

Your bill period
Up to 18 Apr 15

Your account number
9558290251

Your bill date
19 Apr 15

Your bill number
ADJ93476435

Your phone number
0 [REDACTED]

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Three.co.uk

Michael Kaldezar



195582902511

Your 3 bill for Your Plan

Total monthly charges	£25.00
Total usage summary	
total other discounts & allowances	10.00 credit
Total charges	£15.14
Previous balance	15.78
Payments received	15.78 credit
Total payment due by 08 May 2015	£15.14

All charges are inclusive of VAT where relevant.

For a full explanation of your bill visit our website
www.three.co.uk/bills

Thanks for paying by Direct Debit.

Payment will be taken from your account on or soon after **08 May 2015**.

Ways to pay.

There are lots of different ways to pay your bill. We recommend setting up a Direct Debit for easy monthly payments and you won't have to pay a monthly payment administration fee.



Three.co.uk

Direct Debit.

Setting up a Direct Debit is the quickest and easiest way to pay. Just visit My3 on your phone or internet enabled device to set it up.

By Card.

You can go to My3 and make a payment or set up a recurring payment from your Visa, MasterCard or Amex card. Alternatively you can call 333 to make a one off bill payment.

Personal Banking.

You can send a payment from your bank account using online or telephone banking. Our details are:

- Sort Code 40 02 50
- Account Number 81238817

Please use your account number as a reference. You'll find this is on the front of your bill.

Cheque/Giro.

Complete the Giro slip at the bottom of this bill and take it to your bank to pay. Some banks may charge for this service.

Alternatively post a cheque and the Giro to: Three Payment Centre, PO Box 3, Camberley, GU15 3QS. Please don't send cash in the post.

If you do not pay by Direct Debit or card it can take up to 5 days for your payment to be received.

Answering your questions.

Why is my bill higher than the monthly charge I signed up for?

If this is your first bill it is made up of 2 charges:

- The first charge covers your costs for the first 4-9 days of joining so you can start using Three straightaway.
- The second is the first full monthly charge plus any Add ons or subscriptions.

For all other bills:

This could be because you've subscribed to a new service or if you've gone over your monthly allowance. For more details go to Three.co.uk/pricguide

About your allowance's unit costs.

Your plan includes a set of allowances, made up of a number of 'units'. A unit entitles you to either one minute of calls, one text or one megabyte of data. To help you understand the value you're getting from your plan, below you'll see a breakdown of the exact cost of the units included within your allowances this month.

This bill period, your unit costs are: 0.260p per minute, 0.024p per text and 0.023p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one off reductions, discounts or any Add On's allowance that you may have purchased. If any of your allowances are all you can eat, for the purposes of this section we treat them as being either 3000 minutes, 5000 texts or 25GB of data, so that we can determine a unit cost. To see unit costs for short term Add on allowances, visit

Three.co.uk/addonunitcost, or for more information, please see our Price Guide at Three.co.uk/pricguide.

I don't understand my bill?

We have an interactive guide to help you in our Help & Support pages at three.co.uk/understandingyourbill

When does my monthly allowance restart?

Your monthly allowance starts again every bill date, which you'll see on your bill. You can check your allowance, what's left and when it runs out at your My3 account.

I'd like to make a complaint?

At Three we try our best to provide you with a great service and we are keen to hear from you if you think we've not done a good job. Our complaints process gives you the opportunity to tell us what's gone wrong. Our specialist team will do everything they can to put it right.

The best way to contact our complaints team is to fill out our online form at Three.co.uk/complaints. If your complaint isn't resolved after 8 weeks, or you're not happy with our final decision, you can contact the independent organisation dedicated to sorting out disputes between customers and providers, which is free of charge for you to use.

Write to:

Ombudsman Services: Communications,
PO Box 730, Warrington WA4 6WU.

Email: enquiries@os-communications.org

Phone: 0330 440 1614

Have a look at our website as we have lots of useful information there. Or you can send us an email by going to Three.co.uk/emailus

Need more help?

For mobile queries.

Call 333 free from your Three phone or call us on **0333 300 3333** from any other line (charged at 5.1p per minute from a BT landline, other networks may

[Go to Three.co.uk/bills](http://Three.co.uk/bills)

For Mobile Broadband queries.

Call 500 free from your Three phone or call us on **0333 300 0500** from any other line (charged at 5.1p per minute from a BT landline, other networks may vary).

To protect your privacy, we'll ask a few questions when you call to make sure we're speaking to the right person.

Your My3 account.

Your My3 account helps you keep track of your spending and lots more.

- Check how much monthly allowance you have left.
- See your current balance.
- Look at your bills.
- Register a debit or credit card to make payments.
- Set up a direct debit.
- Switch to eBills.
- Change your marketing preferences.
- Update your address details.

My3 on your phone.

If you have a Three phone:

Select 'Planet 3' and choose the 'My3 account' tab.

If you have an iPhone:

Select the 'App Store' icon on your home screen. Enter 'Three' in the search bar and download the 'Three App'.

If you don't have a Three phone:

Go to <http://mobile.three.co.uk> and select the 'My3 account' tab.

My3 on your computer.

To get to My3, go to Three.co.uk/my3

For security, the first time you access My3 we'll ask you to register. To do this you'll need the last 6 digits on the back of your SIM card. Then just follow the on screen instructions.

Your bill period
Up to 18 Apr 15

Your account number
9558290251

Your bill date
19 Apr 15

Your bill number
ADJ93476435

Your Three phone number
07968 361668

Customer services
333 or 0333 300 3333
Or visit My3 on your handset



Three.co.uk

Itemised usage

Voice calls

Your allowance includes units entitling you to minutes.

Calls to non geographic, freephone numbers e.g. 084, 087 are excluded from your allowance.

Date	Time	Phone number	Destination	Duration hh:min:sec	Add on / allowance	Charge(£)
Thu 19 Mar	09:20	07525811670	Mobile	00:00:22	Included	0.000
	09:32	07525811670	Mobile	00:04:20	Included	0.000
	12:02	07956126838	Mobile	00:00:40	Included	0.000
Fri 20 Mar	15:28	02032994238	London	00:00:57	Included	0.000
	09:16	08437240891	National Rate	00:01:00	Excluded	0.050
	10:39	07710647683	Mobile	00:00:40	Included	0.000
	11:50	01908961111	Wolverton	00:01:19	Included	0.000
	15:13	08003767974	Freephone	00:01:00	Excluded	0.000
	16:25	07525811670	Mobile	00:00:21	Included	0.000
	17:24	07973178737	Mobile	00:00:03	Included	0.000
Sat 21 Mar	15:00	07775586375	Mobile	00:27:26	Included	0.000
Sun 22 Mar	15:52	07841401947	Mobile	00:00:17	Included	0.000
Mon 23 Mar	09:50	07956126838	Mobile	00:01:04	Included	0.000
	09:52	07525811670	Mobile	00:00:24	Included	0.000
	14:31	07525811670	Mobile	00:03:27	Included	0.000
Tue 24 Mar	15:55	07710647683	Mobile	00:01:13	Included	0.000
Wed 25 Mar	19:20	07833646491	Mobile	00:00:21	Included	0.000
	10:02	07525811670	Mobile	00:00:24	Included	0.000
Thu 26 Mar	12:50	07841401947	Mobile	00:00:17	Included	0.000
	09:44	08000282909	Freephone	00:01:00	Excluded	0.000
Fri 27 Mar	09:45	08000282909	Freephone	00:01:00	Excluded	0.000
	09:45	01892512345	Tunbridge Wells	00:03:53	Included	0.000
	10:28	07973178737	Mobile	00:01:17	Included	0.000
	10:31	07973178737	Mobile	00:00:56	Included	0.000
	10:41	07973178737	Mobile	00:00:44	Included	0.000
	12:13	02030490700	London	00:00:59	Included	0.000
	13:20	01202937666	Bournemouth	00:04:55	Included	0.000
Sat 28 Mar	12:21	07525811670	Mobile	00:10:13	Included	0.000
Mon 30 Mar	15:02	02082915578	London	00:01:15	Included	0.000
	15:09	02073265239	London	00:02:06	Included	0.000
	18:01	07973178737	Mobile	00:00:01	Included	0.000
Tue 31 Mar	07:37	02079490190	London	00:00:58	Included	0.000
	12:19	07785770640	Mobile	00:08:58	Included	0.000
	13:00	02079490190	London	00:01:04	Included	0.000
	17:46	02079490190	London	00:08:49	Included	0.000
Wed 01 Apr	11:57	02082915578	London	00:00:53	Included	0.000
	14:26	07791339472	Mobile	00:00:22	Included	0.000
	15:31	02082915578	London	00:03:21	Included	0.000
Thu 02 Apr	19:54	07973178737	Mobile	00:00:21	Included	0.000
	08:41	07973178737	Mobile	00:00:04	Included	0.000
	09:20	02032994238	London	00:02:21	Included	0.000
	10:33	07973178737	Mobile	00:00:19	Included	0.000
	10:34	02084666911	London	00:03:19	Included	0.000
	15:31	07973178737	Mobile	00:00:30	Included	0.000
	18:23	07768760388	Mobile	00:00:38	Included	0.000
18:27	07768760388	Mobile	00:00:05	Included	0.000	
Fri 03 Apr	14:50	02076120800	London	00:00:33	Included	0.000
Mon 06 Apr	13:14	07973178737	Mobile	00:01:00	Included	0.000
	19:43	01179009000	Bristol	00:00:18	Included	0.000
Tue 07 Apr	08:39	01179009000	Bristol	00:08:59	Included	0.000
	08:55	02073265239	London	00:00:05	Included	0.000
	09:51	07525811670	Mobile	00:00:24	Included	0.000
	13:19	02032994238	London	00:07:55	Included	0.000
	16:38	07973178737	Mobile	00:00:02	Included	0.000
Thu 09 Apr	17:20	07973178737	Mobile	00:00:07	Included	0.000
	14:52	01179009000	Bristol	00:00:16	Included	0.000

cont'd

Your bill period
Up to 18 Apr 15

Your account number
9558290251

Your bill date
19 Apr 15

Your bill number
ADJ93476435

Your Three phone number
07968 361668

Customer services
333 or 0333 300 3333
Or visit My3 on your handset

Itemised usage cont'd.

Voice calls cont'd

Date	Time	Phone number	Destination	Duration hh:min:sec	Add on / allowance	Charge(£)
	14:53	01179009000	Bristol	00:00:14	Included	0.000
	20:23	07791339472	Mobile	00:06:14	Included	0.000
Fri 10 Apr	10:29	02084441156	London	00:00:08	Included	0.000
	10:29	07836242420	Mobile	00:00:42	Included	0.000
	15:17	02084441156	London	00:00:05	Included	0.000
	16:08	07973178737	Mobile	00:00:32	Included	0.000
Sat 11 Apr	08:44	02086933333	London	00:00:25	Included	0.000
	08:45	02086933333	London	00:01:22	Included	0.000
	09:38	02086933333	London	00:00:27	Included	0.000
	10:07	02086593636	London	00:00:23	Included	0.000
	10:24	07973178737	Mobile	00:00:04	Included	0.000
Sun 12 Apr	11:30	07791339472	Mobile	00:05:43	Included	0.000
Mon 13 Apr	10:41	02073265239	London	00:00:22	Included	0.000
	11:46	02084666911	London	00:01:05	Included	0.000
Tue 14 Apr	09:34	02073265239	London	00:00:18	Included	0.000
	09:43	02033940282	London	00:04:34	Included	0.000
	11:16	02073265239	London	00:00:15	Included	0.000
	11:53	02073265239	London	00:00:30	Included	0.000
	13:18	02072747796	London	00:00:09	Included	0.000
	13:18	02072747796	London	00:00:04	Included	0.000
	13:19	02072747796	London	00:00:05	Included	0.000
	19:08	07791339472	Mobile	00:00:31	Included	0.000
	19:09	07768760388	Mobile	00:02:49	Included	0.000
	19:12	07841401947	Mobile	00:02:27	Included	0.000
Wed 15 Apr	11:26	07973178737	Mobile	00:00:26	Included	0.000
Thu 16 Apr	10:00	02032994238	London	00:01:36	Included	0.000
	13:23	08443221598	Local Rate	00:01:56	Excluded	0.097
	13:28	07973178737	Mobile	00:00:02	Included	0.000
Fri 17 Apr	14:03	07973178737	Mobile	00:00:28	Included	0.000
	19:51	07785770640	Mobile	00:00:35	Included	0.000
	20:15	07525811670	Mobile	00:00:08	Included	0.000
	22:59	07973178737	Mobile	00:00:32	Included	0.000
	23:00	07768760388	Mobile	00:00:18	Included	0.000
Sat 18 Apr	15:02	07939552278	Mobile	00:00:07	Included	0.000
Total (national calls)				02:41:11		£0.148
Total (voice calls)				02:41:11		£0.148

Messages

Your allowance includes units entitling you to texts.

Text

Date	Time	Phone number	Destination	Add on / allowance	Charge(£)
Thu 19 Mar	08:47	07855366085	Mobile	Included	0.000
	09:20	07855366085	Mobile	Included	0.000
	09:22	07855366085	Mobile	Included	0.000
	09:25	07855366085	Mobile	Included	0.000
	09:26	07855366085	Mobile	Included	0.000
	09:26	07855366085	Mobile	Included	0.000
	09:27	07855366085	Mobile	Included	0.000
Fri 20 Mar	17:25	07973178737	Mobile	Included	0.000
Sat 21 Mar	23:12	07855366085	Mobile	Included	0.000
Thu 26 Mar	10:27	07973178737	Mobile	Included	0.000
	22:52	07855366085	Mobile	Included	0.000
	22:53	07855366085	Mobile	Included	0.000
	22:54	07855366085	Mobile	Included	0.000
	22:54	07855366085	Mobile	Included	0.000
Fri 27 Mar	20:06	07855366085	Mobile	Included	0.000

cont'd

Your bill period
Up to 18 Apr 15

Your account number
9558290251

Your bill date
19 Apr 15

Your bill number
ADJ93476435

Your Three phone number
07968 361668

Customer services
333 or 0333 300 3333
Or visit My3 on your handset

Itemised usage cont'd.

Text cont'd

Date	Time	Phone number	Destination	Add on / allowance	Charge(£)
	20:08	07855366085	Mobile	Included	0.000
	21:15	07855366085	Mobile	Included	0.000
Sun 29 Mar	14:57	07855366085	Mobile	Included	0.000
	14:58	07855366085	Mobile	Included	0.000
	15:18	07855366085	Mobile	Included	0.000
	15:19	07855366085	Mobile	Included	0.000
	15:35	07855366085	Mobile	Included	0.000
Tue 31 Mar	21:27	07855366085	Mobile	Included	0.000
	21:33	07855366085	Mobile	Included	0.000
	21:34	07855366085	Mobile	Included	0.000
	21:36	07855366085	Mobile	Included	0.000
	21:36	07855366085	Mobile	Included	0.000
	21:38	07855366085	Mobile	Included	0.000
	21:38	07855366085	Mobile	Included	0.000
	21:39	07855366085	Mobile	Included	0.000
	21:39	07855366085	Mobile	Included	0.000
	21:42	07855366085	Mobile	Included	0.000
	21:42	07855366085	Mobile	Included	0.000
	21:46	07855366085	Mobile	Included	0.000
Wed 01 Apr	18:29	07855366085	Mobile	Included	0.000
	18:30	07855366085	Mobile	Included	0.000
	18:30	07855366085	Mobile	Included	0.000
	19:19	07855366085	Mobile	Included	0.000
	19:22	07855366085	Mobile	Included	0.000
	19:22	07855366085	Mobile	Included	0.000
Thu 02 Apr	08:43	07973178737	Mobile	Included	0.000
Sat 04 Apr	16:24	07973178737	Mobile	Included	0.000
	16:25	07973178737	Mobile	Included	0.000
Tue 14 Apr	14:37	07855366085	Mobile	Included	0.000
Thu 16 Apr	15:21	07855366085	Mobile	Included	0.000
	20:27	07508338082	Mobile	Included	0.000
Total (text)			46		£0.000
Total (messages)			46		£0.000

Internet data

Your allowance includes units entitling you to internet data.

Date	Description	Total MB	Add on / allowance	Charge(£)
Wed 18 Mar	Mobile Internet	0.0009	Included	0.000
Thu 19 Mar	Mobile Internet	2.1104	Included	0.000
Fri 20 Mar	Mobile Internet	61.3180	Included	0.000
Sat 21 Mar	Mobile Internet	26.9648	Included	0.000
Sun 22 Mar	Mobile Internet	22.6433	Included	0.000
Mon 23 Mar	Mobile Internet	92.1491	Included	0.000
Tue 24 Mar	Mobile Internet	3.5928	Included	0.000
Wed 25 Mar	Mobile Internet	1.1520	Included	0.000
Thu 26 Mar	Mobile Internet	3.2575	Included	0.000
Fri 27 Mar	Mobile Internet	7.1204	Included	0.000
Sat 28 Mar	Mobile Internet	16.6097	Included	0.000
Sun 29 Mar	Mobile Internet	7.4848	Included	0.000
Mon 30 Mar	Mobile Internet	0.8531	Included	0.000
Tue 31 Mar	Mobile Internet	15.5699	Included	0.000
Wed 01 Apr	Mobile Internet	42.0776	Included	0.000
Thu 02 Apr	Mobile Internet	24.8426	Included	0.000
Fri 03 Apr	Mobile Internet	0.1030	Included	0.000
Sat 04 Apr	Mobile Internet	3.3379	Included	0.000
Sun 05 Apr	Mobile Internet	0.1242	Included	0.000

cont'd

It



