COMPARETHENETWORKS.COM

LETTER BEFORE CLAIM

DIS-104512

Xtra Phones UK Ltd trading as Compare The Networks

Suite 2 Haughmond View, Shrewsbury Business Park, Shrewsbury, SY2 6LG

01743 598025 | accounts@comparethenetworks.com

Letter date: 23 December 2026

Original due date: 7 December 2026

PRIVATE AND CONFIDENTIAL

Oakwood Haulage Ltd
Sam Taylor
14 Severn Business Park
Shrewsbury
Shropshire
SY1 4AA

SUM CLAIMED

£1,371.00

Pay online or scan QR code below

Letter Before Claim

Dear Sam Taylor,

LETTER BEFORE CLAIM. Our reference SC-0042. Invoice DIS-104512.

Xtra Phones UK Ltd trading as Compare The Networks intends to bring a claim against you for £1,371.00 owed under the agreement between us. We ended your mobile agreement because your monthly bills were unpaid, after our final disconnection warning of 18 November 2026. Under our terms and conditions (comparethenetworks.com/terms-and-conditions), the remaining monthly charges for your contract term and a disconnection fee of £250 plus VAT per line then became due.

The sum is made up as follows:

Remaining rental for 07700900123, 18 months at £35.00 per month	£756.00
Disconnection fee, 1 connection at £250.00	£300.00
Amount outstanding (including VAT)	**£1,056.00**

Existing overdue bills (261000000101, 261000000102, 261000000103): £315.00
These bills have already been issued. They are separate from this termination invoice and have not been charged or had VAT added again.
Total outstanding across this invoice and those bills: £1,371.00
These bills are included in the one payment on your invoice page below, so you can pay everything together.

The invoice was emailed on 23 November 2026.

This letter is sent under the Pre-Action Protocol for Debt Claims. The Information Sheet, Reply Form and Financial Statement are enclosed. You have 30 days from the date of this letter, until 22 January 2027, to pay, to reply using the form, or to tell us you are getting advice. If you need more time to get advice, tell us in writing and we will allow reasonable time for it.

If we do not receive a response by 22 January 2027, we may consider County Court proceedings after reviewing the account and any applicable pre-action requirements. We may ask the court to award the issue fee, interest and any recoverable costs. The court decides which sums are payable.

View invoice and payment options

https://dash.comparethenetworks.com/i/demo

Bank transfer

Account name: Xtra Phones UK Ltd

Sort code: 09-01-28 Account number: 38496557

Payment reference: DIS-104512

Scan to pay

To propose instalments, request documents or discuss a disputed charge, call 01743 598025 or email accounts@comparethenetworks.com. We are willing to discuss a suitable way to resolve the matter, including mediation, before court proceedings.

If money is tight, free and confidential debt advice is available from StepChange (stepchange.org, 0800 138 1111) or National Debtline (nationaldebtline.org, 0808 808 4000).

Yours sincerely,

Customer Care
Compare The Networks

ANNEX 1

INFORMATION SHEET

You have received this notice because a business intends to take you to court in relation to a debt. This notice tells you what to do next, including how to avoid court action. Please read it carefully.

What should I do now to make sure I am not taken to court unnecessarily?

Read the enclosed letter from the business very carefully. Think about whether you owe the debt and whether the amount is correct. The letter should provide information about how much money you owe and any interest and fees added to the debt. If it doesn't, ask the business for more information.

Once you have read the letter, consider the following options.

- **Seeking debt advice.**

If you are in financial difficulty or need advice to help you work out whether you owe the debt, or how you might pay the debt, contact a debt advisor (particularly if you haven't been in contact with the business for a number of years).

The following organisations offer free, impartial and non-judgemental advice:

Citizens Advice	03444 111 444 (England) 03444 772 020 (Wales)	www.citizensadvice.org.uk
Civil Legal Advice	0345 345 4345	www.gov.uk/civil-legal-advice
StepChange Debt Charity	0800 138 1111 (Freephone)	www.stepchange.org
National Debtline	0808 808 4000 (Freephone)	www.nationaldebtline.org
AdviceUK	0300 777 0107	www.adviceuk.org.uk
Christians Against Poverty	0800 328 0006 (Freephone)	www.capuk.org

It is recommended that you get debt advice if you have any doubt about whether you owe the debt or whether you can pay it now.

If you don't have a copy of the agreement (contract) between you and the business, and you need this to decide what to do next or to help you get debt advice, you can ask the business to provide you with a copy.

- **Speaking to the business.**

If you agree you owe the debt and want to talk to the business about payment terms, or if you have any questions or concerns, get in touch with the business as soon as possible. Their contact details should be in the letter they sent you.

- **Filling in the Reply Form.**

If you have not been able to resolve the matter by speaking to the business, you should fill in the Reply Form that was provided with the letter from the business, and then send it back to the business. You should complete the Reply Form with as much information as possible to avoid court action being taken against you.

How long do I have to fill in the Reply Form?

You only have **30 days** from the date at the top of the letter from the business to send back the Reply Form. If the business does not get your Reply Form within 30 days, it could **take you to court** in relation to the debt. Make sure you allow time for posting.

If a court orders you to pay an amount of money (called “having judgment entered against you”), details of the judgment will usually be entered on the Register of Judgments, Orders and Fines. Most entries stay on the Register for six years unless you pay the amount you owe within one month of the judgment.

Organisations such as banks, building societies and credit companies use the information on the Register when someone applies for credit, such as a loan or overdraft. It helps them decide whether or not that person would be able to pay off a debt.

What happens if I fill in and return the Reply Form in time?

If you return the Reply Form within 30 days, you and the business will have at least a further 30 days to discuss the debt, or for you to seek debt advice, before the business takes you to court. During that time you should discuss with the business how you can resolve the matter, ideally without going to court.

If you request more information in the Reply Form, the business must wait at least 30 days after it gives you that information before taking you to court.

Where can I find out more?

This Information Sheet is a summary of your rights and responsibilities under the Pre-Action Protocol for Debt Claims. Where a business and an individual disagree about a debt claim, the Protocol tells them what they should do before they go to court. If you want to know more, the full Protocol is available at: https://www.justice.gov.uk/courts/procedure-rules/civil/protocol.

REPLY FORM

YOU HAVE 30 DAYS FROM THE DATE AT THE TOP OF THE ENCLOSED LETTER TO FILL IN AND RETURN THIS FORM.

IF YOU DON'T, IT COULD RESULT IN COURT PROCEEDINGS.

If you have any questions or would like to discuss the debt, please call the business that sent you this form as soon as possible.

Full name:

Address and postcode:

Contact telephone numbers:

Email address:

Reference:

SECTION 1: Do you owe the debt?

Fill in one of the boxes in this section. Use more pages if you need to.

It is recommended that you get debt advice if you have any doubt about whether you owe the debt and whether you can pay it now, or if you want advice on any rights and protections you may have.

Box G below asks about debt advice.

☐ **BOX A**

I agree I owe the debt.

Tick this box if you agree you owe the debt and agree the amount of the debt is correct.

IF YOU WILL PAY THE DEBT, GO TO SECTION 2.

IF YOU NEED DEBT OR LEGAL ADVICE, GO TO SECTION 3.

☐ **BOX B**

I owe some of the debt, but not all of it.

Tick this box if you agree you owe some of the debt, but not all of it, for example if you think too much interest has been added or you haven't been credited for payments you made in the past.

The amount of debt I owe to you is £…… .

Say how much you think you owe.

I don't owe any more than this because ……

Explain on a separate piece of paper why you don't owe all of the debt. Give as much detail as possible and provide copies of any supporting documents.

IF YOU WILL PAY THE PART OF THE DEBT YOU OWE, GO TO SECTION 2.

IF YOU NEED DEBT OR LEGAL ADVICE, GO TO SECTION 3.

OTHERWISE, GO TO SECTION 4.

☐ **BOX C**

I don't know whether I owe the debt.

Tick this box if you're not sure whether you owe the debt and/or you need help from a debt adviser to work out whether you should pay.

NOW GO TO SECTION 3.

☐ **BOX D**

I dispute the debt.

Tick this box if you don't owe the debt, for example because the debt should be paid by someone else, because you have already paid it, or because there is a legal problem with the credit agreement.

I dispute the debt because ……

Explain on a separate piece of paper why you dispute the debt. Give as much detail as possible and provide copies of any supporting documents.

NOW GO TO SECTION 4.

SECTION 2: How will you pay?

Only complete this section if you ticked Box A or Box B in Section 1 and you want to pay now.

The letter from the business will tell you how to pay. Keep a record of the payments you make.

☐ **BOX E**

I will pay what I owe now.

Tick this box if you agree that you owe all or part of the debt and you are able to pay what you owe now. You should pay using the payment details in the letter from the business. Keep a copy of any proof of payment you receive.

☐ **BOX F**

I will pay, but I need time to pay.

Tick this box if you agree that you owe all or part of the debt, but you can't pay right now.

If you offer to make repayments, you must be able to afford them. You should consider getting debt advice about how much you can afford to repay. If you are seeking debt advice, complete Section 3.

My proposals for repayment are …….. .

Explain on a separate piece of paper how you intend to pay the debt. Say how much you could pay now and how you will pay the remainder. For example, say how much you could pay each week, fortnight or month and when your first payment would be made.

I have provided a Financial Statement showing my current financial situation:

Yes ☐ No ☐

To help the business ensure you can afford your proposed repayments, fill out the Financial Statement that is attached to this form. You should also attach a copy of any budget or financial statement that a debt advice organisation has helped you prepare.

SECTION 3: Do you intend to get, or are you already getting, debt advice?

Only complete this section if you are getting debt advice about whether you owe the debt or whether you can afford to pay.

☐ **BOX G**

I am getting or intend to get debt advice.

I am getting advice from ……
……

Insert the name and contact details of the person or organisation giving you advice.

I am getting advice about ……

Explain on a separate piece of paper what you are getting advice about, for example whether you owe the debt or how you could pay.

I have an appointment with an adviser on ……
……..

If you have an appointment with a debt adviser, give the appointment date and time.

I can't obtain advice within 30 days of returning this Reply Form because …… .

If it will take you longer than 30 days to get debt advice, explain on a separate piece of paper the reason for the delay and when you expect advice will be available.

NOW COMPLETE SECTION 4.

SECTION 4: What documents are you sending with this form? What information do you need?

Complete the boxes below if you want to provide or get more information.

☐ **BOX H**

I have provided documents.

Tick this box if you want to provide documents about the debt, for example you might want to provide a letter showing you have an appointment for debt advice or a receipt showing you paid some of the debt.

I have enclosed the following documents …….. .

Describe on a separate piece of paper the documents you have provided and why they are important.

☐ **BOX I**

I need more documents or information.

Tick this box if you need more information, such as copies of documents you don't currently have.

I need a copy of ……
……
……

Additional documents or information that you might need could include:

- *A copy of the written contract for the debt*
- *A full statement of account, including details of all interest and charges included on the outstanding balance of the debt, explaining how they have been calculated, and any payments already made toward the debt*
- *A calculation of the interest claimed*

- *The annual or daily rate of interest*
- *A description of the nature and amount of any administrative charges included in the debt*
- *A copy of the notice of assignment of the debt*

Signature …… Date……/……/……..

Print name ……

Sign and date this Reply Form once you've filled it in. Then send it to the address given in the letter from the business.

Make sure you keep a copy of this form for reference in the future.

If your circumstances change, please update the business as soon as possible.

STANDARD FINANCIAL STATEMENT

Name:
D.O.B.:
Application: ■ Single ■ Joint
Partner: (if applicable)**:**
Partner D.O.B. (if applicable)**:**
Address:

Dependent children: Under 16: 16-18:
Other dependants:
Number in household:
Number of vehicles in household:
Housing tenure: ■ Owner ■ Mortgage ■ Tenant – private ■ Tenant – social ■ Living with parents ■ Other

Please confirm you have considered (or discussed with an adviser) the use of any assets to make lump sum payments	**Tick to confirm ✔** ☐

Contact/team name:
Agency:
Agency address:

Membership code number:
Case reference number:
Date of statement
Date of review (if applicable)**:**

Employment: ■ Full-time ■ Part-time ■ Unemployed ■ Not working due to illness / disability ■ Self-employed ■ Retired ■ Carer ■ Student ■ Other

Partner's employment: ■ Full-time ■ Part-time ■ Unemployed ■ Not working due to illness / disability ■ Self-employed ■ Retired ■ Carer ■ Student ■ Other

Overview	**Amount (£)**
Total income	
Total outgoings	
(Income – outgoings)	
(Savings contribution)	
Debt admin fee (if applicable):	
Total available for priority creditors	
Total available for non-priority creditors	
Monthly Income	
Earnings	
Benefits and tax credits	
Pensions	
Other income	
Total income	
Monthly Outgoings: Fixed Costs	
Home and contents	
Utilities	
Water	
Care and health costs	
Transport and travel	
School costs	
Pensions and insurances	
Professional costs	
Other essential costs	
Total fixed costs	
Monthly Outgoings: Flexible Costs	
Communications and leisure	
Food and housekeeping	
Personal costs	
Total flexible costs	
Total monthly outgoings (fixed and flexible)	
Savings	

Please confirm that a monthly contribution to savings has been considered (or discussed with an adviser)	**Tick to confirm ✔** ☐

Additional notes (e.g. reasons for debt, circumstances, temporary situations)

e.g. *Made redundant in June 2014 and was out of work for 6 months*

e.g. Communications and leisure: *Mobile phone – client has multiple family members abroad*

Version 1.0

Debts

Priority Debts

Creditor	Owed (£)	Offer
e.g. Haringey Council		

(tick if you have continued on next page) ☐

Total priority debts

Non-Priority Debts

Creditor	Owed (£)	CCJ	Offer
		Y/N	
		Y/N	
		Y/N	
		Y/N	
		Y/N	
		Y/N	
		Y/N	
		Y/N	
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		Y/N	
		Y/N	

(tick if you have continued on next page) ☐

Total non-priority debts

Token Payments

This financial statement is an accurate record of the information provided.

Signed: **Date:**

Version 1.0

Summary version

Debts *(continued)*

Priority Debts

Creditor	Owed (£)	Offer
Total priority debts		

Non-Priority Debts

Creditor	Owed (£)	CCJ	Offer
		Y/N	
		Y/N	
		Y/N	
		Y/N	
		Y/N	
		Y/N	
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		Y/N	
Total non-priority debts			

Version 1.0

Additional notes (e.g. reasons for debt, circumstances, temporary situations)

e.g. *Made redundant in June 2014 and was out of work for 6 months*

e.g. Communications and leisure: *Mobile phone – client has multiple family members abroad*

This financial statement is an accurate record of the information provided.

Signed: **Date:**

Version 1.0