

Telephone: 01608 434 000  
Web: broadband.yourcoop.coop  
Email: yourcoopbills@midcounties.coop

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

Your Account: 00147707  
Invoice: 005765627  
Date: 07/02/2025

### Regular Charges

Landline	£16.29
Internet Services	£0.00
Mobile	£0.00
Other	£0.00

### Call and Usage Charges

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

Additional Charges £0.00

Account Charges £0.00


Discounts and Refunds £0.00  
Subtotal exc. VAT £16.29

VAT @ 20% charged on £16.29 £3.26  
VAT @ 0% charged on £0.00 £0.00

**Total amount due this period** £19.55

Balance from previous invoice £19.55  
Payments made -£19.55  
**Balance brought forward** £0.00

**Amount Now Due** £19.55



## The Big Switch Off

Make sure you're prepared for the biggest change in telecoms history. Get in touch for a free account review today.

Find out more at  
[broadband.yourcoop.coop/big-switch-off](http://broadband.yourcoop.coop/big-switch-off)

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 will be Midcounties Co-operative Limited  
Send no payment. Payment will be collected by direct debit on or after 28 February 2025  
However any Balance brought forward figure is immediately due, unless agreed by Your Co-op.

## USEFUL INFORMATION

### Need help?

**Online:** [broadband.yourcoop.coop/help-resources/](https://broadband.yourcoop.coop/help-resources/)

**Email us:** [yourcoophello@midcounties.coop](mailto:yourcoophello@midcounties.coop)

**Call us:** 01608 434 000

Write to us: Your Co-op, 5 The Millhouse, Elmsfield  
Business Centre, Chipping Norton OX7 5XL  
(please do not send cash/cheques)

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### Billing

[View your bill online](#)

Online billing is an easy and convenient way to manage your account, where you can analyse your call data and spend. New customers will be automatically registered to use an online account. If you're an existing customer and not signed up yet, visit [broadband.yourcoop.coop/login](https://broadband.yourcoop.coop/login)

### E-mail billing

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

### Understanding your bill

The calls shown on your bill are typically those you have made during the last month. Occasionally, your bill may not show all calls made during the previous month if we have not yet received details of them. These calls will be charged on a future bill. Call charges are rounded to the nearest tenth of a penny, and are shown exclusive of VAT. Other services are normally billed one month in advance.

### Your Co-op Access Charge

Our landline access charge is 11p per minute.

Our mobile access charge is 21p per minute  
(or 55p per minute on a Vodafone or O<sub>2</sub> tariff).

These prices are inclusive of VAT, and the access charge is included in the itemised total of your relevant calls.

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### Complaints

Please speak to us and we'll do everything we can to put matters right. If your complaint is not settled following this, you can refer it to: Communications Ombudsman,

**Send To: PO Box 730, Warrington, WA4 6WU.**

**Online:** [www.commsombudsman.org](http://www.commsombudsman.org)

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### Additional support

We recognise that some customers require additional support to fully utilise our services and manage their account. If you have any specific support requirements, please do not hesitate to contact us on 01608 434 000 or email [yourcoophello@midcounties.coop](mailto:yourcoophello@midcounties.coop).

### Accessibility options

Contact us if you would like your bill in Large Print, Braille or Audio format.

### Paying your bill

#### Direct Debit

This is the simplest and most convenient way to pay and can be set up through your online account or by telephone. Direct Debits are collected on the due date of your bill.

#### Internet banking

Barclays Bank PLC

Sort Code: 20-53-63

Account number: 93618250

Account name: The Midcounties Co-operative

Reference: Use your account number shown on this bill

#### Debit or credit card

Online: [broadband.yourcoop.coop/pay](https://broadband.yourcoop.coop/pay)

Call us: 01608 434 000

#### Cheque

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

Send to: Your Co-op, Co-operative House,  
Warwick Technology Park, Warwick CV34 6DA

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### Struggling to pay?

You can view helpful information on available support here: [broadband.yourcoop.coop/struggling-to-pay](https://broadband.yourcoop.coop/struggling-to-pay) or call our Credit Control team on 01608 434 050 who will work with you to find a solution.

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### 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.

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### Terms and conditions

Find full terms and conditions can be found on our website: [broadband.yourcoop.coop/legal/](https://broadband.yourcoop.coop/legal/)

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### Membership makes a difference

Your Co-op is part of The Midcounties Co-operative Society and we would love you to become a member.

Through the power of co-operation, we're building a fairer, more sustainable, and ethical future.

So, when you become a member, you help us create a better, fairer world. To join, go to

[www.midcounties.coop/membership](https://www.midcounties.coop/membership) or call 0800 435 902.

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

Name: Frank O'Gorman  
Account: 00147707  
Invoice Date: 07 February 2025

Regular Charges

Landline

Number	Service	Date Period	Quantity	Cost
01428713624	Home Line Rental	01/02/25 - 28/02/25	1	£16.29
Total regular landline charges				£16.29