



Customer Name
Address line 1
Address line 2
Address line 3
Address line 4
Postcode

Phone number: 000000000
Account number: 000000000
Bill number: 000000000
Bill date: Date Month Year
Payment due: Date Month Year
Bill period: 00/00/0000 - 00/00/00
VAT registration number: AA 000 0000 00

Hello customer,

Your bill

Previous outstanding balance 1

Previous balance	£0.00
Payments recieved	£0.00 CR
Outstanding balance	£0.00

New charges 2

Monthly charges

	From - To	Charge
Anytime calling plan (in advance)	00/00/0000 - 00/00/0000	£00.00
Fast Broadband (in advance)	00/00/0000 - 00/00/0000	£00.00
Line rental (in advance)	00/00/0000 - 00/00/0000	£00.00
Total		£00.00

Call charges 4

	Number of calls	Charge
UK Mobile	00	£00.00
Local	00	£00.00
Optional features (pay per use)	00	£00.00
Specialised services		£00.00
Total		£00.00

One off charges 5

New line installation		
Total		£00.00

Total

Total charges	£0.00
VAT at 20%	£0.00
Total charges this period	£0.00

BALANCE NOW 6

£000.00

For further information and help understanding your bill please visit the help and advice section of our website shellenergy.co.uk/broadband/help

Your payment will be collected by Direct Debit on or after <date>

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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

All the elements of broadband plan, including price for: broadband and line rental. These prices are exclusive of VAT.

- 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 shellenergy.co.uk/info/broadband/prices

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'. Your first bill may seem higher than you might expect, because the Monthly charges cover a period of more than one month; or It will include any one off installation charges you have incurred.

7 Payment date

The date your payment is due (shown at the top and bottom of the bill).