



Bill date
23 May 2023

Account number
108286241

Bill reference
V02110514837

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MR IAN HENDERSON
6A LYON GROVE
WORSLEY
MANCHESTER
M28 2RH

HELLO IAN

Here's your bill for May. Your services have changed since the last bill, so this one looks a little different. We explain it all on page 4.

Your last bill:
£105.90

✓ You paid in full
Thanks for paying
by Direct Debit

This bill:

£54.42

We'll take this on
or after 31 May

Your recent bills:

May	£54.42
Apr	£105.90
Mar	£94.33

£54.42
Monthly charges

- › Includes upgrade changes.
- › Includes new recurring charges of £84.60.
- › Includes all monthly charges and any recurring add ons

[see more details of this on page 4](#)

HAVE YOU HEARD THE NEWS?

We've teamed up with BT to bring you an incredible connection whether you're at home or on the go. You're already on the UK's most reliable network and now we can bring you BT broadband with speed, strength and security.

Find out more at www.ee.co.uk/winning

YOU'RE IN CONTROL WITH MY EE

My EE is the smart way to keep an eye on your account, you can:

- swap your benefits (if you're on a smart plan)
- manage your Airtime Rewards
- check remaining data and buy more
- gift any spare data to those on your account
- check your calls with itemised billing.

Download or log in at ee.co.uk/myee



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HOW TO GET IN TOUCH

Manage your account using My EE

My EE is the easiest way to look after your account. You can:

- › check your data
- › manage and pay bills
- › gift data to anyone on your family account
- › see your upgrade options
- › see itemised calls and texts

To get the My EE app text APP to **150** or register online at **ee.co.uk/myee**

Need to call us?

Call **150** free from your EE phone or **07953 966 150** from any other phone (charges may apply).

Need to write to us?

Our address is: **EE Customer Services, 6 Camberwell Way, Sunderland, Tyne and Wear, SR3 3XN**. Please include your account number, day and evening contact number, name and address.

Understanding my bill

Please visit **ee.co.uk/billhelp** for help understanding everything about bills and payments: how to view your bill, how to check data usage and more.

Each individual charge or credit on your bill is shown in pounds and pence and is rounded to two decimal places. As such the value may be rounded up or down by a penny.

Requesting an alternative format

You can receive your bills and other important information in either braille, large print or audio CD format.

To request an alternative format, you or someone acting on your behalf can call customer services on **150** from your EE phone or **07953 966 150** from any other phone. We also offer Text Relay or BSL Video Relay as a way to contact our Customer Services teams. Find out more about these services at **ee.co.uk/accessibility**

EVERYTHING OK?

If not, let us know. You can call Customer Services on **150** free from your EE phone or **07953 966 150** from any other phone. If we haven't been able to resolve your complaint within eight weeks of you making it, you can contact 'Ombudsman Services: Communications'. They provide a free independent dispute resolution service, and you can contact them on **0330 440 1614**, or at **ombudsman-services.org/communications**

For more information about how we deal with complaints and how to get in touch, you can view our Customer Complaints Code online at **ee.co.uk/complaints**

HOW YOU PAY

Thanks for paying by Direct Debit. Please see page 1 for when payment will be taken. You will see EE Limited on your bank statement when payment is taken.

All other ways to pay

For a full list of ways to pay go to **ee.co.uk/waystopay**

EE Limited (registered in England no. 02382161) Registered Office: 1 Braham Street, London, E1 8EE



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WHAT HAPPENED SINCE YOUR LAST BILL

Your last bill	£105.90
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Payments

Payment received by Direct Debit	02 May	-£105.90
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Balance brought forward	£0.00
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YOUR SERVICES CHANGED

Last bill

23
Apr

Services
changed

17
May

22
May

This bill

23
May

22
Jun

What's changed since your last bill (6 days)

You normally pay for services in advance. As your service changed on 17 May we've credited what you were charged in advance on your last bill and have started charging you the new price.

See [What's changed since your last bill](#)

Your monthly charges (31 days)

This bill covers your monthly charges in advance and now includes your new or remaining services.

See [Monthly charges](#)

HOW WE WORKED OUT YOUR BILL

07961584002 – MR IAN HENDERSON

£54.42

Your EE Plan and add-ons

- › Unlimited data capped at 100Mbps speeds
- › Unlimited standard mins & texts in the UK
- › If you have a 5G device you can access our 5G network
- › Fair use policy applies
- › £2.29 per day for EU roaming

To find out more visit
ee.co.uk/myee

Included with EE

- › WiFi Coverage Boost
- › London Underground Wifi
- › iPhone Visual voicemail

Spend Cap

- › You have a Spend Cap £0.00 on 17 May

To find out more visit
ee.co.uk/spendcaps

What's changed since your last bill

17 May – 22 May

Essentials Unl £90: £18.00

-£5.78

This is a part month:

- -£18.38 credit (£91.90/month) for your old service from 17 May
 - £18.00 charge (£90.00/month) for your new service from 17 May
- Includes -£5.40 discount (£27.00/month) for Friends & Family 30% off

Add-ons

Full Cover

-£2.80

-£2.80 credit (£14.00/month) for your old service from 17 May

Monthly charges

23 May – 22 Jun

Essentials Unl £90.00 (before discount)

£63.00

Includes Friends & Family 30% off of -£27.00

What you've used

Out of allowance usage charges

£0.00

WITHIN ALLOWANCE SUMMARY

Type	Used	Allowance
Calls		
Unlimited UK Minutes	52:02 mins	Unlimited
Unlimited EU & UK Voice	404:34 mins	Unlimited
Texts		
Unlimited UK Texts	0 texts	Unlimited
Unlimited UK & EU Texts	1 texts	Unlimited
Data		
		Unlimited

* This bill may not include your most recent calls and text messages. If you've changed your data allowance, you may see a combined amount for last month and this upcoming month.



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Your total charges

£54.42

(Including applicable taxes. This is not a VAT invoice.)