



Welcome to our mobile network

Neil Ekins
27 SPORTSMAN LANE
HATFIELD PEVEREL
CHELMSFORD
CM3 2NP
UK

Billed to date: 22-Jul-2018
Bill reference: 134028814473
Your customer no.: 11475043

For Customer Care

From a Tesco Mobile phone: **4455**

From a landline: **0345 301 4455**

Customer Care is open:
Monday to Friday 8am-9pm
Saturday 8am-8pm
Sunday 10am-6pm

Your total bill £39.50

Summary

User charges	46.50
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Total charge	46.50
Previous bill	37.00
Payments received	-44.00
Amount due	39.50



Clubcard
points this
month: 46

Clubcard Number: *****8715

Bill for mobile(s)

07539024312 Shona Ekins
07771715123 Kerry Ekins
07967107330 Catherine Ekins

What do you do now? Absolutely nothing. **£39.50** will be debited
from your bank on **08 August 2018** by Direct Debit.

Your allowances are renewed on the 23rd of each month

Bill not what you're expecting?
You can check the details from page 3 onwards.

Tesco Mobile Limited is authorised and regulated by the Financial Conduct Authority for its credit offering;
No. 723698. Registered in England No. 4780736. Registered Office: Tesco House; Shire Park, Kestrel Way,
Welwyn Garden City, AL7 1GA. VAT No. 815384524.

All prices include VAT - This is not a VAT Invoice



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Get to the bottom of your bill

- Understand why some picture message charges might look unusual.
- Find out why calls from last month might appear on your bill

Go to www.tescomobile.com/billinfo to find out about all this and more.

Want to do account stuff when it suits you?

Call 4488 free to: change safety buffers, listen to usage info, make a payment and more

Download our free app to: change safety buffers, view bills and usage, check extra charges and more

Not happy about something?

Our Customer Care team will do everything we can to resolve your complaint. You can email us, write to us or call us.

If you're not happy with how we deal with your complaint, please ask to speak to a manager.

If you're still not satisfied after eight weeks, you can go to the Telecommunications Ombudsman online: www.ombudsman-services.org/communications, by phone: 01925 430049 or by post: Office of the Telecommunications Ombudsman, Wilderspool Park, Warrington, WA4 6HL.

They'll want to know how our Customer Concerns Management team dealt with your complaint and why you're not happy, so please make sure you have the details.

How to contact Tesco Mobile

By Email

<http://www.tescomobile.com/emailus>

By phone

- Call 4455 from a Tesco Mobile phone
- Call 0345 301 4455 from a landline

By post

Tesco Mobile
c/o Billing Team
Dumers Lane
Radcliffe
Bury
BL9 9QL

Customer Care is open 8:00am to 9:00pm Monday to Friday, 8:00am to 8:00pm Saturday and 10:00am to 6:00pm Sunday

Summary of charges

User charges for 07539024312 Shona Ekins (£11.00 SIM Only Tariff 12 Month Contract)

	From Date	To Date	Cost	Charge (£)
Usage Summary				
SMS	22/06/2018	22/07/2018	0.00	0.00
UK Calls	23/06/2018	22/07/2018	0.00	0.00
Data	23/06/2018	17/07/2018	9.50	9.50
Free Calls	30/06/2018	18/07/2018	0.00	0.00
Roaming in the EU	01/07/2018	22/07/2018	0.00	0.00
Tariff				
Monthly subscription	23/07/2018	22/08/2018		11.00
			Total charges for 07539024312	20.50

User charges for 07771715123 Kerry Ekins (£11.00 SIM Only Tariff 12 Month Contract)

	From Date	To Date	Cost	Charge (£)
Usage Summary				
Data	22/06/2018	19/07/2018	0.00	0.00
SMS	22/06/2018	22/07/2018	2.50	2.50
UK Calls	23/06/2018	20/07/2018	0.00	0.00
Tariff				
Monthly subscription	23/07/2018	22/08/2018		11.00
			Total charges for 07771715123	13.50

User charges for 07967107330 Catherine Ekins (£10 SIM Only Tariff 12 Month Contract)

	From Date	To Date	Cost	Charge (£)
Usage Summary				
Data	22/06/2018	13/07/2018	2.50	2.50
SMS	22/06/2018	22/07/2018	0.00	0.00
UK Calls	25/06/2018	22/07/2018	0.00	0.00
Roaming in the EU	01/07/2018	06/07/2018	0.00	0.00
Tariff				
Monthly subscription	23/07/2018	22/08/2018		10.00
			Total charges for 07967107330	12.50
			Total user charges	46.50

Adjustments, charges and credits

From Date	To Date	Description	Charge (£)
17/07/2018	17/07/2018	Tesco Mobile Transferred Flexcap Top up for 07539024312 (ref=90706090)	-7.00
17/07/2018	17/07/2018	Transfer as Flexible Cap Top up for (ref=90706090)	7.00
23/07/2018	22/08/2018	Data - 2GB for 07967107330	0.00
23/07/2018	22/08/2018	Family perk - 250MB per month for 07967107330	0.00
23/07/2018	22/08/2018	Data 4GB for 07539024312	0.00
23/07/2018	22/08/2018	Family perk - 250MB per month for 07539024312	0.00
23/07/2018	22/08/2018	Data 4GB for 07771715123	0.00
23/07/2018	22/08/2018	Family perk - 250MB per month for 07771715123	0.00



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Total Adjustments, charges & credits 0.00

Payments received

Date	Type	Reference	Amount (£)
09/07/2018	Direct Debit Payments		-37.00
17/07/2018	Ad Hoc		-7.00
Total Payments			-44.00