

Customer Service: 01608 434 000  
 Web: [www.thephone.coop](http://www.thephone.coop)  
 Email: [bills@thephone.coop](mailto:bills@thephone.coop)

Frank O'Gorman  
 6 Eddeys Lane  
 Headley Down  
 Bordon  
 GU35 8HU

Account: 00147707  
 Invoice: 004595692  
 Date: 07/05/2020

### Regular Charges

Landline	£12.50
Mobile	£0.00
Internet Services	£0.00
Other	£0.00

### Call and Usage Charges

Landline	£0.00
Mobile	£0.00
Broadband	£0.00
Conference	£0.00
Other	£0.00

Additional Charges £0.00

Account Charges £0.00

Discounts and Refunds £0.00  
 Subtotal exc. VAT £12.50

VAT @ 20% charged on £12.50 £2.50  
 VAT @ 0% charged on £0.00 £0.00

**Total amount due this period** £15.00

Balance from previous invoice £15.00  
 Payments made -£15.00  
**Balance brought forward** £0.00

**Amount Now Due** £15.00

## Introduce a friend

We've been awarded the **Best Buy** label from **Ethical Consumer** for the fifth year running so recommend us to your like-minded friends



We'll thank you by giving you both £20 credit and you can recommend us to as many friends as you like

They just mention your account details when they place an order

**01608 434 000**

Part of The Midcounties Co-operative Limited. A registered Society incorporated under the Co-operative and Community Benefit Societies Act 2014  
 Registered office: Co-operative House, Warwick Technology Park, Warwick, CV34 6DA.  
 VAT Reg GB 862 8178 92. Registered number IP19025R.

Please note the payment reference shown on your bank statement may change to Midcounties Co-operative Limited  
 Send no payment. Payment will be collected by direct debit on or after 28 May 2020  
 However any **Balance brought forward** figure is immediately due, unless agreed by The Phone Co-op.

## USEFUL INFORMATION

### Free review of your account

To check that you have the best priced package for the services that you need, just call our friendly customer services on 01608 434000 or email [bills@thephone.coop](mailto:bills@thephone.coop) for a free account review.

Call Customer Services on **01608 434 000** for:

- 1. Line faults, internet faults and technical support**
- 2. Large print bills** - If you find our bill hard to read, and would like to receive large print bills, please let us know.
- 3. Change of address** - If you are moving, or if your name and address details are incomplete/incorrect overleaf, please call us. This is especially important if you use our VoIP (FeaturePlus) service as we share your location information with the emergency services.
- 4. Lost or stolen mobile phones** - Please call us as soon as you can and we'll block your phone, to stop anyone else from using it. Out of hours, please call 01608 434 072.

### Our opening hours

**Account Queries:** Monday to Friday - 8.30am - 5pm  
**Line or Broadband Faults:** 7 days a week 8am – 9pm  
**Sales Team:** Monday to Friday – 8.30am – 5pm

### Write to us at

The Phone Co-op,  
5 The Millhouse,  
Elmsfield Business Centre,  
Chipping Norton,  
OX7 5XL

Please include your account number, invoice number (if querying a particular bill) and a contact number.

Or use the contact forms on our website

## Making a payment

### Direct Debit

Direct Debit is the simplest and most convenient way to pay your bill. You can set up a Direct Debit by calling us with your account details. Direct Debits are collected at least 21 days after the date of your bill.

### Internet banking

Transfer funds to The Co-operative Bank, account no. 50104325, sort code 08-92-50. Quote your Phone Co-op account number and invoice number. Please ensure payments reach us by the 28th of the month.

### Cheques by post

Make your cheque payable to The Phone Co-op. Please write your account number and invoice number on the back of the cheque and send it to us with the remittance slip. Please allow 3 to 5 working days for your cheque to arrive. Payment should reach us by 28th of every month  
**Please don't** send cash or post date your cheque

### Debit or credit card

To make a debit or credit card payment please call 01608 434 000, and select the payment option.  
You can also make a card payment online

### Change of bank account details

Please contact us if your Direct Debit details change.

## Billing

### The Phone Co-op Access Charge

Our landline access charge is 9p per minute  
Our mobile access charge is 21p per minute (or 55p per minute on a Vodafone tariff)  
These prices are inclusive of VAT and the access charge is included in the itemised total of your relevant calls.

### E-mail billing

Go paper free - Call us to receive your bill by e-mail

### View your bill on line

Online billing is an easy and convenient way to manage your account. You can analyse your call data and spend. New customers will be automatically registered to use [my.phone.coop](http://my.phone.coop) and given a user name and password. If you are an existing customer and not signed up yet, register at [www.thephone.coop](http://www.thephone.coop)

### Financial difficulties

If your bill is in arrears or you find yourself struggling to pay your next bill, please contact us on 01608 434 050 straight away so that we can discuss a possible repayment plan with you.

### Understanding your bill

Calls are billed in arrears, most other services one month in advance. The calls shown on your invoice are typically those you have made during the last month. Very occasionally, your invoice may not show all calls made during the previous month if we have not yet received details of them e.g. a call made overseas towards the end of the month may not yet have been registered on our system. These calls will be charged to you on a future invoice. Calls charges are rounded up or down to the nearest tenth of a penny, and are shown exclusive of VAT.

## Customer Services

### Terms and conditions

For full terms and conditions, please refer to [www.thephone.coop/legal/terms-and-conditions](http://www.thephone.coop/legal/terms-and-conditions)

### Complaints

Please speak to us and we'll do everything we can to put matters right. If your complaint is not settled to your satisfaction you can refer it to Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU. [www.ombudsman-services.org/communications.html](http://www.ombudsman-services.org/communications.html)

### Customer Services Charter

We strive to offer the best possible service to all our customers in an open and accountable way. This charter sets out the high standards of service you can expect from us. Download it at [www.thephone.coop/contact](http://www.thephone.coop/contact)

## Membership

The Phone Co-op is part of The Midcounties Co-operative and we would love you to become a member of ours. You can earn interest on your investment plus a Share in the Profits, whilst supporting an ethically run, customer-owned business. To join go to [www.midcounties.coop/join-us/](http://www.midcounties.coop/join-us/) or call us on 0800 435902. The Midcounties Co-operative has 700,000 members and last year gave in excess of £390,000 to over 500 good causes.

VAT is not included in these figures, and is added on the front page.

Name: Frank O'Gorman  
Account: 00147707  
Invoice Date: 07 May 2020

Regular Charges

Landline

Number	Service	Date Period	Quantity	Cost
01428713624	Home Line Rental	01/05/20 - 31/05/20	1	£12.50
Total regular landline charges				£12.50