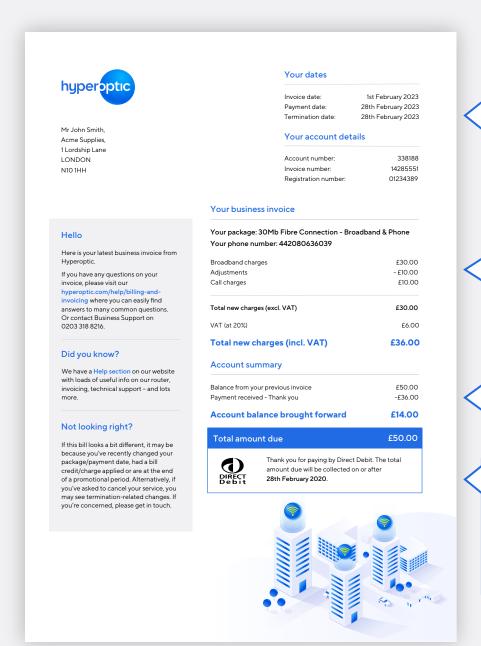


## Your business invoice explained

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.



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").

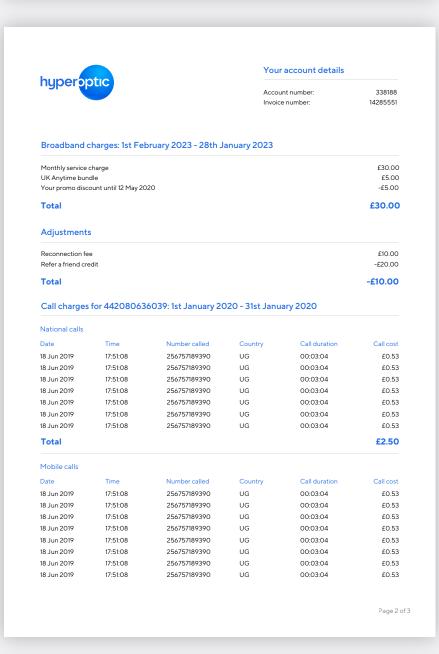
This section will give an overview of your charges.

This section shows account activity related to your last invoice.

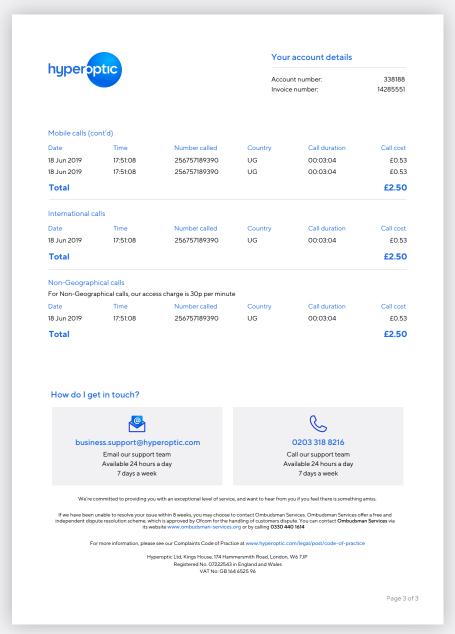
This section displays the total amount to be taken, and the payment date. Payment is always taken by direct debit 14 calendar days after your invoice is sent.

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.

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.



## 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?

Email our support team

If you'd like to discuss your bill, please email us at <a href="mailto:business.support@hyperoptic.com">business.support@hyperoptic.com</a> or give us a call on <u>0203 318 8216</u>. We're available 24/7.



business.support@hyperoptic.com

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