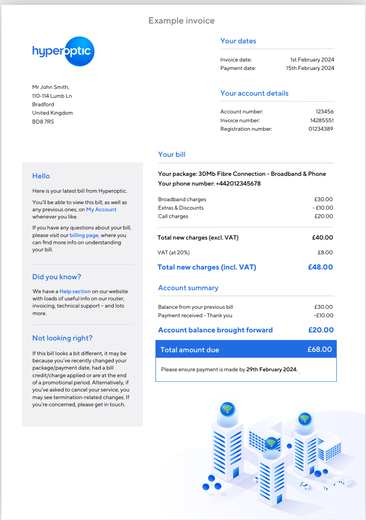
Your bill explained

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.



Example invoice

Mr John Smith,
110-114 Lumb Ln
Bradford
United Kingdom
BD8 7RS

Your dates

Invoice date:	1st February 2024
Payment date:	15th February 2024

Your account details

Account number:	123456
Invoice number:	14285551
Registration number:	01234389

Hello

Here is your latest bill from Hyperoptic.

You'll be able to view this bill, as well as any previous ones, on My Account whenever you like.

If you have any questions about your bill, please visit our billing page, where you can find more info on understanding your bill.

Did you know?

We have a Help section on our website with loads of useful info on our router, invoicing, technical support - and lots more.

Not looking right?

If this bill looks a bit different, it may be because you've recently changed your package/payment date, had a bill credit/charge applied or are at the end of a promotional period. Alternatively, if you've asked to cancel your service, you may see termination-related charges. If you're concerned, please get in touch.

Your bill

Your package: 30Mb Fibre Connection - Broadband & Phone
Your phone number: +442012345678

Broadband charges	£30.00
Extras & Discounts	-£10.00
Call charges	£20.00
Total new charges (excl. VAT)	**£40.00**
VAT (at 20%)	£8.00
Total new charges (incl. VAT)	**£48.00**

Account summary

Balance from your previous bill	£30.00
Payment received - Thank you	-£10.00
Account balance brought forward	**£20.00**
Total amount due	**£68.00**

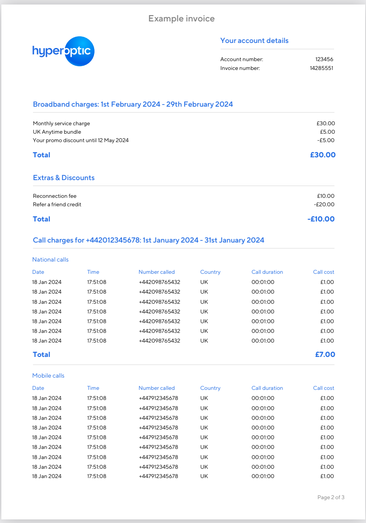
Please ensure payment is made by **29th February 2024**.

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.



Example invoice

Your account details

Account number:	123456
Invoice number:	14285551

Broadband charges: 1st February 2024 - 29th February 2024

Monthly service charge	£30.00
UK Anytime bundle	£5.00
Your promo discount until 12 May 2024	-£5.00
Total	**£30.00**

Extras & Discounts

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

Call charges for +442012345678: 1st January 2024 - 31st January 2024

National calls

Date	Time	Number called	Country	Call duration	Call cost
18 Jan 2024	17:51:08	+442098765432	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+442098765432	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+442098765432	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+442098765432	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+442098765432	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+442098765432	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+442098765432	UK	00:01:00	£1.00
Total					**£7.00**

Mobile calls

Date	Time	Number called	Country	Call duration	Call cost
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00

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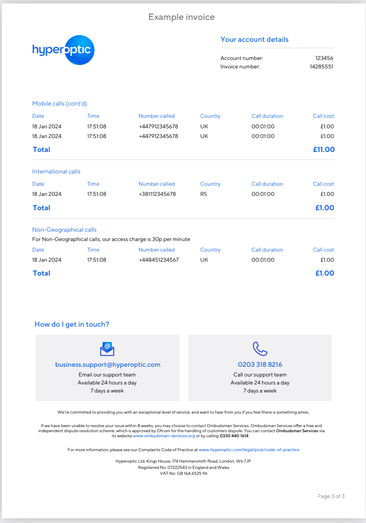
This section will give a detailed breakdown of your charges. This includes your regular monthly pricing and recurring packages. As a reminder, we charge for monthly broadband and line rental in advance.

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.



Example invoice

Your account details

Account number:	123456
Invoice number:	14285551

Mobile calls (cont'd)

Date	Time	Number called	Country	Call duration	Call cost
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
18 Jan 2024	17:51:08	+447912345678	UK	00:01:00	£1.00
Total					**£11.00**

International calls

Date	Time	Number called	Country	Call duration	Call cost
18 Jan 2024	17:51:08	+381112345678	RS	00:01:00	£1.00
Total					**£1.00**

Non-Geographical calls

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

Date	Time	Number called	Country	Call duration	Call cost
18 Jan 2024	17:51:08	+448451234567	UK	00:01:00	£1.00
Total					**£1.00**

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 customers dispute. 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/post/code-of-practice

Hyperoptic Ltd, Kings House, 174 Hammersmith Road, London, W6 7JP
Registered No. 07222543 in England and Wales
VAT No. GB 164 6325 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