

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



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 49 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 vary).

[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.

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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	Mobile	00:00:22	Included	0.000
		09:32	Mobile	00:04:20	Included	0.000
		12:02	Mobile	00:00:40	Included	0.000
		15:28	London	00:00:57	Included	0.000
Fri	20 Mar	09:16	National Rate	00:01:00	Excluded	0.050
		10:39	Mobile	00:00:40	Included	0.000
		11:50	Wolverton	00:01:19	Included	0.000
		15:13	Freephone	00:01:00	Excluded	0.000
		16:25	Mobile	00:00:21	Included	0.000
		17:24	Mobile	00:00:03	Included	0.000
Sat	21 Mar	15:00	Mobile	00:27:26	Included	0.000
Sun	22 Mar	15:52	Mobile	00:00:17	Included	0.000
Mon	23 Mar	09:50	Mobile	00:01:04	Included	0.000
		09:52	Mobile	00:00:24	Included	0.000
		14:31	Mobile	00:03:27	Included	0.000
Tue	24 Mar	15:55	Mobile	00:01:13	Included	0.000
		19:20	Mobile	00:00:21	Included	0.000
Wed	25 Mar	10:02	Mobile	00:00:24	Included	0.000
		12:50	Mobile	00:00:17	Included	0.000
Thu	26 Mar	09:44	Freephone	00:01:00	Excluded	0.000
		09:45	Freephone	00:01:00	Excluded	0.000
		09:45	Tunbridge Wells	00:03:53	Included	0.000
		10:28	Mobile	00:01:17	Included	0.000
		10:31	Mobile	00:00:56	Included	0.000
		10:41	Mobile	00:00:44	Included	0.000
		12:13	London	00:00:59	Included	0.000
Fri	27 Mar	13:20	Bournemouth	00:04:55	Included	0.000
Sat	28 Mar	12:21	Mobile	00:10:13	Included	0.000
Mon	30 Mar	15:02	London	00:01:15	Included	0.000
		15:09	London	00:02:06	Included	0.000
		18:01	Mobile	00:00:01	Included	0.000
		07:37	London	00:00:58	Included	0.000
Tue	31 Mar	12:19	Mobile	00:08:58	Included	0.000
		13:00	London	00:01:04	Included	0.000
		17:46	London	00:08:49	Included	0.000
		11:57	London	00:00:53	Included	0.000
Wed	01 Apr	14:26	Mobile	00:00:22	Included	0.000
		15:31	London	00:03:21	Included	0.000
		19:54	Mobile	00:00:21	Included	0.000
Thu	02 Apr	08:41	Mobile	00:00:04	Included	0.000
		09:20	London	00:02:21	Included	0.000
		10:33	Mobile	00:00:19	Included	0.000
		10:34	London	00:03:19	Included	0.000
		15:31	Mobile	00:00:30	Included	0.000
		18:23	Mobile	00:00:38	Included	0.000
		18:27	Mobile	00:00:05	Included	0.000
Fri	03 Apr	14:50	London	00:00:33	Included	0.000
Mon	06 Apr	13:14	Mobile	00:01:00	Included	0.000
		19:43	Bristol	00:00:18	Included	0.000
Tue	07 Apr	08:39	Bristol	00:08:59	Included	0.000
		08:55	London	00:00:05	Included	0.000
		09:51	Mobile	00:00:24	Included	0.000
		13:19	London	00:07:55	Included	0.000
		16:38	Mobile	00:00:02	Included	0.000
Thu	09 Apr	17:20	Mobile	00:00:07	Included	0.000
		14:52	Bristol	00:00:16	Included	0.000

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Itemised usage cont'd.

Voice calls cont'd

Date	Time	Phone number	Destination	Duration hh:min:sec	Add on / allowance	Charge(£)
Fri	10 Apr	14:53	Bristol	00:00:14	Included	0.000
		20:23	Mobile	00:06:14	Included	0.000
		10:29	London	00:00:08	Included	0.000
		10:29	Mobile	00:00:42	Included	0.000
		15:17	London	00:00:05	Included	0.000
Sat	11 Apr	16:08	Mobile	00:00:32	Included	0.000
		08:44	London	00:00:25	Included	0.000
		08:45	London	00:01:22	Included	0.000
		09:38	London	00:00:27	Included	0.000
		10:07	London	00:00:23	Included	0.000
Sun	12 Apr	10:24	Mobile	00:00:04	Included	0.000
		11:30	Mobile	00:05:43	Included	0.000
Mon	13 Apr	10:41	London	00:00:22	Included	0.000
		11:46	London	00:01:05	Included	0.000
Tue	14 Apr	09:34	London	00:00:18	Included	0.000
		09:43	London	00:04:34	Included	0.000
		11:16	London	00:00:15	Included	0.000
		11:53	London	00:00:30	Included	0.000
		13:18	London	00:00:09	Included	0.000
		13:18	London	00:00:04	Included	0.000
		13:19	London	00:00:05	Included	0.000
		19:08	Mobile	00:00:31	Included	0.000
		19:09	Mobile	00:02:49	Included	0.000
		19:12	Mobile	00:02:27	Included	0.000
		11:26	Mobile	00:00:26	Included	0.000
		10:00	London	00:01:36	Included	0.000
Wed	15 Apr	13:23	Local Rate	00:01:56	Excluded	0.097
Thu	16 Apr	13:28	Mobile	00:00:02	Included	0.000
Fri	17 Apr	14:03	Mobile	00:00:28	Included	0.000
		19:51	Mobile	00:00:35	Included	0.000
		20:15	Mobile	00:00:08	Included	0.000
		22:59	Mobile	00:00:32	Included	0.000
		23:00	Mobile	00:00:18	Included	0.000
Sat	18 Apr	15:02	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	Mobile	Included	0.000
		09:20	Mobile	Included	0.000
		09:22	Mobile	Included	0.000
		09:25	Mobile	Included	0.000
		09:26	Mobile	Included	0.000
		09:26	Mobile	Included	0.000
		09:27	Mobile	Included	0.000
Fri	20 Mar	17:25	Mobile	Included	0.000
Sat	21 Mar	23:12	Mobile	Included	0.000
Thu	26 Mar	10:27	Mobile	Included	0.000
		22:52	Mobile	Included	0.000
		22:53	Mobile	Included	0.000
		22:54	Mobile	Included	0.000
		22:54	Mobile	Included	0.000
Fri	27 Mar	20:06	Mobile	Included	0.000

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Itemised usage cont'd.

Text cont'd

Date	Time	Phone number	Destination	Add on / allowance	Charge(£)
Sun	20:08	07855366085	Mobile	Included	0.000
	21:15	07855366085	Mobile	Included	0.000
	14:57	07855366085	Mobile	Included	0.000
	14:58	07855366085	Mobile	Included	0.000
	15:18	07855366085	Mobile	Included	0.000
Tue	15:19	07855366085	Mobile	Included	0.000
	15:35	07855366085	Mobile	Included	0.000
	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
Wed	21:46	07855366085	Mobile	Included	0.000
	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
Thu	19:22	07855366085	Mobile	Included	0.000
	19:22	07855366085	Mobile	Included	0.000
Sat	08:43	07973178737	Mobile	Included	0.000
	16:24	07973178737	Mobile	Included	0.000
Tue	16:25	07973178737	Mobile	Included	0.000
	14:37	07855366085	Mobile	Included	0.000
Thu	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

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