



Bill date  
11 AP 2023

Account number  
0000000

Bill reference  
005

Page  
1 of 3

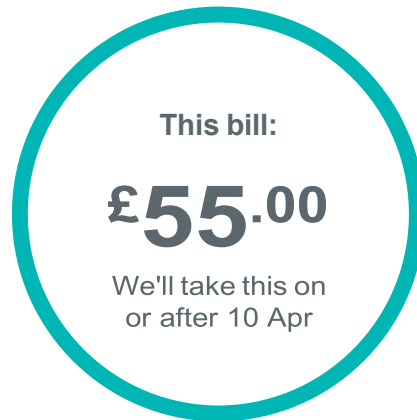
STARWAR  
CONSULTANCY  
LTD 134 LONDON  
ROAD  
BRENT BR3 4TW

## HELLO STARWAR CONSULTANCY

Here's your EE bill for April. Thanks for being an EE customer - we hope you're enjoying your services.

Your last bill:  
**£55.00**

✓ You paid in full  
Thanks for paying  
by Direct Debit



Your recent  
monthly bills:



**£55.00**  
Monthly broadband charges

› Includes all your monthly charges.

[see more details of this on page 3](#)

### HOW TO AVOID & PREVENT SCAMS

Three signs a message might not be genuine:

- it asks you to provide sensitive personal or financial information, passwords, or to make transactions by following a link in the message
- it asks you to call a number that is unknown to you
- the sender uses an urgent tone, telling you to "act now"

IMPORTANT: We'll never ask you for your PIN or password by text or email. Please visit [ee.co.uk/prevent-scams](https://ee.co.uk/prevent-scams)

### YOU'RE IN CONTROL WITH MY EE

My EE is the smart way to keep an eye on your account, you can:

- Download your bill PDF
- Set up or amend a direct debit
- Make a payment
- View your notifications
- Edit your contact details

Download or log in at [ee.co.uk/myee](https://ee.co.uk/myee)



## HOW TO GET IN TOUCH

### Manage your account using My EE

My EE is the easiest way to look after your account. You can:

- > manage and pay bills
- > download your broadband bill

Login or register online at [ee.co.uk/myee](https://ee.co.uk/myee)

### Need to call us?

Call **150** free from your EE phone or **0800 079 8586** from any other phone (charges may apply).

### Need to write to us?

Our address is: **EE Customer Services, 6 Camberwell Way, Sunderland, Tyne and Wear, SR3 3XN**. Remember to include your account number, day and evening contact number, name and address.

### Understanding my bill

Bills can sometimes be complicated. If you need some pointers, head to [ee.co.uk/billhelp](https://ee.co.uk/billhelp) for help understanding everything about bills and payments. We'll show you how to view your bill, how to check data usage and loads more.

Each individual charge or credit on your bill is shown in pounds and pence and is rounded to three decimal places. As such the value may be rounded up or down by a penny.

### Requesting an alternative bill format

You can receive your bills in either braille, large print or audio CD.

To order your bill in an alternative format, you or someone acting on your behalf can call customer services.

We also offer Text Relay or BSL Video Relay as a way to contact our customer services teams. Find out more about these services at [ee.co.uk/accessibility](https://ee.co.uk/accessibility)

## EVERYTHING OK?

If not, let us know. You can call customer services for help. If we haven't been able to resolve your complaint within eight weeks of you making it, you can contact 'Ombudsman Services: Communications'.

They provide a free independent dispute resolution service, and you can contact them on **0330 440 1614**, or at [ombudsman-services.org/communications](https://ombudsman-services.org/communications)

For more information about how we deal with complaints and how to get in touch, you can view our Customer Complaints Code online at [ee.co.uk/complaints](https://ee.co.uk/complaints)

## HOW YOU PAY

Thanks for paying by Direct Debit. Please see page 1 for when payment will be taken. You will see EE Limited on your bank statement when payment is taken.

### All other ways to pay

For a full list of ways to pay go to [ee.co.uk/broadband-ways-to-pay](https://ee.co.uk/broadband-ways-to-pay)

EE Limited (registered in England no. 02382161)  
Registered Office: 1 Braham Street, London, E1 8EE



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## HOW WE WORKED OUT YOUR BILL

### Your EE Plan and add-ons

> Fibre Plus Broadband without landline, unlimited usage allowance, inclusive wireless router

To find out more visit [ee.co.uk/myee](http://ee.co.uk/myee)

### Your bill in detail

**£55.00**

#### Monthly broadband charges

Fibre Plus

Broadband without landline:

£55.00

.00 (before discount)

> Includes Plan discount of

### Your total charges

**£55.00**

(Including applicable taxes. This is not a VAT invoice.)