting us (TalkTalk Business contact details)
- 8: Remittance advice (Remittance advice section)

The above charges are for illustration purposes only

Contacting TalkTalk Business

We've made it as easy as possible for you to get in touch with us if you have a question about your account.

Phone	Call us on the number shown on the front of your invoice
Email	Contact TalkTalk Business at customerservices@talktalkbusiness.co.uk
Post	Customer Services, TalkTalk Business, PO Box 136, Warrington WA3 7WU
Fax	You can fax your queries or documents to us on 0800 083 3008

Moving premises

Moving your business? Opening up a new office?
Call to discuss your IT and Telecommunications requirements.
Contact number overleaf.

If you need to tell us about a new address, simply contact TalkTalk Business and we'll take care of the rest.

Useful Information

Directory services

Looking for a number? Contact TalkTalk Business directory services on 118 114.

Complete communications

Whatever communication solution you're looking for - ask TalkTalk Business first! We've got a complete range of products and services designed to meet your individual needs.

Alternative Dispute Resolution (ADR)

We are a member of the ADR scheme (operated by the Ombudsman Services: Communications), providing independent mediation for complaints that remain unresolved after 8 weeks. This scheme is free of charge to eligible customers - for further information visit the 'Contact Us' section on our website.

Get mobile

TalkTalk Business can now offer you the complete mobile service. You can choose from most packages and tariffs available on the market, saving you money while retaining high levels of TalkTalk Business service.

System requirements

From total managed solutions to a single phone, we can help. Call us now to discuss your requirements.

Ways to pay your bill



Direct Debit

Direct Debit is the easiest way to pay your invoice. If you're not already set up for Direct Debit call us now with your bank details and let TalkTalk Business take care of the rest.



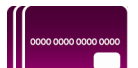
Telephone or Internet banking

Contact your bank and quote sort code 40-02-50, account number 91283340 and your TalkTalk Business account



Cheque

Make your cheque payable to TalkTalk Business. Insert into the envelope provided, together with the tear off slip at the bottom of your bill. Do not include any other details in this envelope. Please write your account number on the back of the Cheque - you will find this on the front of your invoice.



Other ways to pay

You can make a payment at your bank by using the remittance advice overleaf. You may be charged by your bank for this service. We accept all major credit cards and debit cards - call us to make a payment.

Detailed Charges

Account: Rowbridge Ltd**Account Number:** 01229193

Recurring Charges	Amount (£)
Line Rental	24.50
Paper Billing Surcharge	1.90
Basic security license	0.00
Total	26.40

Line ID Summary

Account: 1229193 - Rowbridge Ltd

Account Number: 01229193

Line ID: 01453833460 F-Secure

Recurring Charges	Period	Amount (£)
Basic security license	27/07/2013 - 26/08/2013	0.00

Total	0.00
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Line ID: 01453833460 Single Line - PSTN

Recurring Charges	Period	Amount (£)
Line Rental	27/07/2013 - 26/08/2013	24.50
Paper Billing Surcharge		1.90

Total	26.40
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