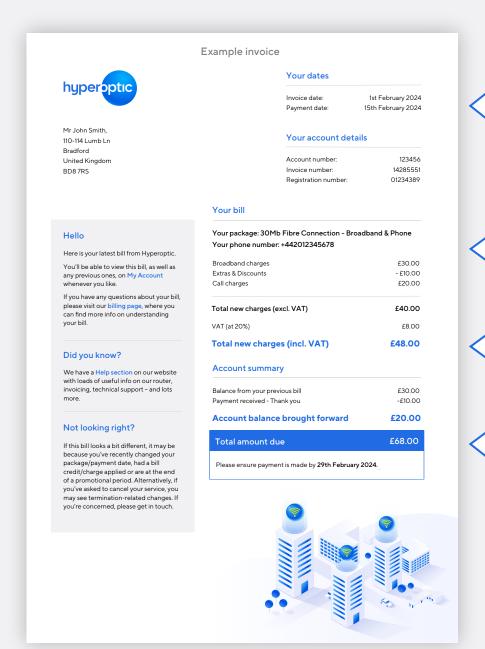


## Your bill explained

This guide explains the information displayed on your bill and answers some common questions you might have. Please bear in mind that not all of the sections shown below will appear on every bill – it will depend on your account in that particular month.



At the top of your bill, you'll find your account details. If any of the information is incorrect, please let us know. You'll need your Account number to hand (found under section "Your account details").

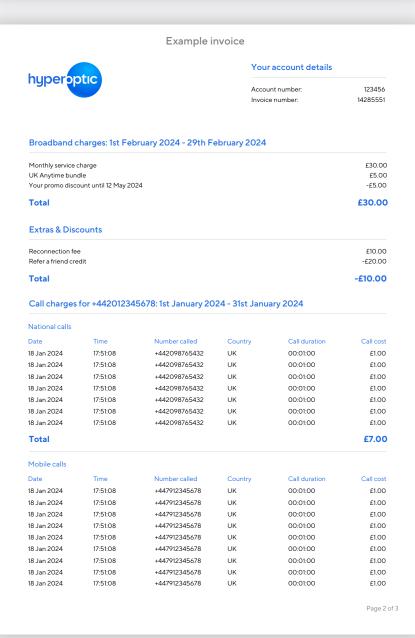
This section will give an overview of your charges.

This section shows account activity related to your last bill.

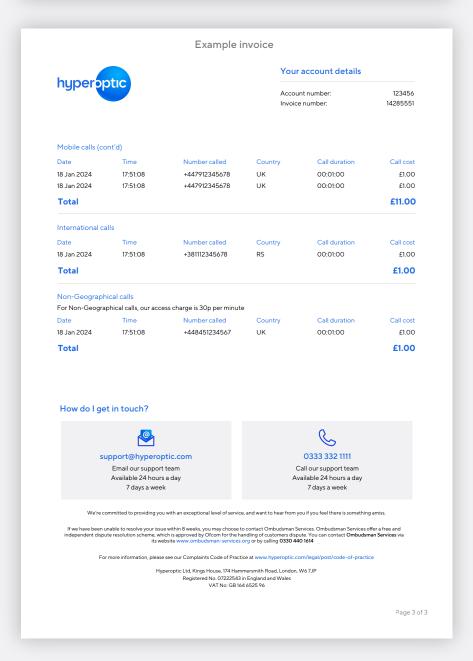
This section displays the total amount to be taken, and the payment date. Payment is always taken by direct debit 14 calendar days after your invoice is sent.

This section will give a detailed breakdown of your charges. This includes your regular monthly pricing and recurring packages. As a reminder, we charge for monthly broadband and line rental in advance.

Any phone call charges, if you have our phone service, will be shown here



This section will highlight any adjustments to your charges, including package changes since your last bill and other one-off items.



## When will I get my bills?

If this is your first bill, you'll receive it the day after your service is activated. You'll get your second bill in the same month and all subsequent bills will be sent once a month. Payment for every bill is due by direct debit 14 calendar days after it's been sent.

## How can I change which email address receives the bills?

You can manage your details by logging into <u>My Account</u> at hyperoptic.com

## I'd like to discuss my bill with you, how do I contact you?

If you'd like to discuss your bill, please email us at <a href="mailto:support@hyperoptic.com">support@hyperoptic.com</a> or give us a call on <a href="mailto:03333321111">03333321111</a>. We're available 24/7.



