



IT & T contact details and information sheet

How do I pay my bill?

Page 2 of the bill will confirm the method of payment required on your account.

If your payment is to be taken by Direct Debit then the charge will be displayed on your bank statement, with the following reference: UBT-TIAB

Changes to direct debit details

Please note that any requests for Direct Debit changes need to be received in writing no later than the last day of the month before that in which the change is due to take place.

£15.00 invoice threshold

We would remind you that invoices are only raised if your account balance exceeds £15.00. Smaller balances are carried forward to the next charging period. However, the minimum threshold will be lifted quarterly to clear all balances.

Email billing

Email billing is now available upon request. To activate this service, please email telecoms.euk@ubteam.com stating clearly your account number and the email billing address.

2222 Information service

The charge for the Vodafone 2222 traffic and weather information line is £2.00 per minute.

Carphone returns

When cancelling a carphone connection, UBT no longer requires the handset to be returned. To cancel the carphone connection or transfer the number to a mobile phone handset contact Sales & Customer Support.

Change of ownership (CHOWN)

Should you need to transfer any UBT landline or mobile service to an alternative account, please note that a £10.00 + VAT administration fee will be charged for each service transferred.

This does not apply to changing the name of a connection within an account; this is free of charge. Should you wish to add names next to telephone numbers on your bill, please contact Sales & Customer Support confirming the numbers and the new name to which each number relates.

SMS Charges

When you are charged for SMS messages received it will show on your account as 'Alerts' or 'Text info'. These SMS messages would have been sent, typically, in response to a company (e.g. National Rail) having your Blackberry phone number filled in on their website. This is a chargeable service, and should state this on the site where it was applied for.





Many users would not have seen the SMS alert/ message on their Blackberry, as the default Blackberry setting blocks the incoming SMS message – however, the sending company does charge for having sent the message.

If you have been charged for unnecessary SMS alerts and wish to cancel these, please call +44 (0)845 130 9911 and follow the voice prompts to terminate the service concerned. (It is safe to choose the 'terminate all services' option - this will include all chargeable SMS alerts, and will not cancel your phone service).

SMS Blockit Whitelist

SMS Blockit will be charged at £3.50/month per mobile number subscribed. You will also pay the standard SMS charges of 10p per text message sent (within 160 characters), but receiving messages is free.

Data Usage

Please be aware there is a data usage limit of 500MB on Blackberry® Smartphone handsets and 3GB on a Vodafone Mobile Broadband SIM card. Over-usage of data is chargeable however; you will receive a notification should you exceed this limit.

International roaming

All UBT mobile services are enabled for use outside the UK. This is known as 'International roaming'. Please be aware that operating costs can be considerably higher when outside the UK and that you will be charged for both incoming and outgoing calls.

Business Phone System Security

Please be aware that phone systems can be subject to fraudulent attacks causing large call costs. We highly recommend you contact your phone system provider to ensure your system is secure (e.g. voice mailbox passwords, system maintenance passwords etc.)

Mobile Phone Packages

Please be aware that you will be unable to downgrade your tariff without incurring termination fees once the contract has started so please ensure you have chosen the correct package. However, you will be able to upgrade your minutes without incurring a charge.

All prices quoted exclude VAT.

To request information or application forms on any of the above contact our Sales & Customer Support on +44 (0)3300 55 55 00 or telecoms.euk@ubteam.com

Opening Hours: 7.30 am to 4.30 pm Monday to Friday (24/7 to report a lost or stolen mobile phone) Calls may be recorded for training and monitoring purposes.

**Landline and Broadband
24/7 Fault and Support Helpdesk**

Phone: +44 (0)3300 55 55 59

**BlackBerry Support
7.00 am – 6.00 pm, Monday to Friday**

Phone: +44 (0)3300 55 55 66

