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Membership Number 5175431  
Bill Date 14-10-2010  
Bill Number 30769161

Not using our phone services?  
On average, our Club  
members get over 2 3/4 hrs of  
free calls and save 25% on  
line rental.

## Your October monthly bill

Internet	15.31
Gas	43.00
Electricity	31.00
Club membership	1.50
Subtotal	£90.81
VAT	£6.64
<b>Total amount due</b>	<b>£97.45</b>

The total amount due will be collected by Direct Debit on or after 29 October 2010

### Information on your internet and/or telephony services from the Utility Warehouse

As you may be aware, all our main competitors have recently increased their telephony charges for both calls and line rental. For example, BT have increased their standard line rental by 50p to £13.29/£14.79 per month (depending on whether the customer is paying by direct debit); and their charge for a Peak rate local call is now 6.4p per minute plus a call set-up fee of 10.9p. TalkTalk have increased their prices in line with these increases, and it is likely that both companies will be putting up their prices again when the rate of VAT increases to 20% in a few months time.

In accordance with our commitment to delivering the best possible value to our customers, we are delighted to announce that:

1. Our standard landline rental charge will stay at just £10.75 per month, representing a saving of almost £50 per year compared with the price being paid by most BT customers;
2. All landline call prices are being held at their current level;
3. We will not be increasing any of our mobile phone tariffs - monthly line rental, call and text charges are all being held;
4. All our BroadCall fixed monthly charges are remaining at their current level;
5. All internet monthly charges are staying unchanged;
6. We will continue to offer unlimited free calls at any time of day, depending on the number of services taken from us. Not just local/national calls, but also our 10 most popular international destinations too!

And, we will be absorbing the impact of the VAT increase which takes effect on 1<sup>st</sup> January!

However, to enable us to hold all the above prices and absorb the higher rate of VAT against a background of rising wholesale prices, we need to make a number of changes to the way we charge for certain calls and services with effect from 1<sup>st</sup> November 2010, which will bring them more in line with our main competitors, as follows:

- The call set-up fee (which does not apply to free or fixed price calls) will increase by 0.9p to 9.9p per chargeable call. This remains almost 10% cheaper than the new price being charged by BT and TalkTalk;
- "Free Global Calls" and our MoreTalk call packages will no longer include calls to numbers beginning 0845 - these will be charged at our standard local/national call rate of 3.5p per call (Off-Peak) and 3.5p per minute (Peak). For a typical 15 minute call, these prices still represent massive savings of 90% and 42% compared with the price charged by BT at Evenings and Peak times respectively;
- We are aligning our time bands for Peak and Off-Peak calls with the rest of the industry, which means that Peak call charges will apply from 7am-7pm (previously 6am-6pm);
- For customers taking our Freephone service, the monthly charge is increasing from £2 to £3;
- The cost of our Economy International Saver Option is increasing by 50p and all our Value Calling Features (except where these are currently free of charge) will increase by 25p per month.

Finally, the cost of Standard Club membership (which is no longer available to new members) will be increasing slightly to £2 per month. However, you may prefer to change to either Online membership (where you view your monthly bill online instead of receiving a paper copy in the post) and pay our cheapest membership rate of just £1.50 per month - giving you an additional saving of £12 per year, or for just an extra 50p per month you could upgrade to our extremely popular new Value membership, which provides a number of useful additional benefits including Free Accidental Death Cover, Freephone Customer Service and Freephone Internet Technical Support.

If you wish to switch to a different membership category, you must let us know before 30<sup>th</sup> November 2010 - the simplest way to do so is by calling our customer service team on 0844 815 7777. Full details of all our tariffs are available on our website.