

Mr niall boyle
2/2,73
White Street
Glasgow
Lanarkshire
G115EF
United Kingdom

Account ID
00005043076

Invoice number
00005043076-022

Bill date
21/04/2022

This is not a VAT invoice

Your bill

Monthly charges: £22.95	+	Other items: £1.47	=	Outstanding balance: £24.42 Inc. VAT
Line Rental	-£14.37	Balance brought forward	£20.42	
Line Rental	£15.71	Payment	-£20.42	
Line Rental	£23.19	Additional Call Charges	£1.47	
Discount	£0.92			
Discount	-£1.01			
Discount	-£1.49			
Line Only	£0.00			
Voicemail	£0.00			
Caller Display	£0.00			

Payment method

You currently pay by:
Direct Debit

Your payment will be taken on or around:
28/04/2022

Got a minus sign in front of your outstanding balance? That means you're in credit and don't have to make a payment.

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Don't forget you can log into Member Centre to view your latest perks, access help and support and make changes to your package.

plus.net/member-centre

Continued...

Monthly charges: £22.95	Other items: £1.47	Outstanding balance: £24.42 Inc. VAT
Unlimited Broadband -£7.90		
Unlimited Broadband £8.63		
Unlimited Broadband £12.74		
Discount £7.90		
Discount -£8.63		
Discount -£12.74		

Don't forget you can log into Member Centre to view your latest perks, access help and support and make changes to your package.

plus.net/member-centre

Your charges broken down

Qty	Description	From	To	Gross
1	Balance brought forward			£20.42
1	Line Rental	31/03/22	20/04/22	-£14.37
1	Line Rental	31/03/22	20/04/22	£15.71
1	Line Rental	21/04/22	20/05/22	£23.19
1	Discount	31/03/22	20/04/22	£0.92
1	Discount	31/03/22	20/04/22	-£1.01
1	Discount	21/04/22	20/05/22	-£1.49
1	Line Only	21/04/22	20/05/22	£0.00
1	Voicemail	21/04/22	20/05/22	£0.00
1	Caller Display	21/04/22	20/05/22	£0.00
1	Unlimited Broadband	31/03/22	20/04/22	-£7.90
1	Unlimited Broadband	31/03/22	20/04/22	£8.63
1	Unlimited Broadband	21/04/22	20/05/22	£12.74
1	Discount	31/03/22	20/04/22	£7.90
1	Discount	31/03/22	20/04/22	-£8.63
1	Discount	21/04/22	20/05/22	-£12.74
1	Payment	28/03/22	28/03/22	-£20.42
1	Additional Call Charges	21/03/22	20/04/22	£1.47

Total **£24.42**

Inc. VAT

Your Itemised call list for: 01415608925

Date of call	Time of call	Call destination	Call type	Call length	Call cost (£)
13/04/2022	13:59	01413573773	UK Landline	0:06:08	£1.47

Total Calls Cost **£1.47**

Inc. VAT

Need to get in touch?

By Phone:

0800 432 0200 (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

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, 7.30am - 10pm, every day.

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 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 by contacting them via their contact details below,

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

Please note that before contacting Ombudsman Services 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, phone and TV, 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.

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

Information about how 084, 087, 09 and 118 numbers are charged

The charge for calls to service numbers beginning 084, 087, 09 and 118 consists of a 9.58p per minute access charge from Plusnet, plus a service charge set by the company you called. For more information visit www.plus.net/ukcalling

Missing Calls?

Some calls you have made may not appear on this bill due to the time taken for the call to be processed. These will appear on your next bill.

See a minus sign in front of your outstanding balance?

Good news, that means your balance is in credit and you don't owe us anything. If your payment details are registered with us then we won't take a payment this month.

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".