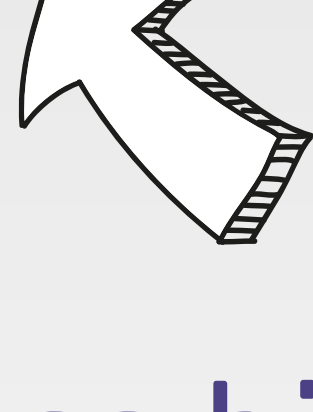


# ANATOMY OF A PHONE BILL

When you get your phone bill, it's hard to know what it all means and what you're really paying for. Going through the nuts and bolts of it could uncover hidden charges you're paying unnecessarily...

**Bill Issue date** 02/10/16 **Bill reference** Q123 AB **Account Number** CD1234 5678

Business Enterprises Ltd.  
1 Huntingdon Road  
Birmingham  
B10 2AA



## Bill Reference

The **M** or **Q** refers to whether you pay monthly or quarterly. Sounds obvious, but some people don't know!

## Your business bill

Your bill this quarter is £1,200.54 including VAT (1,000.45 excl VAT)

### Summary of charges this quarter

**Regular charges** £300.00

The fixed charges for your services (eg. line rental, package price)

**Usage charges** £200.00

What you've used this quarter (eg. minute or data outside any inclusive packages)

**Adjustments** £0.00

Changes or corrections made to one or more items, usually from previous bills

**Total not including VAT** £500.00

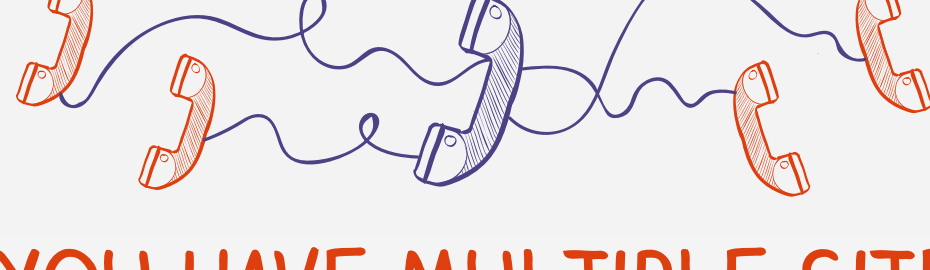
**Total VAT** £100.00

**Total this period including VAT** £600.00



## IS YOUR BILL MUCH HIGHER THAN YOU WERE EXPECTING?

You could have been a victim of phreaking - when criminals hijack your PBX system and sell access to your network. Ask your provider what they do to limit your exposure to fraud.



## DO YOU HAVE MULTIPLE SITES?

You might have separate ISDNs or systems on separate accounts with separate account managers. Ask your provider for sub-site billing that puts all of your sites onto the same bill.



## Your charges in detail

### Services

**Package / Line** 01 Aug 14 - 30 Sept 16 **£38.00** VAT rate: 20%

**Rental**

**Maintenance** 01 Aug 14 - 30 Sept 16 **£50.00** VAT rate: 20%

## TELEPHONE SUMMARY

To figure out how much you're really paying, work out your Average Price Per Second =

$$\frac{\text{TOTAL DURATION}}{\text{CHARGE}}$$

If this is more than the pence-per-second rate agreed with your provider, it might be because the cost is padded out by:

**Call setup costs - a per-call charge just to connect to a number**

**Minimum call charges - no matter how long or short the call**

**Per minute/per second charge - always rounded up to the nearest p/£, never down.**



## Usage Charges

### Itemised calls

| Date         | Time  | Number      | Destination     | Duration | Cost  |
|--------------|-------|-------------|-----------------|----------|-------|
| Mon 14 Sept  | 10:11 | 07894268990 | Mobile          | 00:00:35 | 0.200 |
| Mon 14 Sept  | 10:30 | 07339676543 | Mobile          | 00:01:55 | 0.140 |
| Tues 15 Sept | 14:13 | 01216530982 | Birmingham      | 00:00:15 | 0.140 |
| Tues 15 Sept | 19:33 | 07874290642 | Mobile          | 00:03:43 | 0.200 |
| Wed 16 Sept  | 09:31 | 01779876543 | Preston         | 00:05:10 | 0.200 |
| Wed 16 Sept  | 10:10 | 07098687888 | Mobile          | 00:02:34 | 0.200 |
| Wed 16 Sept  | 18:31 | 07893864628 | Mobile          | 00:00:20 | 0.140 |
| Wed 16 Sept  | 21:22 | 07890876320 | Mobile          | 00:00:50 | 0.140 |
| Thu 17 Sept  | 11:43 | 01214445555 | Birmingham      | 00:02:13 | 0.070 |
| Thu 17 Sept  | 13:33 | 07653580987 | Mobile          | 00:00:34 | 0.140 |
| Thu 17 Sept  | 14:55 | 07654326892 | Mobile          | 00:00:22 | 0.140 |
| Fri 18 Sept  | 15:04 | 02922223333 | Cardiff         | 00:04:03 | 0.070 |
| Fri 18 Sept  | 10:11 | 07645452729 | Mobile          | 00:00:49 | 0.140 |
| Fri 18 Sept  | 11:23 | 09867573467 | Mobile          | 00:01:02 | 0.140 |
| Fri 18 Sept  | 12:00 | 07544325612 | Mobile          | 00:01:35 | 0.140 |
| Fri 18 Sept  | 15:00 | 07393040283 | Mobile          | 00:00:27 | 0.140 |
| Fri 18 Sept  | 16:23 | 08745678900 | Special Service | 00:00:34 | 0.140 |

### Outbound calls to 08 numbers

Manage and monitor your outbound calls to 08 numbers closely. What are they for? If these calls are to suppliers, can they give you access to a 03 number instead to avoid Service and Access charges?

Mobile

Mobile

**Birmingham**

Mobile

Mobile

### Inbound calls to an 08 number

Ofcom has introduced an additional charge to receive calls from a mobile to 08 numbers. This is made up of a Service Charge plus an additional Mobile Access Charge. If you're noticing greater costs for receiving inbound calls, this could be why. Switching to an 03 number means you won't be subject to these charges.

### Location Summary

Local and National are almost always charged at the same rate. Work out your average price per minute/second for both and compare them to make sure you're not being over-charged.

Understanding your phone bill is just one way to find cost savings.