

Jan 2011 Bill – showing the original USB Dongle charge

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Previous bills
My monthly extras
Orders
What I've used
Other charges & credits
VAT
Inclusive allowance
My bill
Recent charges
Help with my bill
Analyse my bill
Payments

Orders

→ gm-014453462 17.02

Total amount **£17.02**

Account name
mark eaton000000
Account number
1002232839
Mobile number
07841464916

Bill number
1002232839-0075
Bill date
11 Jan 11
Payment method
Direct Debit - 14 days
Mobiles on bill
1

Address
mr mark eaton
41
SCHOOL ROAD
ASHFORD
MIDDX
TW15 2BT


THE ORIGINAL ORDER FOR THE USB DONGLE THAT WAS RETURNED (AND RECEIVED BY YOU) IN JANUARY.

Mar 2011 Bill – Showing the total bill

O₂
mark [Sign Out](#)

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O2 Business

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→ My tariffs - O2 45 on iPhone 24 Month : 11 Mar 11 - 10 Apr 11	38.30
→ My monthly extras	0.97
→ What I've used	
Calls	18.92
Messages	0.10
Mobile internet browsing and downloads	20.22
→ Other charges & credits	-37.24
Total before VAT 41.27	
→ VAT	8.06
Total new charges 49.33	
→ Balance brought forward	19.99
Total amount due £69.32	

You have payments outstanding.
Please contact O2 Customer Service or visit www.o2.co.uk immediately to make a payment.

[Download PDF Bill](#)

To print or view your bill as PDF document you will need a PDF reader.
[This can be downloaded here.](#)

Account name
mark eaton000000

Account number
1002232839

Mobile number
07841464916

Bill number
1002232839-0077

Bill date
11 Mar 11

Payment method
Direct Debit - 14 days

Mobiles on bill
1

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Customer service
☎ 0800 032 1402

Mar 2011 Bill – Showing the refund for the USB Dongle

The screenshot shows the O2 website interface for a mobile bill. The top navigation bar includes the O2 logo, user information (Hello mark, Sign Out), a search bar, and menu items (Explore, Shop, Support, My O2, O2 Business). A left-hand navigation menu lists various bill-related options. The main content area is titled 'Other charges & credits' and features a banner image of sandcastles on a beach. Below the banner, a table lists charges and credits. A yellow callout box with a blue border points to the 'Promotional Credit Vatable Cashback' entry, which is a refund of -20.22. The total other charges and credits are shown as -£37.24. To the right of the table, account details are listed, including account name, number, mobile number, bill number, date, payment method, and address.

Item	Amount
Hardware Returns: 14 Day Return	-17.02
Promotional Credit Vatable Cashback	-20.22
Total other charges & credits	-£37.24

Account name
mark eaton000000

Account number
1002232839

Mobile number
07841464916

Bill number
1002232839-0077

Bill date
11 Mar 11

Payment method
Direct Debit - 14 days

Mobiles on bill
1

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HERE IS THE USB DONGLE REFUND AT LAST BUT.....

Mar 2011 Bill – Showing the charge being added back again

The screenshot shows the O2 website interface. At the top left is the O2 logo. To its right, it says 'Hello mark Sign Out'. There is a search bar with the placeholder 'Keyword' and a magnifying glass icon. Below the search bar are navigation links: 'Explore', 'Shop', 'Support', 'My O2', and a 'O2 Business' button. On the left side, there is a vertical menu with the following items: 'Previous bills', 'My bill', 'My monthly extras', 'What I've used', 'Other charges & credits', 'VAT', 'Inclusive allowance', 'Recent charges', 'Help with my bill', 'Analyse my bill', and 'Payments'. The main content area features a banner image of sandcastles on a beach with the text 'Balance brought forward'. Below the banner is a table of bill items:

Previous balance - 11 Feb 11	56.50	Account name	mark eaton000000
Payments received - thank you	-56.50	Account number	1002232839
Refunds	19.99	Mobile number	07841464916
Total balance brought forward	£19.99	Bill number	1002232839-0077

To the right of the table is a list of account details:

- Account name**: mark eaton000000
- Account number**: 1002232839
- Mobile number**: 07841464916
- Bill number**: 1002232839-0077
- Bill date**: 11 Mar 11
- Payment method**: Direct Debit - 14 days
- Mobiles on bill**: 1
- Address**: mr mark eaton, 41 SCHOOL ROAD, ASHFORD, MIDDX, TW15 2BT

A yellow callout box with a blue border points to the 'Refunds' row in the table. The text inside the callout box reads: '.....HERE IS THE REFUND BEING CHARGED AGAIN'.