

## Why is my first bill higher than expected?

Your first bill will include the following items:

- A part month line rental charge. This is your monthly line rental charge from the day connected to the start of your full monthly line rental period.
- One month's line rental billed in advance.
- Any additional charges outside your inclusive monthly bundle.

## What is my Customer Services Security PIN?

Your temporary Customer Services PIN is the last two digits of the bank's sort code used for your direct debit and the last two digits of your mobile number. When you call Customer Services for the first time you will be asked to change this number to something more memorable.

## What is a credit limit and why do I have it?

Your credit limit is the maximum spend allowed on your phone. It is designed to protect you against the fraudulent use of your phone. If you exceed this credit limit you may be unable to make calls, send texts or use other services. Do not use your credit limit for budgeting purposes, as there may be a delay between making a call and us receiving the billing details.

Over the course of your contract we may increase this credit limit, but we will inform you first. If in the meantime you would like to increase your credit limit, please call Customer Services on 5888\*

## If my phone is lost or stolen will I pay for any calls made?

Yes, but only until you report it to us. So please ensure that you call Customer Services on 0870 071 5888\* the minute you notice your phone is missing or has been stolen.

## Can I take my phone abroad?

You can roam internationally with your phone in over 200 countries but you will need to call Customer Services at least 24 hours before you travel, so they can set up this service.

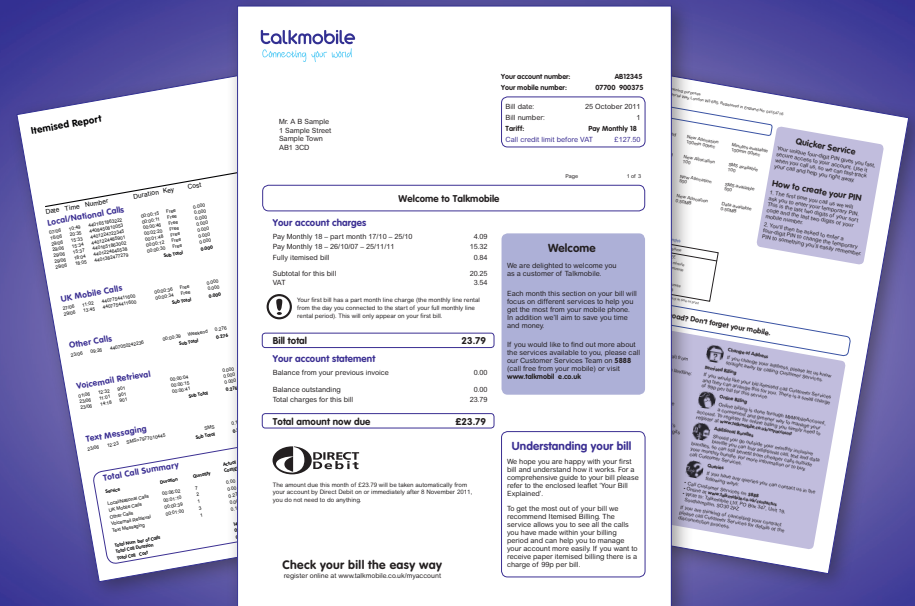
## How do I set up my voicemail?

Simply dial 121 from your mobile and select option 3. It is a good idea to record a message so your friends and family know they have reached the correct number.

Pay Monthly

# Your bill explained.

Welcome to Talkmobile, inside you will find a quick run through of your first bill.



talkmobile  
Connecting your world

talkmobile  
Connecting your world

\*Calls within the UK to Customer Services are free unless you are calling from another network where call charges may vary.

# Your account charges.

Your first bill will include the following charges:

- 1 A part month line rental charge. This is your monthly line rental charge from the day you connected to the start of your full monthly line rental period. This will only appear on your first bill.
- 2 One month's line rental which is billed in advance. Please note this is stated ex VAT.
- 3 Any additional charges outside your inclusive monthly bundle.

# Your account statement.

This details your previous month's charge, payments made and any outstanding amount. It also details what this month's charge is.

<b>Bill total</b>	0.00
<b>Your account statement</b>	23.79
Balance from your previous invoice	0.00
Balance outstanding	23.79
Total charges for this bill	23.79
<b>Total amount now due</b>	23.79



# Direct Debit.

This details the amount you will pay by direct debit and the date the payment will come out of your account.

**Understanding your bill**  
To get the most out of your bill we recommend Itemised Billing. The service allows you to see all the charges you have made within your billing period and can help you to identify any charges you don't need to pay for.

# Service updates.

This is where we will detail important service information or changes to your account.

# Account & telephone number.

If you do not know your PIN number you will need your mobile or account number when you call Customer Services. You will also need your account number the first time you register for online billing.

Account number: AB12345  
Mobile number: 07700 900375  
Bill date: 25 October 2011  
Tariff: Pay Monthly 18  
Call credit limit before VAT: £127.50

**Your account charges**  
Pay Monthly 18 - part month 17/10 - 25/10  
Pay Monthly 18 - 26/10/07 - 25/11/11  
Fully itemised bill  
Subtotal for this bill VAT

Mr A B Sampall  
1 Sample Street  
Sample Town  
AB1 3CD  
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**Bundle Information**

<b>Inclusive Calls</b>	Allowance Used 17min 29sec	Now Allocation 100min 00sec	Minutes available 100min 00sec
<b>Inclusive Texts</b>	Allowance Used 27	Now Allocation 100	SMS available 100
<b>Inclusive Talkmobile Texts</b>	Allowance Used 0	Now Allocation 500	SMS available 500
<b>Inclusive Data</b>	Allowance Used 0.00MB	Now Allocation 0.50MB	Data available 0.50MB

**Quicker Service**  
Your unique four-digit PIN gives you fast, secure access to your account. Use it when you call us, so we can fast-track your call and help you right away.

**How to create your PIN**  
1. The first time you call us we will ask you to enter your temporary PIN. This is the last two digits of your sort code and the last two digits of your mobile number.  
2. You'll then be asked to enter a four-digit PIN to change the temporary PIN to something you'll easily remember.

**Useful Information**  
Customer Services are free unless you call from another network where call charges may vary. Call 5888 from your mobile or 0870 071 5888 from a landline. Mon - Fri: 9am - 7pm, Sat: 9am - 5pm, Sundays & Bank Holidays: 10am - 5pm. Please be aware that you'll need to have your 4 digit Customer Services PIN ready when calling Talkmobile Customer Services. The first time you call us we will ask you to enter your temporary PIN and then change it to something you'll easily remember. Your temporary Customer Service PIN is the last two digits of the bank's sort code used for your Direct Debit and the last two digits of your mobile number. So, if your bank's sort code is 60-43-29 and your mobile number is 07777 123456, your PIN will be 2156.

**Change of Address**  
If you change your address, please let us know straight away by calling Customer Services.

**Itemised Billing**  
If you would like your bill itemised call Customer Services and they can arrange this for you. There is a small charge of 99p per bill for this service.

**Online Billing**  
Online billing is done through MyMobileAccount, a convenient and greater way to manage your account. To register for online billing you simply need to register at [www.talkmobile.co.uk/myaccount](http://www.talkmobile.co.uk/myaccount).

**Additional Bundles**  
Should you go outside your monthly inclusive bundle you can buy additional call, text and data bundles, so can still benefit from cheaper calls outside your monthly bundle. For more information or to buy call Customer Services.

**Queries**  
If you have any queries you can contact us in the following ways:  
- Call Customer Services on 5888  
- Online at [www.talkmobile.co.uk/contact](http://www.talkmobile.co.uk/contact)  
- Write to: Talkmobile Ltd, PO Box 347, Unit 19, Southampton, SO9 0PZ.  
If you are thinking of cancelling your contract please call Customer Services for details of the disconnection process.

**Bundle Information**

<b>Inclusive Calls</b>	Allowance Used 17min 29sec	Allowance Unused 9min 11sec
<b>Inclusive Texts</b>	Allowance Used 27	Allowance Unused 0
<b>Inclusive Talkmobile Texts</b>	Allowance Used 0	Allowance Unused 123

# Bundle information.

This details how much of your inclusive monthly bundle you used last month and what your new inclusive bundle is for this month. Please note your first bill will include a pro rata bundle.

**Itemised Report**

Date	Time	Number	Duration	Key	Cost
07/06	10:49	4401651863222	00:00		0.00
16/06	20:35	4408450810053	00:00		0.00
29/06	15:33	4401224723445	00:00		0.00
29/06	15:34	4401224485901	00:00		0.00
29/06	15:37	4401651863002	00:00		0.00
29/06	18:04	4401224645538	00:00		0.00
29/06	18:05	4401382477279	00:00		0.00

**UK Mobile Calls**

29/06	15:33	4401224485901	00:00:04	Free	0.000
29/06	15:34	4401224485901	00:00:04	Free	0.000
29/06	15:37	4401651863002	00:00:04	Free	0.000
29/06	18:04	4401224645538	00:00:04	Free	0.000
29/06	18:05	4401382477279	00:00:04	Free	0.000
<b>Sub Total</b> 0.000					

**Other Calls**

29/06	19:26	440105042226	00:00:38	Workday	0.276
<b>Sub Total</b> 0.276					

**Voicemail Retrieval**

17/06	12:32	44075441600	00:00:04	Free	0.000
23/06	11:01	44075441600	00:00:15	Free	0.000
23/06	14:14	44075441600	00:00:11	Free	0.000
<b>Sub Total</b> 0.000					

**Text Messaging**

23/06	15:23	588797010445	00:00	Free	0.000
<b>Sub Total</b> 0.000					

**Total Call Summary**

Service	Duration	Monthly Charge	Actual Charge
Local/National Calls	00:05:02	7	0.00
UK Mobile Calls	00:01:10	2	0.00
Other Calls	00:00:38	1	0.276
Voicemail Retrieval	00:00:29	1	0.00
Text Messaging	00:01:00	1	0.00
Text Message	00:01:00	1	0.00
<b>Total Number of Calls</b>		<b>14</b>	<b>0.276</b>
<b>Total Cost</b>			<b>0.276</b>

# Itemised billing.

Itemised billing gives you a clear breakdown of all the calls, texts, MMSs and data you used during the billing period. This is a standard service and will be provided free of charge.

# Online billing.

We are very aware of the environmental impact of paper billing and to reduce this you can use online billing. It's easy, convenient and good for the environment, visit [talkmobile.co.uk/myaccount](http://talkmobile.co.uk/myaccount) for more information. Don't forget to have your account number to hand.

