

Your first Tesco Broadband bill explained

Because this is your first Tesco Broadband bill you may have a few questions. Don't worry - we're here to help.

Below, you'll find an explanation of the main sections on your bill, including handy pointers like where to find your customer number. If you have any questions after reading this, please call our Customer Care Team who'll be able to help you in more detail.

First page of your bill

Mr. John Smith
1 Sample St
Sample Town
County
AB12 CD3

TESCO broadband
www.tescobroadband.com

Welcome to Tesco Broadband.
Because this is your first bill, it's likely to be much higher than the bills you'll get in future, as you may have joined part way through a billing month.

Tesco Broadband charges for fixed package fees in advance and so the first bill will include the part-month charges from the first month and the package fees in advance for the second month, hence a slightly higher bill than your normal monthly bills.

Customer number: 123456789123
Service started: 15 July 2009
Bill date: 31 July 2009

Collect 1 Clubcard point for every £1 you spend on your package, line rental and calls

Clubcard points collected this month: **45 points**

We'll add the points to your Clubcard account once we've collected your payment for this bill.

Do you have any questions?
Call us on **0844 556 3550**
(Lines are open 365 days a year from 7am - 11pm for technical support and 8am - 10pm for general enquiries)
or email support@tescobroadband.com

Your bill
for phone number 01280 123456

Your package is **Tesco Broadband with inclusive anytime calls**

Your package	
Your package charge for last month	£6.37
Your package charge for next month	£12.00
Line rental for last month	£5.77
Line rental for next month	£11.00
Set up fee	£0.00
Total package charges (excl. VAT)	£35.14

Your call charges	
Call charges: 15 July - 31 July 2009	
Calls outside your package (20)	£3.69
Total call charges (excl. VAT) - see over for itemised list	£38.83

Total package, call and other charges	£38.83
VAT @ 17.5%	£6.80
Total to pay	£45.63

The amount due this month is £45.63. Don't worry, you do not have to do anything, this payment will be taken automatically (by Direct Debit/credit card) on or immediately after 31st July 2009.

The name of your package

Your home phone number

Your customer reference number - it's helpful to have this ready if you ever need to contact us

Package charges - what we charge you each month for your service

Because this is your first bill, it may include package charges for any part of last month as well as for next month. This depends on when you joined our service.

In future, you'll only see package charges for the next month, because they're paid in advance.

Your line rental is the same.

The number of Clubcard points you've collected this month. These will be allocated when you pay your bill

The full total of this month's bill. We'll also tell you how and when we'll take this payment

Call charges - what we charge you each month for any extra calls you've made that aren't included in your package

Second page of your bill

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Your itemised calls for 01280 123456

Date	Time	Number	Destination	Duration	Cost
Local Calls (and 0845 etc)					
Non-itemised calls (under 40p)					
0112	12:10:23	08456060140	Local Rate Call	00:45:41	£1.30
				00:13:07	£0.40
			Total		£1.71
National Calls (and 0870 etc)					
Non-itemised calls (under 40p)					
1711	12:03:34	08704449919	National Rate Call	07:01:11	£3.56
2111	19:20:13	08701017602	National Rate Call	00:07:56	£0.30
				00:14:53	£0.49
			Total		£4.56
Calls to Mobiles					
Non-itemised calls (under 40p)					
1511	15:37:05	07961878606	T-Mobile	00:10:01	£0.74
0112	10:17:01	07881466515	Vodafone	00:03:51	£0.45
0112	12:25:29	07881466515	Vodafone	00:05:02	£0.62
1812	12:26:37	07836370510	Vodafone	00:05:01	£0.62
				00:05:05	£0.63
			Total		£3.08
Other Calls					
Non-itemised calls (under 40p)					
2712	14:27:31	08712460746	Multimedia Services	00:00:00	£0.00
2812	16:38:55	08712460746	Multimedia Services	00:02:49	£0.24
				00:32:00	£2.72
			Total		£4.08
Premium Calls					
Non-itemised calls (under 40p)					
2411	07:23:55	09068100100	Premium Rate	00:00:00	£0.00
0112	08:47:15	09068100100	Premium Rate	00:02:09	£1.09
				00:02:12	£1.12
			Total		£2.22

Local calls - calls to numbers where the price is fixed at a local rate regardless of where you're calling from. These calls are cheaper than standard calls.

Premium calls - calls to numbers where the prices are higher than standard calls. eg. competition lines and recorded information services