



onecom

QUICK GUIDE | YOUR BILL



onecom

**Experts in business
communications...**

Your Account number

This lists the amount of your summarised Calls, Voice & Broadband charges (ex VAT). A subtotal and total amount of VAT is also detailed, along with the total amount due on the invoice.

onecom

Invoice Number: 123456
Date (And Tax Point): 14 November 2018
Including Advance Charges for: Nov 2018
Account Number: 246810

Onecom Limited
Onecom House
4400 Parkway
Solent Business Park
Fareham
PO15 7FJ

Page 1 of 1

VAT Registration Number: GB 123456789

Invoice

Mr Joe Bloggs
Address 1
Address 2
Address 3
County
Postcode

Fixed line telephone services from Onecom deliver:

- A more robust network
- Lower cost lines and calling
- Free disaster recovery you will probably never need

To find out how your business could save, call Onecom on 03333 445501

Connections are subject to availability and line check.

IMPORTANT

Ofcom has made regulatory changes to Calling Line Identification (CLI) features, often described as Caller Display
For more information please visit

<https://onecom.co.uk/wp-content/uploads/2018/10/Caller-Display-Change-Notification.pdf>

Cost of Voice Calls	£2.90
Voice	£79.84
Broadband	£40.00
Bill Subtotal	£122.74
VAT (20% of £217.88)	£24.55

Total Amount Due

£261.46

Company Name: B O S Sales (Office Equipment) Limited
Invoice Number: 169887
Date (And Tax Point): 14 November 2018
Billing Period (Ending): 31/10/2018
Account Number: 2046057



Direct Debit will be collected on or around 14 days from the date of invoice.

VAT Registration Number: GB 135 5913 10
Company Number: 4031272

Should you have any billing queries please email
fixedlinebilling@onecom.co.uk.

Onecom Limited
Onecom House
4400 Parkway
Solent Business Park
Fareham
PO15 7FJ

Total Amount Due

£261.46

A summary of the Direct Debit to be taken.
Your Direct Debit is taken approximately
14 days after your invoice is generated.

This lists the amount of your summarised Calls, Voice & Broadband charges (ex VAT). A subtotal and total amount of VAT is also detailed, along with the total amount due on the invoice.

A summary of the total amount of calls over the previous 6 months made per line

onecom

Invoice Number: 123456
Date (And Tax Point): 14 November 2018
Billing Period (Ending): 31/10/2018
Account Number: 246810

Onecom Limited
Onecom House
4400 Parkway
Solent Business Park
Fareham
PO15 7FJ

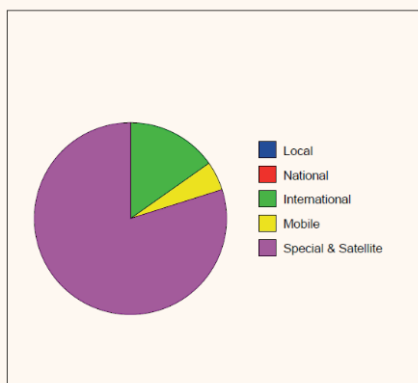
VAT Registration Number: GB 135591310

Page 1 of 4

Detailed Call Type Analysis

Joe Bloggs Café

Analysis for Calls from Fixed Lines



Destination	Calls	Duration	Cost
Local	210	8:44:33	£0.00
National	34	3:31:31	£0.00
International	1	2:52	£0.50
Mobile	26	30:27	£1.50
Special & Satellite	30	1:43:20	£0.90
Total	301	14:32:43	£2.90

Call Volume Summary (Minutes)

Joe Bloggs Café

Number	Number Description	Oct 18	Sep 18	Aug 18	Jul 18	Jun 18	May 18
01234567891		12	5	0	0	0	0
01234567892		861	0	0	0	0	0
01234567893		0	0	0	0	0	0
Total		873	5	0	0	0	0

Free Calls

Joe Bloggs Café

Description	Allowance Period	Allocation	Used	Saving
Voice 1000 Minutes	01/10/2018-31/10/2018	1,000.0	766.4	£42.26
TOTAL		1,000.0	766.4	£42.26

A summary of the Direct Debit to be taken. Your Direct Debit is taken approximately 14 days after your invoice is generated.

A summary of the Direct Debit to be taken. Your Direct Debit is taken approximately 14 days after your invoice is generated.

Any calls that have been charged at £0.50 or more will be displayed on this page

01234567891 has no itemisation as all 6 calls total under £0.50. (These calls are shown at a £0.00 cost as this invoice shows a 1000 minute allowance, detailed on both page 1 & 3 of the invoice)

onecom

Invoice Number: 123456
Date (And Tax Point): 14 November 2018
Billing Period (Ending): 31/10/2018
Account Number: 246810

Onecom Limited
Onecom House
4400 Parkway
Solent Business Park
Fareham
PO15 7FJ

VAT Registration Number: GB 135591310

Page 2 of 4

Itemised Call Statement

Joe Bloggs Café

01234567891

Itemisation of calls £0.50 and above

Tel No.	Call Date	Time	Duration	Cost	Destination	Extn.	Called From
			11:37	£0.00	6 calls under £0.50		

Total Duration for 01234567891 : 11:37
Total Spend for 01234567891 : £0.00

01234567892

Itemisation of calls £0.50 and above

Tel No.	Call Date	Time	Duration	Cost	Destination	Extn.	Called From
08001234567	17/10/2018	16:58:45	5:08	£0.90	Non-Geographic Call		01234567892
00123456789876	22/10/2018	11:59:43	2:52	£0.50	Ireland		01234567892
			12:49:53	£1.50	275 calls under £0.50		

Total Duration for 01234567892 : 12:57:53
Total Spend for 01234567892 : £2.90

The remaining 275 calls all totalled under £0.50 each so are not itemised. The total duration and cost is summarised

01234567892 has two itemised calls as these both cost over £0.50. One being a Non-Geographic Call and the other being an International call

These dates show the period that you are being charged for. In this instance, the dates range for longer than one month. This is because you have joined Onecom or made a change to your plan on a different date to your billing date, so your bill will include 1 billing month and any extra days until your next billing month begins

Your "Unit Cost" is the cost for each individual feature. The "Cost" will show the total cost for these combined

onecom

Invoice Number: 123456
Date (And Tax Point): 14 November 2018
Billing Period (Ending): 31/10/2018
Account Number: 246810

Onecom Limited
Onecom House
4400 Parkway
Solent Business Park
Fareham
PO15 7FJ

VAT Registration Number: GB 135591310

Page 3 of 4

Line Report

Joe Bloggs Café

Tel No	Quantity	Description	Unit Cost	Cost
Other	1	Voice 1000 09/10/2018 to 30/11/2018	£20.00	£34.84
Sub Total				£34.84
01992465400	1	Analogue Line Premium Care Level 2 01/11/2018 to 30/11/2018	£0.00	£0.00
01992465400	1	Analogue Line Premium Rental 01/11/2018 to 30/11/2018	£15.00	£15.00
01992350153	6	Calls	£0.00	£0.00
Sub Total				£15.00
01992444140	292	Calls	£0.00	£2.90
01992465400	1	Analogue Line Premium Care Level 2 01/11/2018 to 30/11/2018	£0.00	£0.00
01992465400	1	Analogue Line Premium Rental 01/11/2018 to 30/11/2018	£15.00	£15.00
Sub Total				£17.90
01992465400	1	Analogue Line Premium Care Level 2 01/11/2018 to 30/11/2018	£0.00	£0.00
01992465400	1	Analogue Line Premium Rental 01/11/2018 to 30/11/2018	£15.00	£15.00
01992465400	1	FTTC 40/10MB Advance (Unlimited) FUP 01/11/2018 to 30/11/2018	£40.00	£40.00
Sub Total				£55.00
Total				£122.74

Your individual lines and features will be detailed on this page.

These dates show the period that you are being charged for

All totals shown on this page are excluding VAT

This page provides you with a summary of the total amount of calls and spending per site. If you are a business with multiple sites, a breakdown per site will be detailed here



Invoice Number: 123456
Date (And Tax Point): 14 November 2018
Billing Period (Ending): 31/10/2018
Account Number: 246810

Onecom Limited
Onecom House
4400 Parkway
Solent Business Park
Fareham
PO15 7FJ

VAT Registration Number: GB 135591310

Page 4 of 4

Line Report

Joe Bloggs Café

Site name	Total Duration	Number of Calls	Total Call Spend	Service Charges	Total Spend
Joe Bloggs Café	14:32:43	301	£2.90	£119.84	£122.74
Total	14:32:43	301	£2.90	£119.84	£122.74



onecom

Why Onecom?

Onecom's commitment to its customers is unique. Spending more on customer service than any other independent UK enterprise telecoms provider, by sector, Onecom continues to invest in its support infrastructure and human resource.