



Need help?

O2.co.uk/help | Call free from an O2 Mobile: 202
0344 809 0202 Mon-Fri 08:00 - 21:00 | Sat 08:00 - 20:00 | Sun 08:00 - 18:00

Mr Ashley Gore
1, PEDDARS WAY
INGLEBY BARWICK, STOCKTON-ON-TEES
CLEVELAND
TS17 5FQ

Account name	Mr Ashley Gore
Account number	1034931517
Contract start date	24 Jan 23
Bill number	1034931517-0086
Bill date	28 Jun 23
Payment due	12 Jul 23

Bill Summary for 0789 112 4093

Custom Plan: 28 Jun 23 to 27 Jul 23 30 Days - 100GB - Unlimited UK Minutes - Unlimited UK Texts	£23.46
Monthly extras	£0.00
Airtime charges outside your plan	£0.00
Device Plan	£25.50
Total due by 12 Jul 23 We'll take payment of £48.96 by Direct Debit, on or soon after 12 Jul 23.	£48.96



All figures include VAT where applicable
This is not a VAT Invoice



My O2

You can manage
your bill online at
www.o2.co.uk/myo2



Contact O2

Via Webchat

You can chat to us at www.o2.co.uk/contactus

By Phone

Call us on the number on the front of this bill. Calls may be recorded for training, quality control and other business purposes. Charges may apply – see our website at o2.co.uk/help

By Post

Write to us at: Telefonica UK Limited, Correspondence Department, PO Box 202, Houghton Regis, LU6 9AG.

If things go wrong?

If something goes wrong, we want to put it right. If you've spoken to a manager and you're not satisfied with how we've handled your complaint, the Complaint Review Service can help - they'll carry out an impartial review of your complaint. You can contact our Complaint Review Service directly by post or email at:

O2 Complaints Review Service
PO BOX 694
Winchester
SO23 5AP

complaintreviewservice@o2.com

If you have a complaint with us that we haven't managed to resolve, you could contact the Ombudsman. It's free and you can normally access the service eight weeks after making your complaint. You can find out more in our Customer Complaints Code at www.o2.co.uk/how-to-complain or contact Ombudsman Services on 03304401614 or at www.ombudsman-services.org



Jargon buster

Access Charge - Our charge for calling service numbers, with the rest of the call cost going to the service provider.

Adjustments - these are charges applied to your account that are not covered within your tariff, while credits are refunds or cash returns.

Airtime charges outside your plan - these are charges for usage not covered by your inclusive allowances.

Airtime plan - your standard monthly package which includes your line rental and inclusive allowance - charged in advance.

Balance brought forward - this shows you any balance carried over from your last bill.

Chargeable services - a chargeable service is a third-party service cost that is not covered by your monthly allowance. This includes things like premium texts, premium voice, and certain Charge to Mobile charges. We have a single transaction limit and a monthly limit for chargeable services. See more here:

www.o2.co.uk/help/account-and-billing/other-numbers-and-charges.

Charges when abroad - any charges incurred outside the UK.

Data - this covers access to the internet through your phone. Data usage is measured in GB/MB/KB. 1 Gigabyte (GB) = 1024 Megabytes (MB). 1 MB = 1024 Kilobytes (KB)

EU - European Union.

Inclusive Allowance - this is your allowance of calls, texts and data included within your tariff and from any monthly extras you've added to your account. Some calls are not eligible

Visit o2.co.uk/mobilestariffs/tariffs for more information.

Messages - these could be texts, picture or video messages.

Minutes - these are the calls you make every month.

Monthly extras - these are the added extras which you've chosen to pay for every month on top of your tariff.

Order charges - any accessories or handsets you buy and charge to your account.

Premium and Info Services - premium messages requested and received.

Things you've bought - this shows charges for things you've bought like digital games, ringtones or music that you've downloaded to your phone.

VAT - where appropriate value added tax is charged on products and services and is included in the charges on the bill.



Payments

Thank you for paying by direct debit

If you need to change your account details, you can do this in the My O2 app, or call us on the number shown on the front of this bill.

My O2

Log in at o2.co.uk and use one of the payment methods listed there.

Automated payment line

Call our automated service line on 2729, free from your O2 mobile, or 0800 902 0217 from any other phone.



Need Help?

View our terms and Fair Usage policy:

www.o2.co.uk/termsandconditions/mobile

Need help understanding your bill?

www.o2.co.uk/help/account-and-billing

Different ways to receive your bill

There are a number of different ways we can supply your bill – paper, online, Braille, large font, audio bill or coloured paper. If you'd like to receive your bill in a different format, just give us a call and we'll be happy to help.

For further details visit: o2.co.uk/myo2



Monthly extra charges

O2 Travel: 28 Jun 23 to 27 Jul 23	£0.00
5G Access Bolt On: 28 Jun 23 to 27 Jul 23	£0.00
Total monthly extras	£0.00

Airtime charges outside your plan

Minutes Voice calls	£0.000
Data UK data	£0.000
Charges when abroad Europe Zone data	£0.000
Total airtime charges outside your plan	£0.000

Your Device Plan

Samsung Galaxy S22 Plus 128GB Device Plan ms-122918102-001 Duration of plan 36 months 0% APR	
<div><div></div></div> <p>You have paid £127.50 of £917.92</p>	£25.50



Itemisation key

F Fully covered by your allowance	C Not included in your allowance but within your Spend Cap
P Partially covered by your allowance	Z Free call
A Access charge - Charge per minute for service call	R Forwarded call
S Service charge - Set by the service company you're calling	D Included in your Payment Services limit

Minutes

Voice calls

Date	Time	Destination	Duration	Cost	
24 Jun 23	14:10:54	07841669169	0:00:03	£0.000	F
	20:13:59	07975706818	0:15:30	£0.000	F
	20:31:04	07975706818	0:00:02	£0.000	Z
25 Jun 23	17:18:35	07834553223	0:00:05	£0.000	F
26 Jun 23	16:30:35	07834553223	0:00:16	£0.000	F
	16:33:35	Voicemail	0:00:27	£0.000	Z
27 Jun 23	09:48:47	07503873471	0:00:24	£0.000	F
	09:54:32	07503873471	0:00:12	£0.000	F
	10:43:29	07834553223	0:04:23	£0.000	F
	10:48:08	07503873471	0:00:50	£0.000	F
	10:49:23	07834553223	0:05:18	£0.000	F
	10:54:57	07834553223	0:00:02	£0.000	Z
	11:01:07	07503873471	0:01:05	£0.000	F
	15:01:28	07503873471	0:00:18	£0.000	F
	17:41:14	07834553223	0:00:58	£0.000	F
	19:13:27	07834553223	0:00:03	£0.000	F
	19:18:06	07834553223	0:00:12	£0.000	F
Total duration			0:30:08		
Total cost of Voice calls				£0.000	



Data

UK data

Date	Source	KB	Cost
23 Jun 23	mobile.o2.co.uk	21,743	£0.000
	mobile.o2.co.uk	629	£0.000
24 Jun 23	mobile.o2.co.uk	341,287	£0.000
	mobile.o2.co.uk	1	£0.000
25 Jun 23	mobile.o2.co.uk	73,954	£0.000
26 Jun 23	mobile.o2.co.uk	168,899	£0.000
27 Jun 23	mobile.o2.co.uk	382,191	£0.000
Total volume		988,704	
For your info, this is roughly		0.94 GB	
Total cost of UK data			£0.000

Charges when abroad

Charges when abroad are shown in UK time.

Europe Zone data

Date	Source	You were in	KB	Cost
23 Jun 23	mobile.o2.co.uk	Netherlands	970,493	£0.000
Total volume			970,493	
For your info, this is roughly			0.93 GB	
Total cost of Europe Zone data				£0.000