

Customer Name
Address Line 1
Address Line 2
Address Line 3
Postcode

Phone number 1234567890
Account number 1234567890
Bill number 1234567890
Bill date 06 July 2018
Payment due 23 July 2018
Bill period 01/06/2018 - 30/06/2018
VAT registration number GB 867 2447 91

Hello Customer,

Your bill

Previous outstanding balance 1

Previous balance	£0.00
Payments received	£0.00
Outstanding balance	£0.00

New charges 2

Monthly charges 3	From - To	Charge
Anytime calling plan (in advance)	08/06/2018 - 31/07/2018	£10.30
First Broadband (in advance)	08/06/2018 - 31/07/2018	£2.95
Line rental (in advance)	08/06/2018 - 31/07/2018	£25.01
Total		£38.26

Call charges 4	Number of calls	Charge
UK Mobile	13	£4.73
Local	41	£0.00
Optional Features (pay per use)	4	£0.68
Specialised services	4	£0.00
Total		£5.41

One off charges 5	Date	Charge
New Line Installation	08/06/2018	£50.00
Total		£50.00

Total

Total charges	£93.67
VAT at 20%	£18.73
Total charges this period	£112.40

BALANCE NOW 6 £112.40

For further information and help understanding your bill please visit the help and advice section of our website

first-utility.com/help/broadband

Your payment is due by 23 July 2018. 7

Your first bill may be higher than you expected. So we've created this guide to help you better understand it.

- 1 Previous outstanding balance**
This is your first bill, so there are no previous balance or payments to show. Your bills after this will show your previous balance and payments.
- 2 New charges**
All your monthly bills will include a breakdown of your Monthly charges, one off charges and any Call charges.
- 3 Monthly charges**
The Monthly charges include all services that are charged in advance.
 - All the elements of broadband plan, including price for: broadband and line rental.
 - Call packages in your plan, such as 'Evenings & Weekends', or call features such as 'Caller Display'.
 - Any discounts will show as credit.
- 4 Call charges**
 - The number of calls made per call category are summarised within Call charges.
 - All Call charges will relate to the **Bill period** highlighted at the top of your bill.
 - Your Call charges are itemised towards the bottom of your bill. These are those calls made within the billing period (whether free or not). You can see the date and time you made each individual call and the charge for each call.

Please visit our website to find our Price List, which provides more information on call charges. You can find it at first-utility.com/broadband/pricing
- 5 One off charges**
One off charges include charges such as 'New Line Installation'. All One off charges are shown exclusive of VAT.
- 6 Balance now**
The total balance due is displayed as the 'Balance Now'.
- 7 Payment date**
The date your payment is due (shown at the top and bottom of the bill).

Why is my first bill higher than expected?

Your first bill will seem higher than you might expect, because it covers a period of more than one month, or it will include any one off installation charges you have incurred.

Your broadband price is calculated from the date your service started to the end of the month you received your first bill. This will always be more than one month's price for broadband. In the example opposite, your service started 8 June 2018, then your first bill will include Monthly charges for the services you used from 8 June until the 30 June, plus the entire price for July.

It also includes call charges that were not included in your package.

VAT query / how is my broadband charge calculated?

Your broadband plan comprises of two separate chargeable items, Line rental and broadband. These prices are exclusive of VAT, which is why they are lower than the monthly price you were quoted for First Utility broadband.

For example, a monthly broadband price of £18.99 (which includes VAT), will display on the bill as;

First broadband (in advance) £1.67

Line rental (in advance) £14.16

The prices above are exclusive of VAT. The sum of both prices is £15.83. Once VAT (at 20% - £3.16) is added, the package price equals £18.99. Don't worry, there are no hidden costs and you are not paying any more than contractually agreed.