

Hey! Broadband

Test User
TEST STREET
TEST TOWN
TEST POSTCODE

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Hey Broadband Ltd
1 Ashley Road
Altrincham
Cheshire
WA14 2DT

0330 822 2878

billing@heyb.co.uk

Company Number: 11992003

VAT No: GB337576176

2

Account number:
HB00000000

Invoice number:
000000

Bill date:
01 March 2026

Due date:
21 March 2026

Your Bill is **£27.62**

6

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Description

Qty

Charge

3

Gigafast. 01-03-2025 to 31-03-2025	1	£35.83
Gigafast Deferral. 01-03-2025 to 31-03-2025	1	-£35.83
Home Phone	1	£12.50
Home Phone. 19-02-2025 to 28-02-2025	1	£2.60
Home Phone. 01-03-2025 to 31-03-2025	1	£7.92

Total before VAT	£23.02
VAT on £23.02 @ 20%	£4.60

Your bill total **£27.62**

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Your payment will be collected by Direct Debit on or after 20 days from the invoice date

- 1 This section of your bill highlights all the information you need surrounding the origin of your bill.
- 2 Your bill's due date, invoice details, and customer reference numbers.
- 3 Here is your package name, contract length, and speed of your broadband.
- 4 The date by which you will need to pay your bill, in order to ensure that your services continue.
- 5 Total cost of your bill before and after VAT.
- 6 Total cost of your bill after VAT.

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Understanding Your Hey!Broadband Bill

We know bills can sometimes feel confusing, so we've broken everything down in a simple, clear way. This guide will help you understand exactly what you're paying for, when payments are taken, and what each section means.

1. Your Account & Invoice Details

This section includes key information about your account and bill:

- Invoice Number – A unique reference for your bill
- Customer Reference – Your account number with us
- Invoice Date – The date your bill was issued
- Due Date – When your payment will be taken
- Name & Address – The account holder's details

If you ever contact us, having your customer reference ready helps us assist you faster.

2. Your Package Details

Here's where you'll find information about your broadband service:

- Your plan name [e.g. Gigafast, Superfast etc]
- Your contract length
- Your broadband speed

This confirms exactly what service you're receiving.

3. Charges & Description

This section explains what you're being charged for.

You may see:

- Your monthly broadband charge
- Any pro-rata charges [partial charges if your service started mid-month]
- Any additional services or adjustments

Your first bill may be slightly higher as it can include charges from your activation date up to your first full billing period.

4. Billing Period

This shows the dates you are being charged for.

Example: 23rd June – 31st July

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This may include:

- A partial month (if you've just joined)
- A full month in advance

5. Cost Breakdown

Here's how your total is calculated:

- Amount (ex. VAT) – The base cost of your service
- VAT – Tax added at the standard UK rate.
- Total – The full amount you'll pay

6. Payment Information

- Payments are usually taken by Direct Debit
- Your due date shows when the payment will be collected
- Payments are taken on this date

Make sure funds are available to avoid failed payments, late payment fees or service disruption.

7. Important Things to Know

Future bills will usually be the same each month (unless your package changes)

Price changes will always be communicated in advance

Need Help?

If you have any questions about your bill, our team is here to help.

0330 822 28 78

info@heyb.co.uk