

Your bill period
Up to 26 Aug 15

Your account number
9524144152

Your bill date
27 Aug 15

Your bill number
AHJ28721786

Your Three phone number
07817 142539

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Tim Jones
Broxham Barn
Four Elms Road
Edenbridge
Kent
TN8 6LS

VAT Registration Number: GB 760 7292 22



195241441521

Your 3 bill for Your Plan

Total monthly charges	£29.17 ex VAT
Total usage summary	£ 0.32
Total charges before VAT	£29.49
VAT at 20.0% on £29.486	5.90
VAT at 0.0% on £0.000	0.00
Total charges after VAT	£35.39
Previous balance	36.94
Payments received	36.94 credit
Total payment due by 15 September 2015	£35.39

Calling 084, 087, 09 or 118 numbers?

From 1 July call charges to 084, 087, 09 and 118 numbers are split into two clear parts: an access charge (set by Three) and a service charge (set by who you're calling).

Calls made to these numbers now appear in a new service numbers section of your bill. See Three.co.uk/special call for more info.

For a full explanation of your bill visit our website www.three.co.uk

Thanks for paying by Direct Debit.

Payment will be taken from your account on or soon after **15 September 2015**.

Ways to pay.

There are lots of ways to pay your bill. We recommend setting up a monthly Direct Debit if you haven't already. You only have to set it up once and with our Direct Debit discount you could save £5 per month.

Direct Debit.

Setting up a Direct Debit is the quickest and easiest way to pay, and saves you money. Just visit My3 on your phone or internet enabled device to set it up.

Personal Banking.

You can send a payment from your bank account using online or telephone banking. Our details are:

- Sort Code 40-02-50
 - Account Number 81238817
- Please use your account number as a reference. You'll find this is on the front of your bill.

By Card.

You can go to My3 and make a payment or set up a recurring payment from your Visa, MasterCard or Amex card. Alternatively you can call 333 to make a one-off bill payment.

Cheque/Giro.

Complete the Giro slip at the bottom of this bill and take it to your bank to pay. Some banks may charge for this service. Alternatively post a cheque and the Giro to: Three Payment Centre, PO Box 3, Camberley, GU15 3QS. Please don't send cash in the post.



Three.co.uk

If you do not pay by Direct Debit or card it can take up to 5 days for your payment to be received.

Answering your questions.

Why is my bill higher than the monthly charge I signed up for?

If this is your first bill it is made up of 2 charges:

- The first charge covers your costs for the first 4-9 days of joining so you can start using Three straightaway.
- The second is the first full monthly charge plus any Add-ons or subscriptions.

For all other bills:

This could be because you've subscribed to a new service or if you've gone over your monthly allowance. For more details go to Three.co.uk/priceguide

About your allowance's unit costs.

Your plan includes a set of allowances, made up of a number of 'units'. A unit entitles you to either one minute of calls, one text or one megabyte of data. To help you understand the value you're getting from your plan, below you'll see a breakdown of the exact cost of the units included within your allowances this month.

This bill period, your unit costs are: 0.275p per minute, 0.133p per text and 0.013p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts or any Add-On's allowance that you may have purchased. If any of your allowances are all-you-can-eat, for the purposes of this section we treat them as being either 3000 minutes, 5000 texts or 25GB of data, so that we can determine a unit cost. To see unit costs for short-term Add-on allowances, visit Three.co.uk/addonunitcost, or for more information, please see our Price Guide at Three.co.uk/priceguide.

I don't understand my bill?

We have an interactive guide to help you in our Help & Support pages at three.co.uk/understandingyourbill

When does my monthly allowance restart?

Your monthly allowance starts again every bill date, which you'll see on your bill. You can check your allowance, what's left and when it runs out at your My3 account.

I'd like to make a complaint?

At Three we try our best to provide you with a great service and we are keen to hear from you if you think we've not done a good job. Our complaints process gives you the opportunity to tell us what's gone wrong. Our specialist team will do everything they can to put it right.

The best way to contact our complaints team is to fill out our online form at Three.co.uk/complaints. If your complaint isn't resolved after 8 weeks, or you're not happy with our final decision, you can contact the independent organisation dedicated to sorting out disputes between customers and providers, which is free of charge for you to use.

Write to:

Ombudsman Services: Communications,

PO Box 730, Warrington WA4 6WU.

Email: enquiries@os-communications.org

Phone: 0330 440 1614

Have a look at our website as we have lots of useful information there. Or you can send us an email by going to Three.co.uk/emailus

Need more help?

For mobile queries.

Call 333 free from your Three phone or call us on 0333 300 3333 from any other line ("Standard call rates apply").

[Go to Three.co.uk/bills](http://Three.co.uk/bills)

For Mobile Broadband queries.

Call 500 free from your Three phone or call us on 0333 300 0500 from any other line ("Standard call rates apply").

To protect your privacy, we'll ask a few questions when you call to make sure we're speaking to the right person.

Your My3 account.

Your My3 account helps you keep track of your spending and lots more.

- Check how much monthly allowance you have left.
- See your current balance.
- Look at your bills.
- Register a debit or credit card to make payments.
- Set up a direct debit.
- Switch to eBills.
- Change your marketing preferences.
- Update your address details.

My3 on your phone.

If you have a Three phone:

Select 'Planet 3' and choose the 'My3 account' tab.

If you have an iPhone:

Select the 'App Store' icon on your home screen. Enter 'Three' in the search bar and download the 'Three App'.

If you don't have a Three phone:

Go to <http://mobile.three.co.uk> and select the 'My3 account' tab.

My3 on your computer.

To get to My3, go to Three.co.uk/my3

For security, the first time you access My3 we'll ask you to register. To do this you'll need the last 6 digits on the back of your SIM card. Then just follow the on-screen instructions.

Your bill period
Up to 26 Aug 15

Your account number
9524144152

Your bill date
27 Aug 15

Your bill number
AHJ28721786

Your Three phone number
07817 142539

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Bill Summary

Monthly charge

The One Plan 27 Aug to 26 Sep

Your package is made up of units entitling you to the following allowances:

	Allowance up to 26 Sep	Charge(£) (ex VAT)
Voice minutes	2,000	
Texts	5,000	
3 to 3 voice minutes	5,000	
All-you-can-eat data	Included	

Total (monthly charge) **£29.17**

Usage summary

Calls

	Total minutes used	Minutes used outside of allowance	Charge(£) (ex VAT)
--	-----------------------	--------------------------------------	-----------------------

Your allowance includes units entitling you to minutes.

Calls to service numbers e.g. 084, 087, 09, 118 are excluded from your plan allowance

Voice	313:58	0:00	0.000
Service numbers	1:12	1:12	0.320
Voice when abroad	6:02	0:30	0.000
other services	6:22	6:22	0.000

Total (minutes) **327:34** **8:04** **£0.320**

Messages

	Total messages used	Charge(£) (ex VAT)
--	------------------------	-----------------------

Your allowance includes units entitling you to texts.

Premium shortcodes are excluded from your allowance

Text	13	0.000
Text when abroad	3	0.000

Total (messages) **16** **£0.000**

Internet & messaging

	Total MB	MB used outside of allowance	Charge(£) (ex VAT)
--	----------	---------------------------------	-----------------------

Your allowance includes units entitling you to internet data.

1048576 bytes = 1MB

Internet data	5,708.1477		0.000
Internet & data usage when abroad	231.9456	231.9456	0.000

Total (MB) **5,940.0933** **231.9456** **£0.000**

Total charges before VAT

£29.486

Payments

	Amount(£) (inc VAT)
--	------------------------

Direct Debit on 17 Aug 15 36.94 CR

Total (payments) **£36.94 CR**

Your bill period
Up to 26 Aug 15

Your account number
9524144152

Your bill date
27 Aug 15

Your bill number
AHJ28721786

Your Three phone number
07817 142539

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Itemised usage

Voice calls

Your allowance includes units entitling you to minutes.

Calls to service numbers e.g. 084, 087, 09, 118 are excluded from your plan allowance.

Date	Time	Phone number	Destination	Duration hh:min:sec	Add-on / allowance	Charge (£)
Mon 27 Jul	22:05	07525833551	3 Mobile	00:01:14	Included	0.000
Tue 28 Jul	13:48	03303655000	National Landline	00:12:57	Included	0.000
	14:46	01732700147	Sevenoaks	00:01:00	Included	0.000
	14:46	07769112158	Mobile	00:04:23	Included	0.000
	19:09	07525833551	3 Mobile	00:03:41	Included	0.000
	19:38	01732700147	Sevenoaks	00:01:17	Included	0.000
Wed 29 Jul	09:34	02087106011	London	00:01:55	Included	0.000
	12:20	01865240000	Oxford	00:01:00	Included	0.000
	12:22	01865240000	Oxford	00:02:01	Included	0.000
	14:15	01865240000	Oxford	00:01:00	Included	0.000
Thu 30 Jul	13:53	07525833551	3 Mobile	00:01:37	Included	0.000
	18:48	01732700147	Sevenoaks	00:01:00	Included	0.000
Tue 04 Aug	10:35	03301231025	National Landline	00:02:58	Included	0.000
	15:25	07501843983	Mobile	00:01:00	Included	0.000
Wed 05 Aug	10:23	02087106011	London	00:34:28	Included	0.000
	12:01	03303655000	National Landline	00:01:00	Included	0.000
	12:43	07810023584	Mobile	00:04:43	Included	0.000
Thu 06 Aug	15:49	01216737584	Birmingham	00:01:00	Included	0.000
	15:56	01216737584	Birmingham	00:01:00	Included	0.000
Sun 09 Aug	14:04	07525833551	3 Mobile	00:01:00	Included	0.000
	14:31	07525833551	3 Mobile	00:01:00	Included	0.000
	14:37	07525833551	3 Mobile	00:01:17	Included	0.000
	14:46	07525833551	3 Mobile	00:01:57	Included	0.000
	15:31	07525833551	3 Mobile	00:01:00	Included	0.000
	20:29	01732700147	Sevenoaks	00:32:11	Included	0.000
Mon 10 Aug	13:51	03303655000	National Landline	00:20:22	Included	0.000
	16:14	01865743627	Oxford	00:20:50	Included	0.000
Tue 11 Aug	09:37	02077808000	London	00:01:00	Included	0.000
	09:39	02074239022	London	00:02:09	Included	0.000
Thu 13 Aug	13:48	07525833551	3 Mobile	00:01:00	Included	0.000
	13:49	07525833551	3 Mobile	00:01:00	Included	0.000
	13:50	07525833551	3 Mobile	00:01:00	Included	0.000
	13:51	07525833551	3 Mobile	00:01:00	Included	0.000
	14:23	01732700147	Sevenoaks	00:01:00	Included	0.000
	19:20	01732700147	Sevenoaks	00:19:20	Included	0.000
	19:44	01732700147	Sevenoaks	00:01:00	Included	0.000
	19:46	07525833551	3 Mobile	00:03:34	Included	0.000
	21:10	07501843983	Mobile	00:01:00	Included	0.000
Fri 14 Aug	10:00	01865737649	Oxford	00:01:00	Included	0.000
	13:42	01732700147	Sevenoaks	00:01:00	Included	0.000
Sat 15 Aug	13:06	07525833551	3 Mobile	00:01:39	Included	0.000
	20:29	07961851717	Mobile	00:01:00	Included	0.000
	20:57	07525833551	3 Mobile	00:02:06	Included	0.000
Sun 16 Aug	15:29	01732700147	Sevenoaks	00:01:00	Included	0.000
Mon 17 Aug	22:07	01732700147	Sevenoaks	00:01:38	Included	0.000
Tue 18 Aug	12:51	01865240000	Oxford	00:01:00	Included	0.000
	16:37	01865240000	Oxford	00:01:00	Included	0.000
Wed 19 Aug	14:51	01865743627	Oxford	00:15:25	Included	0.000
	15:17	01865743627	Oxford	00:07:13	Included	0.000
	17:27	01789273149	Stratford-upon-Avon	00:08:34	Included	0.000
	17:48	01732700147	Sevenoaks	00:01:00	Included	0.000
Thu 20 Aug	10:11	02074788910	London	00:01:55	Included	0.000

cont'd

Your bill period
Up to 26 Aug 15

Your account number
9524144152

Your bill date
27 Aug 15

Your bill number
AHJ28721786

Your Three phone number
07817 142539

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Itemised usage cont'd.

Voice calls cont'd

Date	Time	Phone number	Destination	Duration hh:min:sec	Add-on / allowance	Charge (£)
Fri 21 Aug	14:54	07976930910	3 Mobile	00:07:56	Included	0.000
	15:54	02033113000	London	00:01:00	Included	0.000
	15:54	07810023584	Mobile	00:05:13	Included	0.000
Sat 22 Aug	18:04	07525833551	3 Mobile	00:03:06	Included	0.000
Tue 25 Aug	10:01	02073803220	London	00:20:01	Included	0.000
	11:04	07920783774	Mobile	00:01:00	Included	0.000
	18:18	01732700147	Sevenoaks	00:01:12	Included	0.000
	21:02	01732700147	Sevenoaks	00:14:54	Included	0.000
	21:18	01732700147	Sevenoaks	00:22:12	Included	0.000
Total (national calls)				05:13:58		£0.000

Service numbers

Calls to service numbers (starting 084, 087, 09 and 118) aren't included in your plan allowance. Charges for these calls are made up of a £0.208 per minute access charge set by us, plus a service charge set by the company you called. For the access charge, you'll always be charged for a minimum of one minute (this is why your call duration may show as being 1 minute long), and after the first minute you'll be charged per second for the rest of the call.

Date	Time	Phone number	Destination	Duration hh:min:sec	Access charge (£)	Service charge (£)	Charge (£)
Mon 24 Aug	16:40	08446930659	Service	00:01:12	0.250	0.070	0.320
Total (service numbers)				00:01:12			£0.320

Voice calls when abroad

(E = Charges for using your handset outside the EU are outside the scope of VAT)

(P = Calls, texts and data at a promotional rate available in selected countries)

Date	Time	Phone number	Destination	Duration hh:min:sec	Add-on / allowance	Charge(£) (ex VAT)
Tue 04 Aug	01:14		Incoming	00:00:30	Excluded	0.000 ^{TP}
	07:22	03301231025	National Landline	00:05:32	Included	0.000 ^P
Total (voice calls when abroad)				00:06:02		£0.000
Total (voice calls)				05:21:12		£0.320

Other services

Calls to services such as personal numbers starting 070 and premium short codes are excluded from your plan allowance.

Date	Time	Phone number	Destination	Duration hh:min:sec	Add-on / allowance	Charge(£) (ex VAT)
Wed 19 Aug	17:23	123	Voicemail	00:03:14	Excluded	0.000
Thu 20 Aug	10:10	123	Voicemail	00:01:00	Excluded	0.000
	10:10	123	Voicemail	00:01:08	Excluded	0.000
Fri 21 Aug	14:51	123	Voicemail	00:01:00	Excluded	0.000
Total (other services)				00:06:22		£0.000

Your bill period
Up to 26 Aug 15

Your account number
9524144152

Your bill date
27 Aug 15

Your bill number
AHJ28721786

Your Three phone number
07817 142539

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Itemised usage cont'd.

Messages

Your allowance includes units entitling you to texts.

Text

Date	Time	Phone number	Destination	Add-on / allowance	Charge(£) (ex VAT)
Tue 28 Jul	20:59	07877037745	Mobile	Included	0.000
Tue 04 Aug	15:26	07501843983	Mobile	Included	0.000
	15:42	07501843983	Mobile	Included	0.000
Tue 11 Aug	14:19	01923750604	Watford	Included	0.000
	21:21	07961851717	Mobile	Included	0.000
	21:22	07961851717	Mobile	Included	0.000
	21:22	07961851717	Mobile	Included	0.000
	21:25	07961851717	Mobile	Included	0.000
	22:05	07961851717	Mobile	Included	0.000
	22:07	07961851717	Mobile	Included	0.000
Thu 13 Aug	21:05	07501843983	Mobile	Included	0.000
Sat 15 Aug	20:31	07961851717	Mobile	Included	0.000
Mon 17 Aug	13:04	07985120003	Mobile	Included	0.000
Total (text)			13		£0.000

Text when abroad

(P = Calls, texts and data at a promotional rate available in selected countries)

Date	Time	Phone number	Destination	Add-on / allowance	Charge(£) (ex VAT)
Sun 02 Aug	21:07	07809544437	Mobile	Included	0.000 ^P
Tue 04 Aug	00:11	07903094950	Mobile	Included	0.000 ^P
	00:11	07903094950	Mobile	Included	0.000 ^P
Total (text when abroad)			3		£0.000
Total (messages)			16		£0.000

Internet data

Your allowance includes units entitling you to internet data.

Date	Description	Total MB	Add-on / allowance	Charge(£) (ex VAT)
Mon 27 Jul	Mobile internet	64.5651	Included	0.000
Tue 28 Jul	Mobile internet	315.6239	Included	0.000
Wed 29 Jul	Mobile internet	603.0083	Included	0.000
Thu 30 Jul	Mobile internet	313.4367	Included	0.000
Fri 31 Jul	Mobile internet	56.5272	Included	0.000
Tue 04 Aug	Mobile internet	70.3603	Included	0.000
Wed 05 Aug	Mobile internet	31.5955	Included	0.000
Thu 06 Aug	Mobile internet	359.9353	Included	0.000
Fri 07 Aug	Mobile internet	362.1724	Included	0.000
Sat 08 Aug	Mobile internet	15.7889	Included	0.000
Sun 09 Aug	Mobile internet	34.3330	Included	0.000
Mon 10 Aug	Mobile internet	208.2293	Included	0.000
Tue 11 Aug	Mobile internet	189.0387	Included	0.000
Wed 12 Aug	Mobile internet	623.4032	Included	0.000
Thu 13 Aug	Mobile internet	141.7996	Included	0.000
Fri 14 Aug	Mobile internet	140.7077	Included	0.000
Sat 15 Aug	Mobile internet	90.9997	Included	0.000
Sun 16 Aug	Mobile internet	40.4889	Included	0.000
Mon 17 Aug	Mobile internet	208.8094	Included	0.000
Tue 18 Aug	Mobile internet	275.7038	Included	0.000
Wed 19 Aug	Mobile internet	271.2872	Included	0.000
Thu 20 Aug	Mobile internet	142.4477	Included	0.000
Fri 21 Aug	Mobile internet	23.4944	Included	0.000

cont'd

Your bill period
Up to 26 Aug 15

Your account number
9524144152

Your bill date
27 Aug 15

Your bill number
AHJ28721786

Your Three phone number
07817 142539

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Itemised usage cont'd.

Internet data cont'd

Your allowance includes units entitling you to internet data.

Date	Description	Total MB	Add-on / allowance	Charge(£) (ex VAT)
Sat 22 Aug	Mobile internet	80.9656	included	0.000
Sun 23 Aug	Mobile internet	144.8211	included	0.000
Mon 24 Aug	Mobile internet	238.4772	included	0.000
Tue 25 Aug	Mobile internet	373.0639	included	0.000
Wed 26 Aug	Mobile internet	287.0639	included	0.000
Total (data)		5,708.1477		£0.000

Internet & data usage when abroad

(P = Calls, texts and data at a promotional rate available in selected countries)

Date	Description	Total MB	Add-on / allowance	Charge(£) (ex VAT)
Fri 31 Jul	Mobile internet	19.0838	included	0.000 ^P
Sat 01 Aug	Mobile internet	60.4711	included	0.000 ^P
Sun 02 Aug	Mobile internet	75.7765	included	0.000 ^P
Mon 03 Aug	Mobile internet	59.7950	included	0.000 ^P
Tue 04 Aug	Mobile internet	16.8193	included	0.000 ^P
Total (data)		231.9456		£0.000

