

SCLE

Address
Customer Service
Fax
Opening Times

PO Box 12927
Ingatstone, Essex, CM4 9YW
0343 5386611
0844 4493700

Simon Carlin
Managing Director/IFA

12 May 2022

The Lost Coin Financial Planning Ltd
5 Loveridge Court, BRISTOL BS36 2NX

Tel: 0117 230 5077



Mark Rowthorn
Dalrymple House Riverside
Dunoon
Argyll
PA23 8TS

Account number 87686
Account name Mark Rowthorn
Invoice number 2061969
Invoice date 16 April 2022
Payment Method Direct Debit

Invoice Summary

Messages

O₂
UNLIMITED DATA
UNLIMITED SMS
UNLIMITED MINUTES
£22.99
CALL 0343 538 6666
unlimited minutes to UK 01, 02 & 03 plus UK Mobiles (02, EE, Three, Vodafone)
unlimited SMS to Mobiles (02, EE, Three, Vodafone)
12 month contract - Fair Usage policy applies
SIM ONLY

Call Charges Summary

UK Local Calls	£	-
UK National Calls	£	-
International Calls	£	-
Mobile Calls	£	-
Non-Geographic Calls	£	-
Total	£	-

Mobile Call Charges Summary

Mobile Usage	£	-
Roamed Usage	£	-
SMS	£	-
Mobile Data	£	-
Total	£	-

Line Rental Charges Summary

Number	Description	Period	Total
01369810352	£13.49 Monthly Discount for 18 months	01-May-22 to 31-May-22	-11.24
01369810352	£34.99 Unlimited Even Faster Fibre Unlimited Broadband	01-May-22 to 31-May-22	29.16
01369810352	Landline Assurance	01-May-22 to 31-May-22	2.08
01369810352	Router Assurance	01-May-22 to 31-May-22	1.67
	Total		21.67

Total Charges...

Invoice Total	£	26.00
Outstanding Balance	£	-
Total Due	£	26.00
VAT at 20%	£	4.33

VAT No. 113 309 848

Payment of your invoice

Total Due £ 26.00

Account

Payment will be taken by Direct Debit
on or around 1 May 2022



USEFUL INFORMATION

How to contact us

Our address is
Pop Telecom
Customer Service Department
PO Box 12927
Ingatstone
Essex
CM4 9YW

Our Opening Hours and contact details

To pay your bill

0343 5386611 Option 2
7 days a week 9:00am until 6:00pm
or to pay your bill online please go to
www.poptelecom.co.uk/pay anytime

Technical Support

0343 5386611 Option 1
7 days a week 9:00am until 6:00pm
techsupport@poptelecom.co.uk

Customer Services

0343 5386611 Option 3
Monday to Friday 9:00am until 6:00pm
customer.service@poptelecom.co.uk

CPI Increase.

As per our terms and conditions the yearly price of the services increase by CPI + 3.9%. The January 2022 CPI figure was 5.4%. As a gesture POP telecom have held the CPI increase at 5.4% in line with inflation. These are costs are costs that are passed on by our suppliers. the increase will

Freephone Numbers

Freephone numbers starting 0800 or 0808 are free to call from Pop telecom landlines and mobiles. **Service Numbers**
Numbers beginning 084 and 087 are general service numbers for contacting organisations. Those beginning 09 are premium rate service numbers, while those beginning 118 are directory enquiry numbers.

The cost of calling any of these numbers is now split into two parts:

The Access Charge: This is what we charge you, per minute, for connecting the call.

The Service Charge: This is the rest of the call charge. The organisation you are calling will tell you how much this is. Adding the above two charges will give you the exact cost of your call.

Landline Assurance

Like most internet providers our network is owned and maintained by BT OpenReach. In the event of you having a fault on the line, a BT OpenReach engineer would call to find & fix the fault. OpenReach cover all kinds of technical faults from the connection outside your home all the way up until the white OpenReach box (master socket) inside your house. From here onwards, any fault becomes your responsibility. If an engineer arrives and the fault is past that box then they will charge you £192 to repair that fault. Landline Assurance covers you and we pay any additional bills from OpenReach?

Router Assurance

If your router was to fail and you did not have router assurance you either must pay for new router or send the device off to the manufacturer for a repair under warranty. A new router will cost you £40 or repair under warranty can take many weeks with additional postage costs. By having our assurance products, you will never need to worry about purchasing a new router as we will exchange it for you free of charge (subject to delivery fees).

How to settle your invoice

Your invoice is due on the date stated above. As standard all of our customers are expected to pay by direct debit. Cheque payments are due on the date of the invoice. If you do not wish to pay by direct debit then a charge of £9.99 will be added onto your account. If you pay your invoice late then a late payment fee will be automatically added to your account. Please see our terms and conditions at www.poptelecom.co.uk for more information.

You can pay your invoice online at
poptelecom.co.uk/pay

Calls on your invoice

The calls shown on your invoice are from the last month before the invoice date. Very occasionally, your invoice may not show all calls made during the previous period if we have not received them yet, this especially includes premium or overseas calls, these will be shown on a future invoice.

Changing your details

If for any reason you need to change your details or address we require 28 days' notice of this in order for our system to update your details. Please contact our customer service department on 0343 538 6611 or email us at customer.service@poptelecom.co.uk

Your Landline Access Charge is 11 ppm
Your Mobile Access Charge is 20.8333 ppm

