



Got a question about your bill?
View www.plus.net/bill-question

Mr Sheena Stewart
UCVO
Ucvo,41
Isle Of Benbecula
HS75LA
United Kingdom

Account ID
00004618566
Invoice number
00004618566-025
Bill date
21/02/2021

Your bill

Monthly charges: £20.00 Ex. VAT Unlimited Business Broadband £20.00	+	Other items: £0.00 Ex. VAT	=	This month's service: £20.00 Ex. VAT VAT amount if applicable £4.00 Subtotal £24.00 Balance brought forward £0.00
				Total to pay: £24.00 Inc. VAT

Payment method

You currently pay by:
Direct Debit

Your payment will be taken on or around:
01/03/2021

Got a minus sign in front of your outstanding balance? That means you're in credit and don't have to make a payment.

This is our new-look bill, which we hope makes things much easier to understand. Take a look at all of the changes we've made here

www.plus.net/help/my-account/billing-changes

Your VAT exclusive charges broken down

Qty	Description	From	To	VAT rate	Net (ex. VAT)	
1	Unlimited Business Broadband	21/02/21	20/03/21	20.0%	£20.00	
				Ex. VAT	VAT amount if applicable	Inc. VAT
Total				£20.00	£4.00	£24.00

Your VAT inclusive items broken down

Qty	Description	Date	Gross
1	Balance Brought Forward	21/02/21	£0.00
Total			£0.00
Inc. VAT			

Need to get in touch?

By Phone:

0800 028 0282 (free from landlines and mobiles)

Online:

Speak to an advisor over Plusnet Chat: www.plus.net/contact

Our address is:

Plusnet plc, The Balance, 2 Pinfold Street, Sheffield, S1 2GU

VAT Reg No 245719348

Wish to make a complaint?

We aim to be number one for customer service. However, sometimes things can go wrong and, when they do, we want to put them right for you as quickly as we can. You can access our complaints code of practice at the following link: www.plus.net/complaints-code

Raising a complaint

The fastest way to let us know if you're not happy with your service is by using Plusnet Chat or by calling us on the details above, 24 hours a day, 7 days a week.

By letter

You can make a complaint by writing to the address above. Make sure to include your account username, postcode and landline telephone number. Once we get your letter we'll respond within 10 working days.

What we'll do and when

Our aim is to resolve any problem as quickly as possible, preferably during a phone call or online chat. However, if we're unable to resolve your complaint there and then, we'll investigate further and contact you with an update as soon as we can.

What to do if you're still not happy

If you're still not happy with our final position on your complaint you can take the matter to Alternative Dispute Resolution (ADR) by contacting the Ombudsman Services.

Ombudsman Services provides a free, independent service for Plusnet customers who are not satisfied with the final outcome of their complaint.

Ombudsman Services cannot deal with complaints about commercial policy (e.g. our prices or broadband availability), nor can it deal with complaints from business users with more than 10 employees.

You can refer your complaint to Ombudsman Services for resolution by contacting them via their contact details below.

- www.ombudsman-services.org/communications
- Phone: 0330 440 1614
- Textphone: 0330 440 1600
- Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

Please note that before contacting Ombudsman Services all complaints need to be submitted to us by one of the methods outlined above to give us the opportunity to resolve it. Ombudsman Services will not review any complaint which is less than 8 weeks old unless we agree that we cannot do anything further and have provided you with a deadlock code.

Managing your Account:

For regular payments, like broadband and phone, you pay for the next month in advance. For any charges that could change each month, like broadband usage or phone calls, you'll see them on your bill the month after you've used them, in the Other Items column.

If you need to make any changes to your account you can do this by logging in and going to 'My Account'.

From here, you can change payment and address details or change your payment date. You can pay your bill by Direct Debit, by credit or debit card.

If you've got an overdue payment, you can see the full amount that's due and make a payment by logging into your account. Or you can visit www.plus.net/pay

Got a question about your bill?

We've got a full FAQ section for billing on our Help & Support pages, including a short video which talks you through your bill which you can find at www.plus.net/bill-question

Information about how 084, 087, 09 and 118 numbers are charged

The charge for calls to service numbers beginning 084, 087, 09 and 118 consists of a 798p per minute (ex-VAT) access charge from Plusnet, plus a service charge set by the company you called. For more information visit www.plus.net/business/ukcalling

See a minus sign in front of your outstanding balance?

Good news, that means your balance is in credit and you don't owe us anything. If your payment details are registered with us then we won't take a payment this month.

Refer your friends

You can save money on your bill by recommending us to your friends and family. For everyone that joins us on your recommendation, we'll pay you up to £1.25 per month for each person for as long as they're Plusnet customers. Find out more by logging on to your account and selecting "My Referrals".