

DIRECTSAVE TELECOM

www.directsavetelecom.co.uk
Telephone: 01923 709709
customerservices@directsave.co.uk

Melvin Smith
9 Waterfront Promenade
Rowhedge
Colchester
CO5 7BB

1225105312



Your monthly bill and statement

Customer account no 105312
Call period Dec 2025
Invoice date 07/01/2026
Billing reference no 1225105312

Call charges summary (£)

Total call charges (£)	0.00
Service & charges	36.65
Net amount due	36.65
VAT 20%	7.33
Invoice Total (£)	43.98

Invoice no 3435954
Invoice date 07/01/2026
Invoice ref 1225105312
Customer ref 105312
Contact key 7390553345
Due date 17/01/2026

Thank you for your custom!

We are delighted to announce our new Unlimited SIM-only mobile plan. Enjoy unlimited data, texts and calls from as little as £19.95 per month - no hidden fees, no limits. Either sign up on our website or call 01923 709709 option 1. Its quick, easy and you can keep your existing number.

FAQ's

Account number 105312
 Invoice date 07/01/2026
 Billing reference no 1225105312

Your Bill explained

Your 'first bill' when joining us will cover the part month that you joined our service plus the next full calendar month. Thereafter, your 'monthly bill' will detail the charges for the next full calendar month together with any chargeable calls from the previous month. For legacy customers still on quarterly billing, your 'quarterly bill' will detail the charges for the next 3 calendar months together with any chargeable calls from the previous 3 months.

Making your payment

Please read through and check that you are happy with the charges applied on your bill. The glossary below details more information of the types of call charges that may appear on your bill.

Glossary

UK Calls Calls to Local & National geographical destinations, telephone numbers starting 01, 02 & 03

Call Plans Anytime = Free anytime UK calls, 700 Minutes = Free evening and weekend UK calls, Pay As You Go = pay per use

PPM = pence per minute

PPC = pence per call

International Calls to International landline and mobile

Service Calls As of the 1 July 2015, the regulator Ofcom has changed the way calls to numbers starting 08, 09 and 118 are charged. These numbers are known as service numbers. 080 calls are free to call. The cost of calling any of these numbers is now split into two parts. The Access Charge: This is what we charge you, per minute, for conveying the call. This charge is 30 pence per minute from 1st July 2018. The Service Charge: This is the rest of the call charge. The organisation you are calling will tell you how much this is. Adding the above two charges will give you the exact cost of your call.

Free Calls, as part of a call plan, are subject to fair usage - please see www.directsavetelecom.co.uk - calls longer than 60 minutes will be charged for in full. To avoid charge simply hang up before 60 minutes and redial. From 1st December 2015 0845 and 0870 call types will no longer be included in the calling plans.

Payment Methods**Direct Debit**

This is the most convenient and cost effective way to pay. Your payment will be automatically collected on the due date. To set up your Direct Debit simply telephone 01923 709 709.

Telephone / Internet BACS Banking

When using this method you will need to quote your full reference, i.e. 10001 together with our Bank Account Number 86449907 and our Sort Code 60:22:40. Payments should be made at least 1 working day prior to the due date shown.

By Post

Please make your cheque payable to Direct Save Telecom and write your account number on the reverse side of the cheque. Post to Direct Save Telecom, Direct Save House, Unit 2 Century Court, Tolpits Lane, Watford, Herts. WD18 9RS. You should allow at least 5 working days prior to the due date to ensure payment reaches your account on time.

Title To Goods

All goods delivered by Direct Save Telecom will remain the property of Direct Save Telecom until all debts owed to Direct Save Telecom by the buyer, including any balances existing, are settled.

UK Customer Services Contact Details

email: customerservices@directsave.co.uk

Telephone: 01923 709 709

Offices open 8am to 8pm Monday to Friday, Saturday 9am to 5pm.

Moving home? Please check out our guide at www.directsavetelecom.co.uk/change_address_broadband.php

Complaint Procedure - Should you have a complaint about our service, in the first instance please contact our customer service team on 01923 709 709 alternatively please write to us at Direct Save House, Unit 2 Century Court, Tolpits Lane, Watford, Herts. WD18 9RS or email using our contact us page at www.directsavetelecom.co.uk All complaints are treated very seriously and we operate a complaint procedure in order to resolve issues as quickly as possible to everyone's satisfaction. If your complaint has not been dealt with after 4 weeks you can escalate the complaint by email using our contact us page at www.directsavetelecom.co.uk or writing to the Operations Director at the above address
 Alternative Dispute Resolution - If after eight weeks you feel that we have not dealt with your complaint in a timely and satisfactory manner, or if we have sent you a letter explaining that the issue has reached 'deadlock' you can refer the matter to an Ombudsman and ask them to investigate. Communications Ombudsman, PO Box 730, Warrington, WA4 6WU Telephone: 0330 440 1614

Service Reports

Account number 105312
 Invoice date 07/01/2026
 Billing reference no 1225105312

CLI Summary	Count	hh:mm:ss	Charge
	0	0:00:00	0.0000

Services and Charges

			Charge
01206918896	Paper Bill Fee - Webview is FREE	01-Feb-26 to 28-Feb-26	1.6670
01206918896	Fibre Broadband (FTTH1) - 30/5Mb	01-Feb-26 to 28-Feb-26	29.1900
01206918896	Voice Service	01-Feb-26 to 28-Feb-26	3.3330
01206918896	Pay As You Go	01-Feb-26 to 28-Feb-26	2.4600
Total			36.65

