



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.

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Mr John Smith,
Acme Supplies,
1 Lordship Lane
LONDON
N10 1HH

Your dates
Invoice date: 1st February 2023
Payment date: 28th February 2023
Termination date: 28th February 2023

Your account details
Account number: 338188
Invoice number: 14285551
Registration number: 01234389

Your bill
Your package: 30Mb Fibre Connection - Broadband & Phone
Your phone number: 442080636039

Broadband charges	£30.00
Extras & Discounts	-£10.00
Call charges	£10.00
Total new charges (excl. VAT)	£40.00
VAT (at 20%)	£4.00
Total new charges (incl. VAT)	£44.00

Account summary
Balance from your previous bill: £30.00
Payment received - Thank you: -£10.00
Account balance brought forward: £20.00

Total amount due: £64.00

Please ensure payment is made by 28th February 2020.

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

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Account number: 338188
Invoice number: 14285551

Broadband charges: 1st February 2023 - 28th February 2023

Monthly service charge	£30.00
UK Anytime bundle	£5.00
Your promo discount until 12 May 2020	-£5.00
Total	£30.00

Extras & Discounts

Reconnection fee	£10.00
Refer a friend credit	-£20.00
Total	-£10.00

Call charges for 442080636039: 1st January 2020 - 31st January 2020

National calls

Date	Time	Number called	Country	Call duration	Call cost
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
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18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
Total					£2.50

Mobile calls

Date	Time	Number called	Country	Call duration	Call cost
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
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18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
Total					£2.50

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

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Account number: 338188
Invoice number: 14285551

Mobile calls (cont'd)

Date	Time	Number called	Country	Call duration	Call cost
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
Total					£2.50

International calls

Date	Time	Number called	Country	Call duration	Call cost
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
Total					£2.50

Non-Geographical calls
For Non-Geographical calls, our access charge is 30p per minute

Date	Time	Number called	Country	Call duration	Call cost
18 Jun 2019	17:51:08	256757189390	UG	00:03:04	£0.53
Total					£2.50

How do I get in touch?

business.support@hyperoptic.com

Email our support team
Available 24 hours a day
7 days a week

0203 318 8216

Call our support team
Available 24 hours a day
7 days a week

We're committed to providing you with an exceptional level of service, and want to hear from you if you feel there is something amiss.

If we have been unable to resolve your issue within 8 weeks, you may choose to contact Ombudsman Services. Ombudsman Services offer a free and independent dispute resolution scheme, which is approved by Ofcom for the handling of customer disputes. You can contact Ombudsman Services via its website www.ombudsman-services.org or by calling 0330 440 1614.

For more information, please see our Complaints Code of Practice at www.hyperoptic.com/legal/postcode-of-practice

Hyperoptic Ltd, Kings House, 178 Harmondsworth Road, London, W8 7JP
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VAT No. GB 164 6525 96

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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 support@hyperoptic.com or give us a call on **0333 332 1111**. We're available 24/7.



support@hyperoptic.com
Email our support team



0333 332 1111
Call our support team

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