



Bill date  
16 Jul 2022

Account number  
117677980

Bill reference  
V02010513462

Page  
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MISS LISA Y. MACDONALD  
15D PARKHILL DRIVE  
RUTHERGLEN  
GLASGOW  
G73 2PL

## HELLO LISA

Here's your bill for July. Thanks for being an EE customer – we hope you're enjoying your services.

Your last bill:  
**£138.49**

✓ **You paid in full**  
Thanks for paying  
by Direct Debit

This bill:

**£138.49**

We'll take this on  
or after 24 Jul

Your recent bills:

Jul	£138.49
Jun	£138.49
May	£154.03

**£138.49**  
Monthly charges

> Includes all monthly charges and any recurring add ons

[see more details of this on page 3](#)

## 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](http://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)
- 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](http://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](https://ee.co.uk/myee)

### Need to call us?

Call **150** free from your EE phone or **07953 966 250** 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](https://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 966 250** 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](https://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 966 250** 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](https://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](https://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](https://ee.co.uk/waystopay)

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



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## HOW WE WORKED OUT YOUR BILL

Number & User	Plan type	Cost
<b>Total</b>		<b>£138.49</b>
07432 796845 (p.3) MISS LISA Y MACDONALD	Paired Watch Plan £28	£30.16
07841 160262 (p.4) MISS LISA Y MACDONALD	Smart iPhone 100GB £58	£75.98
07932 560551 (p.5) MISS LISA Y MACDONALD	Ess Plan 4GB £25	£32.35

### Your EE Plan and add-ons

- > 4GB of data on your plan
- > Damage Cover Incl Insurance Premium Tax

To find out more visit  
[ee.co.uk/myee](https://ee.co.uk/myee)

### Included with EE

- > London Underground WiFi

### 07432796845 – MISS LISA Y MACDONALD £30.16

#### Monthly charges

16 Jul – 15 Aug

Paired Watch Plan £28 £28.00



#### Add-ons

Damage Cover: £2.40 (before discount) £2.16

**Includes Multi insurance discount of -£0.24**

#### What you've used

Out of allowance usage charges £0.00

#### WITHIN ALLOWANCE SUMMARY

Type	Used	Allowance
↕ Data		4.00 GB



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### Your EE Plan and add-ons

- > 100GB data on your plan
- > Unlimited standard mins & texts in the UK plus EU
- > If you have a 5G device you can access our 5G network
- > Fair use policy applies
- > Full Cover Incl Insurance Premium Tax

To find out more visit  
[ee.co.uk/myee](https://ee.co.uk/myee)

### Your EE Smart Benefits

- > Apple TV+
- > 1 Smart Benefit

If you haven't picked them yet, make your choice now at [ee.co.uk/myee](https://ee.co.uk/myee) or text PICK to 150

### Included with EE

- > iPhone Visual voicemail
- > Upgrade Anytime
- > London Underground WiFi

### Spend Cap

- > You have a Spend Cap £5.00 on 07 May

To find out more visit  
[ee.co.uk/spendcaps](https://ee.co.uk/spendcaps)

07841160262 – MISS LISA Y MACDONALD

£75.98

### Monthly charges

16 Jul – 15 Aug

Smart iPhone 100GB £58 £63.38



### Add-ons

Full Cover: £14.00 (before discount) £12.60  
Includes Multi insurance discount of -£1.40

### What you've used

Out of allowance usage charges £0.00

### WITHIN ALLOWANCE SUMMARY

Type	Used	Allowance
<b>Calls</b>		
Unlimited EU & UK Voice	536:24 mins	Unlimited
<b>Texts</b>		
Unlimited UK & EU Texts	34 texts	Unlimited
<b>Data</b>		100.00 GB

\*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 EE Plan and add-ons

- > 4GB of data on your plan
- > Unlimited standard mins & texts in the UK plus EU
- > If you have a 5G ready device you get access to our fastest 5G speeds
- > Damage Cover Incl Insurance Premium Tax

To find out more visit  
[ee.co.uk/myee](https://ee.co.uk/myee)

### Included with EE

- > 1GB data boost
- > 10GB Data Boost
- > iPhone Visual voicemail
- > London Underground WiFi

### Spend Cap

- > You have a Spend Cap  
£0.00 on 07 May

To find out more visit  
[ee.co.uk/spendcaps](https://ee.co.uk/spendcaps)

07932560551 – MISS LISA Y MACDONALD

£32.35

### Monthly charges

16 Jul – 15 Aug

Ess Plan 4GB £25 £27.31



#### Add-ons

Damage Cover: £5.60 (before discount) £5.04  
**Includes Multi insurance discount of -£0.56**

### What you've used

Out of allowance usage charges £0.00

### WITHIN ALLOWANCE SUMMARY

Type	Used	Allowance
<b>Calls</b>		
Unlimited EU & UK Voice	399:00 mins	Unlimited
<b>Texts</b>		
Unlimited UK & EU Texts	16 texts	Unlimited
<b>Data</b>		
		15.00 GB
Plan Allowance		4.00 GB
Data Boost (16 Jul 22 - 15 Aug 22)		1.00 GB
Data Boost (16 Jul 22 - 15 Aug 22)		10.00 GB

\*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.

### Your total charges

£138.49

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