


Your invoice explained

If this is your first bill from Call Flow you will see rental charges from the date you went live plus in advance for the next month which is why your bill might be higher than expected.

Invoice	360851	
AccountNumber		
Suite 2, Branbridges Industrial Estate, Branbridges Road, East Peckham Tonbridge, Kent, TN12 5HF		
2	InvoiceDate	09/05/2017 00:00
3	InvoicePeriod	APR2017
If you should have any queries regarding this account - please contact Customer Services on 0800 2800590		
4	Call Charges	£174.29
5	Line Rental and Services	£107.83
6	Discount	£2.15
7	Other Charges	£0.00
Total Net Amount		£279.97
Total VAT Amount		£55.99
8	Total Invoice	£335.96
Customer Information		
Payment will be collected from your account on or around 23-05-2017 9		
VAT REG No.	783966858	
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1 This is your customer reference number and is unique to your account. Please quote this number when contacting us.

2 This is the date your invoice was generated.

3 We backdate charges (arrears) for any calls made in the previous month. We bill in advance for broadband, phone line and call package rentals.

For example you have received a bill from us in May and we have charged you for phone calls made in April. You will be charged in advance for broadband and phone service rentals for month of May.

4 The charge for calls made in previous month.

5 Monthly rental of phone line, and call packages and calling features. Full breakdown can be found on page 2.

6 Any credit which may have been applied to the account if applicable.

7 Broadband rental and any one off charges for your broadband service. A breakdown can be found on page 2.

8 This is the amount you will be charged in total inc VAT. Other costs on the next pages will be stated ex VAT.

9 Date the collection will be taken via direct debit from your account. The direct debit collection will show as "Call Flow Sol" on your bank statement.

10 If you receive your bill by email you will need to scroll down to view all pages. These pages show numbers dialled, call date and time, cost of the call, how long the call lasted and the destination.

Please retain previous invoices. Copies may be requested however this does incur an admin fee.