

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.



Talk
mobile

Talk
mobile

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.

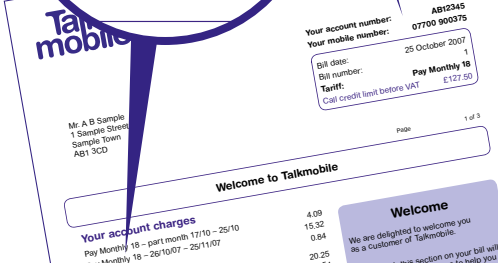
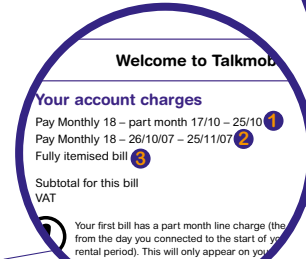
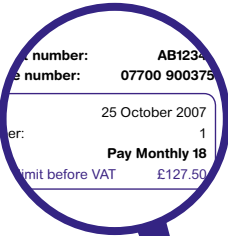
This details your previous month's charge, payments made and any outstanding amount. It also details what this month's charge is.

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



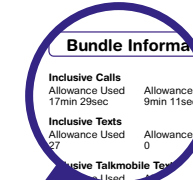
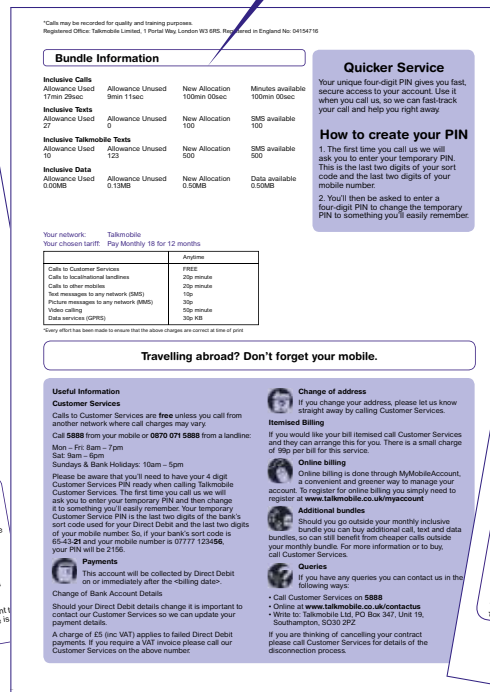
Direct Debit.

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



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.



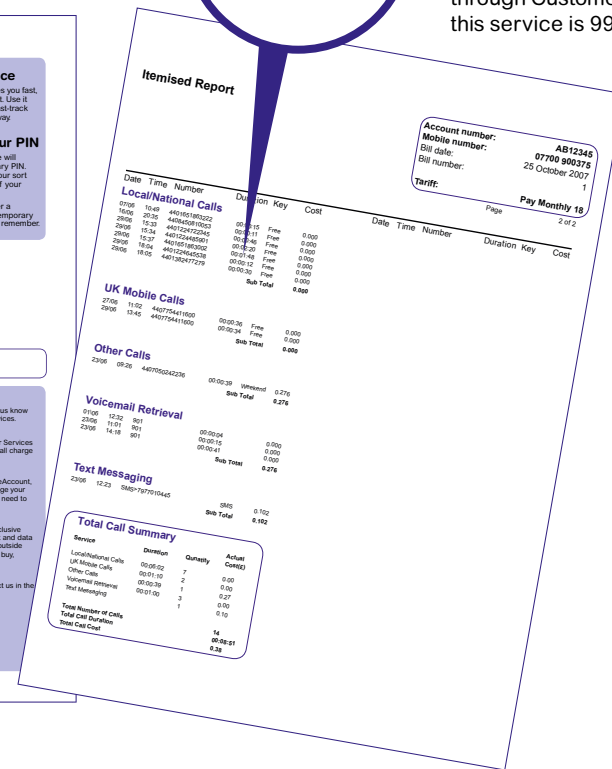
Bundle information.

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.

Date	Time	Number	Duration	Key	Cost
Local/National Calls					
07/06	10:49	4401651863222	00:00		0.00
16/06	20:35	4408450810053	00:00		0.00
29/06	15:33	4401224722345	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

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 not a standard service but can be requested through Customer Services. The charge for this service is 99p per month.



Service updates.

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

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 for more information. Don't forget to have your account number to hand.

