



# Your business invoice explained

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

The screenshot shows the top portion of a Hyperoptic business invoice. It includes the Hyperoptic logo, the customer's name (Mr John Smith), and contact information. Key sections include 'Your dates' (Invoice date: 1st February 2023, Termination date: 28th February 2023), 'Your account details' (Account number: 338188, Invoice number: 14285551), and 'Your business invoice' which lists 'Your package: 30Mb Fibre Connection - Broadband & Phone' and 'Your phone number: 442080636039'. A summary table shows 'Total new charges (incl. VAT)' of £36.00 and 'Total amount due' of £50.00. A 'Hello' message and a 'Did you know?' section are also visible.

At the top of your invoice, 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 invoice.

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.

The screenshot shows the middle portion of the invoice, detailing 'Broadband charges: 1st February 2023 - 28th January 2023'. It lists 'Monthly service charge' (£30.00) and 'UK Anytime bundle' (£5.00). An 'Adjustments' section shows a 'Reconnection fee' (£10.00) and a 'Refer a friend credit' (-£20.00). Below this is a table for 'Call charges for 442080636039: 1st January 2020 - 31st January 2020', with sub-sections for 'National calls' and 'Mobile calls'. Each table lists dates, times, numbers called, countries, durations, and costs.

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 invoice and other one-off items.

The screenshot shows the bottom portion of the invoice, including 'Mobile calls (cont'd)', 'International calls', and 'Non-Geographical calls'. It also features a 'How do I get in touch?' section with contact information for email (business.support@hyperoptic.com) and phone (0203 318 8216). A footer contains legal information, including the company name (Hyperoptic Ltd), registered address, and VAT number.

## 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 **My Account** 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 [business.support@hyperoptic.com](mailto:business.support@hyperoptic.com) or give us a call on **0203 318 8216**. We're available 24/7.



[business.support@hyperoptic.com](mailto:business.support@hyperoptic.com)  
Email our support team



**0203 318 8216**  
Call our support team

Please note that we're available 24 hours a day, 7 days a week, unless stated otherwise