

This Bill Covers
Period Start 16/12/2007
Period Ending 15/01/2008
Invoice Date 16/01/2008

Page 1 of 4

Mr LIAM THOM
2 HIGHWOOD LANE
ROOKLEY
VENTNOR, ISLE OF WIGHT
PO38 3NN

account number	00606320
invoice number	0110089970065
contact & payment details	see page 2
online	www.talktalkonetel.co.uk/myaccount



9826 9271 0100 0606 3205

Get FREE broadband with Talk2 International
To find out if it's available in your area call TalkTalk now on 0800 049 4431

previous balance	payments received	credits	new charges including VAT	amount payable including VAT	due date
15.17	15.17	0.00	16.94	16.94	31/01/2008

Transaction Type	VAT Rate	Net Amount	VAT	Total
Call & Regular Charges	17.5%	14.41	2.53	16.94
Total		14.41	2.53	16.94

Credit Card advice slip

The amount of £16.94 will be debited from your account on or immediately after 31/01/2008.

Mr LIAM THOM

this amount	16.94
will be debited on	31/01/2008
account number	00606320

Useful Information

Non-Geographical Numbers and Personal Numbering

Non-Geographical numbers do not relate to a specific U.K. region, and calls to these numbers are not regarded as local or national calls. These calls are therefore charged by TalkTalk at a higher rate. Non-Geographical calls may begin with the prefix 0845, 0870, etc.

Personal Numbering is a call re-direction service arranged by the owner of that number.

Why are they charged at a different rate to TalkTalk's National Rate ?

TalkTalk negotiates the lowest rates possible from all carriers, unfortunately low rates are not available for Non-Geographical Numbers or Personal Numbering Services.

StandardUKTalk, LeisureUKTalk and TotalUKTalk: From 1st August 2007, all chargeable calls are subject to a 6p (incl. VAT) connection fee.

InternationalTalk, LeisureUKCalls, TotalUKCalls and Mobile Override: From registered landlines and mobile override services, all local and national calls are subject to a 3p (incl. VAT) connection fee, and calls to UK mobiles are subject to a 5p (incl. VAT) connection fee.

Other Services

We are able to provide our literature in an alternative format. Please call 0845 818 8000 for further details on Braille, Large Print or Audio CD.

Hard of hearing or speech impaired people can contact us using a text phone by dialing 0845 818 0505.

How to pay your bill

Please quote your account number [00606320] with every payment



... by Direct Debit

Set up your Direct Debit by:

- Visiting My Account at www.talktalkonetel.co.uk/myaccount
- Call 0845 818 8000 and use our automated payment system 24 hours a day, 7 days a week

... by Continuous Credit Card Authorisation

Arrange to have your monthly payments taken from your nominated Visa or Mastercard by:

- Visiting My Account at www.talktalkonetel.co.uk/myaccount
- Call 0845 818 8000 and use our automated payment system 24 hours a day, 7 days a week

PLEASE NOTE: If page 1 of your bill contains a Payment advice slip instead of a Direct Debit or Credit Card advice slip, then we have not yet been authorised to take your payment by Direct Debit or Credit Card. Alternative payment must then be made for this bill.



... online payments

Visit My Account at www.talktalkonetel.co.uk/myaccount

You can make a payment with your Visa, MasterCard or Switch card and set up your Direct Debit.



... at the Post Office

If your bill does NOT have a Giroslip:

Simply take page 1 of your bill to the Post Office with your payment. The new Girobank barcode at the top right hand side of the page will be electronically scanned. Original, copies and reprints are all acceptable, and the same bill can be used to make multiple payments! Make cheques payable to *Post Offices Limited* for payments at the Post Office only. The Post Office will not charge a fee for this service.



... by Phone

Call 0845 818 8000 for payment by Visa, MasterCard, Switch, Visa Delta or Visa Electron and use our automated payment system 24 hours a day, 7 days a week.

Please note: We do not accept American Express.

CONTACT DETAILS

- **Customer Services:** 0845 818 8000
- **Internet Technical Support :** 0845 818 8179
- **By Post:** Carphone Warehouse, 1 Portal Way, London, W3 6RS
- **By Email:** via www.talktalkonetel.co.uk/contact
- **By Fax:** 020 7181 9972

Please have your TalkTalk account number, registered telephone number and full postal code when contacting us.

(Our Office Hours are: 8am - 8pm Mon - Fri, 9am - 5pm Sat - Sun)

PLEASE NOTE

This bill represents the period from 16/12/2007 to 15/01/2008. If you have made a payment after the closing date, this will be reflected on your next bill

CUSTOMER UPDATE

News from TalkTalk

The section below includes hints and tips on how you can make extra savings on your TalkTalk bill.

Get FREE broadband with our Talk2 International call plan

Free* broadband is now available to 80% of UK households. To find out if it's available in your area call us now on **0800 049 4431**

Subject to status and acceptance. Conditions apply. Payment by direct debit only. *Broadband: BT/similar line required. Subject to availability in your area. Fair usage policy and other terms and conditions apply. Our broadband service will be available to you for as long as you remain a customer on our Talk2 International call plan and take line rental and we provide the broadband on our network. A one-off £29.99 connection fee and a minimum term of 18 months applies.

Get MobileCaller

With MobileCaller you can save on calls to UK mobiles, so don't miss out on extra savings next month. MobileCaller gives you 25% discount on all calls to UK mobiles for just 45p per month. Simply call us on 0845 818 800 to set it up today.

Manage your account online

It's easy and convenient to manage your account online at www.talktalkonetel.co.uk/myaccount. Remember you can:

- Register for online billing - it's much better for the environment than paper bills
- View your current and previous bills online 24/7
- Check you're on the best call plan for you
- Set up and manage your TopCaller numbers
- Activate line features like Caller Display
- Setup or update your direct debit or credit card details
- Get your calls cheaper by bidding in our Calls Auctions

Are you moving house?

Remember Onetel can save you money wherever you live. If you are moving house and have not already provided us with your new details, call us on **0845 818 8000** and speak to a dedicated member of our Homemover Team. We will talk you through the next simple steps so that you continue to benefit from your Onetel service. P.S. we recommend that you contact us two weeks in advance of your move.

One bill, one supplier

With TalkTalk you can have all the services you need in one place; great value line rental (cheaper than BT), call plan, mobile and internet! Not only have you got the convenience of one phone bill but also only one company to deal with.

Bill reprints

Need another copy of your bill? You can access up to 6 months of bills free of charge at www.talktalkonetel.co.uk/myaccount. Alternatively we can post your reprints to you at a cost of £5.00 each. To arrange this call 0845 818 8000.

For more information on any of the above please go online at www.talktalkonetel.co.uk/myaccount or call us on 0845 818 8000

Previous Balance 15.17

Payments Received

CCCA 31 Dec -15.17

Total Payments -15.17

Monthly Charges

LandLine

Advance
 01983721264 TotalUKTalk 16 Jan - 15 Feb 10.99
Total 10.99

Service Usage Totals

LandLine

01983721264 5.95
Total 5.95

Total New Charges including VAT 16.94

Total Payable including VAT 16.94

Please Note

If you made a payment after 15/01/2008, this will be reflected on the next bill. To check your last payment or account balance, please visit www.talktalkonetel.co.uk/myaccount or call 0845 818 8000.

This bill **may** contain call charges predating the billing period due to unforeseen delays in processing or receiving data from other carriers.

Key

- PB - Already charged to a previous bill.
- PC - Part charge/reversal due to a change made to this package
- OP - Off Peak Calls (7pm - 8am) - TalkTalk Mobile Service
- PK - Peak Calls (8am - 7pm) - TalkTalk Mobile Service
- WK - Weekend Calls (Sat - Sun) - TalkTalk Mobile Service
- F - Free Calls
- P - Part Free & Part Chargeable Calls
- D - Diverted Call - Calls Diverted via Landline Service
- R - Discounted Rate (e.g. MobileSaver, TopCaller)
- Mobile - call made to mobile on the same network

Phone Number: 01983721264

Calls to TalkTalk customers

Date	Time	Duration	Number Called	Destination	Charge
18 Dec	14:13:21	00:05:00	01844347512	National Call	0.000
3 Jan	17:44:04	00:02:00	01983721102	Local Call	0.000
TalkTalk		00:07:00	Calls 2		0.00

National Preselection

Phone Number: 01983721264 continued

Date	Time	Duration	Number Called	Destination	Charge	Date	Time	Duration	Number Called	Destination	Charge
16 Dec	17:04:23	00:01:00	08707414151	Non Geographic - Nat	0.120	11 Jan	10:52:48	00:02:00	01983533001	Local Call	0.000 F
17 Dec	11:26:52	00:01:00	01983821199	Local Call	0.000 F	14 Jan	09:43:30	00:01:00	01271336473	National Call	0.000 F
17 Dec	14:18:36	00:01:00	01271336473	National Call	0.000 F	14 Jan	10:24:03	00:01:00	08707414151	Non Geographic - Nat	0.120
17 Dec	19:52:02	00:01:00	01983521870	Local Call	0.000 F	14 Jan	13:30:56	00:04:00	01983721557	Local Call	0.000 F
18 Dec	08:43:22	00:01:00	01271336473	National Call	0.000 F	14 Jan	15:46:22	00:01:00	01983721557	Local Call	0.000 F
18 Dec	12:16:51	00:02:00	01983618816	Local Call	0.000 F	15 Jan	11:34:30	00:02:00	01271336473	National Call	0.000 F
18 Dec	15:19:42	00:05:00	01256850142	National Call	0.000 F	15 Jan	13:14:04	00:02:00	01271336473	National Call	0.000 F
18 Dec	15:26:16	00:06:00	01983568466	Local Call	0.000 F	National	04:31:00	Calls 69			5.95
18 Dec	15:41:04	00:06:00	01983524110	Local Call	0.000 F	Total	04:38:00	Calls 71			5.95
18 Dec	18:12:22	00:12:00	01983296110	Local Call	0.000 F						
19 Dec	10:34:00	00:01:00	01271336473	National Call	0.000 F						
19 Dec	14:25:52	00:03:00	01271336473	National Call	0.000 F						
19 Dec	16:43:00	00:04:00	01271336473	National Call	0.000 F						
19 Dec	16:53:31	00:01:00	01271336473	National Call	0.000 F						
19 Dec	19:23:13	00:01:00	01983521870	Local Call	0.000 F						
20 Dec	08:55:25	00:02:00	01271336473	National Call	0.000 F						
20 Dec	11:24:18	00:01:00	01489891468	Local Call	0.000 F						
20 Dec	11:24:53	00:16:00	01983856466	Local Call	0.000 F						
20 Dec	12:12:22	00:01:00	01983721557	Local Call	0.000 F						
21 Dec	17:42:49	00:01:00	01983741325	Local Call	0.000 F						
21 Dec	18:04:08	00:01:00	01983741325	Local Call	0.000 F						
22 Dec	10:41:13	00:01:00	07974653402	Mobile - Orange	0.180						
23 Dec	16:49:57	00:01:00	01983721460	Local Call	0.000 F						
23 Dec	17:15:19	00:01:00	01983721460	Local Call	0.000 F						
23 Dec	18:06:00	00:01:00	01983721460	Local Call	0.000 F						
24 Dec	10:37:25	00:01:00	01983721460	Local Call	0.000 F						
24 Dec	18:08:35	00:01:00	07780667831	Mobile - Vodafone	0.130						
28 Dec	13:04:31	00:01:00	01983740233	Local Call	0.000 F						
29 Dec	20:42:22	00:15:00	01983551053	Local Call	0.000 F						
30 Dec	10:02:03	00:01:00	01983740233	Local Call	0.000 F						
30 Dec	18:14:45	00:02:00	01983529391	Local Call	0.000 F						
2 Jan	10:09:15	00:05:00	0136385106	National Call	0.000 F						
2 Jan	10:59:33	00:01:00	01983721557	Local Call	0.000 F						
2 Jan	15:28:07	00:01:00	01983721557	Local Call	0.000 F						
2 Jan	16:24:59	00:03:00	01983721557	Local Call	0.000 F						
3 Jan	11:26:27	00:01:00	01983721557	Local Call	0.000 F						
3 Jan	12:40:47	00:03:00	01983721557	Local Call	0.000 F						
3 Jan	13:29:15	00:20:00	0136385106	National Call	0.000 F						
3 Jan	16:02:49	00:26:00	0136385106	National Call	0.000 F						
4 Jan	09:35:49	00:03:00	01983522198	Local Call	0.000 F						
4 Jan	11:43:03	00:03:00	01983721162	Local Call	0.000 F						
4 Jan	13:26:43	00:05:00	01983525420	Local Call	0.000 F						
4 Jan	13:40:21	00:02:00	01983522290	Local Call	0.000 F						
4 Jan	16:15:51	00:01:00	08707414151	Non Geographic - Nat	0.120						
4 Jan	16:17:16	00:02:00	01983524110	Local Call	0.000 F						
5 Jan	13:39:27	00:01:00	01983756947	Local Call	0.000 F						
5 Jan	13:40:23	00:01:00	07929491192	Mobile - Orange	0.180						
5 Jan	13:42:23	00:42:00	07929491192	Mobile - Orange	5.100						
5 Jan	17:53:14	00:07:00	01983528109	Local Call	0.000 F						
7 Jan	12:08:44	00:01:00	01983407513	Local Call	0.000 F						
7 Jan	14:06:44	00:03:00	01983883955	Local Call	0.000 F						
7 Jan	14:10:30	00:02:00	01983865338	Local Call	0.000 F						
7 Jan	15:33:49	00:07:00	01273732121	National Call	0.000 F						
8 Jan	10:06:31	00:03:00	01273732121	National Call	0.000 F						
8 Jan	10:35:23	00:01:00	01983407513	Local Call	0.000 F						
8 Jan	12:20:15	00:01:00	01983407513	Local Call	0.000 F						
8 Jan	19:02:49	00:08:00	01983721557	Local Call	0.000 F						
8 Jan	19:11:45	00:01:00	01983407513	Local Call	0.000 F						
9 Jan	09:19:44	00:01:00	01983407513	Local Call	0.000 F						
10 Jan	13:37:10	00:01:00	0136385106	National Call	0.000 F						
10 Jan	15:57:45	00:08:00	01983825462	Local Call	0.000 F						
10 Jan	21:09:27	00:01:00	01983552089	Local Call	0.000 F						