

An example of how a customer bill is calculated and how it will look

| | | | |
|----------|--|-------------------------|--------------------|
| | Balance from your last bill | | £33.47 |
| 1 | Payments made since your last bill – thank you <i>Payment received 10 Nov 2018 - £33.47</i> | | CREDIT £33.47 |
| | Sub Total | | £0.00 |
| | Your Service Charges for 01234 567890 | Period | Cost ex VAT |
| | Unlimited Fibre Broadband | 12 Dec '18 – 11 Jan '19 | £30.83 |
| | Evening & Weekend Calls | 12 Dec '18 – 11 Jan '19 | £3.33 |
| 2 | Fibre Prompt Care | 12 Dec '18 – 11 Jan '19 | £0.00 |
| | Standard Voicemail | 12 Nov '18 – 11 Dec '18 | £1.25 |
| | Display Caller Number | 12 Nov '18 – 11 Dec '18 | £0.00 |
| | Total Service Charges exc VAT | | £35.41 |
| | Call Usage Charges for 01234 567890 | No. of Calls | Cost ex VAT |
| | Mobile Calls | 4 | £1.85 |
| | UK Calls | 19 | £10.97 |
| 3 | Loved One Calls | 2 | £1.10 |
| | INCLUSIVE HomePhone to HomePhone Calls | 10 | £0.00 |
| | INCLUSIVE Package calls | 19 | £0.00 |
| | Total Call Usage charges exc VAT | | £13.92 |
| | Adjustments & One-Off Charges | Date | Cost ex VAT |
| | New Line & Engineer Charge | 12 Dec '18 | £50.00 |
| | Fibre Set Up Charge | 12 Dec '18 | £50.00 |
| | Goodwill credit | 12 Dec '18 | CREDIT -£10.00 |
| 4 | Total Adjustments & One-Off Charges exc VAT | | £90 |
| | Total new charges excluding VAT | | £139.33 |
| | VAT | | £27.87 |
| | Balance outstanding from your last bill | | £0.00 |
| | Total Charges | | £167.20 |

- 5** For an itemised list of calls, please see the next page or view your account online at pobroadband.co.uk
This is not a VAT Invoice