



Contact us

150 from your EE phone
07953 966 250 from any other phone
Online at www.ee.co.uk

MRS STACEY DICKSON
76 BONNYBRIDGE DRIVE
EDINBURGH
EH15 3FL

Bill date: **20 September 2018**

Account holder:

Mrs Stacey Dickson

Account number: **141591486**

Bill number: **V01538800023**

This is not a VAT invoice

Sep '18

Your last bill

Amount charged	£73.06
Payment received 28/8/18 by Direct Debit - Thank you	- £73.06

Your latest bill

Outstanding balance	£0.00
Your monthly plan charges	£44.22
New charges this month outside plan	£7.75
Your new balance	£51.97






VAT charged at 20% on £51.97	£10.39
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Amount due

£62.36

We will collect £62.36 on or around 28/9/18

How to pay your bill

Payment method	Online	By phone
Direct Debit 	Direct Debit is the easiest, cheapest and most convenient way to pay. Set it up online by signing up to My EE at ee.co.uk/myee and follow the steps. You'll need your bank details: <ul style="list-style-type: none"> - Account name - Account holder address - Account number & sort code 	You can set up your Direct Debit by phone. Call 150 from your EE phone or 07953 966 250 from any other phone (charges may apply).
Debit / credit card 	Simply sign-up to My EE at ee.co.uk/myee and pay online with your credit or debit card.	To pay by phone with your credit or debit card just give us a ring on 150 from your EE phone or 07953 966 250 from any other phone (charges may apply).
We accept Visa, Visa Debit, MasterCard, Amex or Maestro.		
Telephone / internet banking 	If you use internet or telephone banking, you'll need the following information to make a payment: <ul style="list-style-type: none"> - EE Bank Account: 31012304 - EE Sort Code: 40-02-50 - Payment Reference: your EE account number Alternatively, you can look up EE & T-Mobile when selecting who to pay. Please allow at least 3 working days for your payment to reach us.	
Cheque 	Please fill out your payment slip, and send it to EE, PO Box 238, SHEFFIELD, S98 1PS together with your cheque made payable to "EE". Please write your EE account number and mobile phone number on the back, and allow at least 3 working days for your payment to reach us.	
Bank 	Take your completed payment slip to your bank, together with your payment (cash or cheque made payable to "EE"). Some banks may charge you for this service, and your payment may take up to 3 working days to reach us.	

We recommend that you pay for your monthly bill by Direct Debit. If you choose to pay by any other method, a charge may apply if you don't pay by the date set out on your bill. If you choose to pay by Direct Debit, credit card, debit card, internet or telephone banking, you will see **EE & T-Mobile** on your bank statement for your payment.

Frequently asked questions

Q: How can I check my usage and/or manage my account?

A: The easiest and most convenient way to keep track of your usage is online. Simply sign up, or log in to ee.co.uk/myee. You can then download the **My EE app**, or you can choose to text or call us on 150 (charges may apply).

Q: What is a part free charge?

A: If you reach the end of your allowance during a call, you will see a 'Part Free' charge on your bill. This just means we've charged you for the bit of the call that wasn't in your allowance.

Q: How much have I been charged for calling 08, 09 and 118 numbers?

A: Calls to 0800 numbers are free. For calls to other 08, 09 and 118 numbers, your charge is made up of an Access Charge of 55p per minute plus a Service Charge which is set by the company you are calling. Please see ee.co.uk/ukcalling for more details.

Q: Why is my bill higher than normal?

A: You may have bought extra services, exceeded your allowance or it could be the result of changing your plan or number. Please take a look to understand how your bill was calculated, and if you're still not sure, or you have a query, feel free to call us on 150 (charges may apply).

Q: I don't recognise a charge on my bill?

A: You may have bought a third party service or download (e.g. an app for your phone). The charges may appear in more than one line. You can read more about these types of charges at www.ee.co.uk/help.

Q: Do my charges include VAT?

A: Charges on your EE bill are always shown without VAT. VAT is calculated on most charges, but we don't charge VAT on insurance services or some 3rd party content. The total of your charges and applicable VAT will show on page 1 of your bill.

We always aim to give you the best service, however if we fail to do so you should call us on 150 (charges may apply). If you would like further information on our Complaints Code of Practice please visit ee.co.uk/complaints. If we haven't resolved your complaint within 8 weeks, you may be able to refer the matter to an independent dispute resolution scheme for free. See www.ombudsman-services.org for more details.

EE Limited, Trident Place, Mosquito Way, Hatfield, AL10 9BW; Company Reg No 02382161

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Account holder:
Mrs Stacey Dickson

Bill date:
20 September 2018

Summary by user

07487 818363	Mrs Stacey Dickson	Sharer Phone SIM £13	£11.27	See page	4	>
07713 025764	Mrs Stacey Dickson	4GEE Max 8GB £37.99	£40.70	See page	5	>

User:
Mrs Stacey Dickson

Bill date:
20 September 2018

For phone number:
07487 818363

Charges summary

Your monthly plan charges

Sharer Phone SIM £13	£11.27
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On this 12 month plan you can access shared data from an EE plan plus unlimited minutes & texts in the UK (exc. Channel Islands & Isle of Man) and abroad in the EU to all major UK networks, voicemail & landlines starting 01, 02 & 03.

London Underground WiFi	Free
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Monthly charge total	£11.27
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User:
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For phone number:
07713 025764

Charges summary

Your monthly plan charges

4GEE Max 8GB £37.99 £32.95

You get our very best with your 4GEE Max Plan: unlimited calls, text and 8GB of our fastest speed data to use in the UK, and when you're abroad in the EU and selected countries. You also get live sporting action on your phone with the BT Sport app

London Underground WiFi Free

Shared Plan Free

Your EE plan is ready for sharing, so just add Sharer devices to your account and they will share your data allowance.

Inclusive BT Sport app Free

Access to the BT Sport app on your mobile and connected tablet. This is an inclusive benefit as part of your plan.

Monthly charge total £32.95

What you used outside of allowance

Calls

01:16 mins outside of allowance £5.00

Texts

5 texts outside of allowance £2.29

Picture messages

1 message outside of allowance £0.46

Total charges outside of allowance £7.75

That all adds up to £40.70

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For phone number:
07713 025764

Calls

Outside allowance £5.000

number	place called	number of calls	total call length hr:min:sec	£
001403 7964337	Canada	2	1:16	5.000

Texts

Outside allowance £2.290

number	number of messages	£
001778 8211505	3	1.374
001403 7964337	1	0.458
001250 2587968	1	0.458

Picture messages

Outside allowance £0.458

number	number of messages	£
07816 169417	1	0.458



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Calls

Outside allowance £5.000

date	day	time	number	place called	call length hr:min:sec	£
25 Aug	SAT	10:07	001403 7964337	Canada	0:03	1.667
28 Aug	Tue	19:36	001403 7964337	Canada	1:13	3.333

Texts

Outside allowance £2.290

date	day	time	number	£
26 Aug	SUN	15:34	001778 8211505	0.458
		15:35	001778 8211505	0.458
		15:35	001778 8211505	0.458
31 Aug	Fri	13:58	001250 2587968	0.458
7 Sep	Fri	12:18	001403 7964337	0.458

Picture messages

Outside allowance £0.458

date	day	time	number	£
18 Sep	Tue	18:21	07816 169417	0.458