



iD Mobile's policy for Problems paying your bill

Are you having trouble paying your bill?

Here at iD, we understand that circumstances can change and the earlier you contact us, the more we can do to help. Please let us know about any significant changes to your circumstances such as ill health, bereavement, or if you're having financial difficulties. You can also check out our Vulnerable Situation Policy [here](#).

Call our collections team straight away on +44 (0)20 3481 1642

Standard rates apply. Lines open 8am – 6.30pm Monday to Friday

If you're struggling to pay your bill, get in touch and we can support you to work out your options. We can also change your monthly payment date to help you manage your bill payments and show you how to remove additional add-ons that do not form part of your monthly contract.

If you don't pay your bill and you haven't talked to us about it, we'll try to contact you by either phone/SMS/email and letter, and the collections process will continue. Unfortunately, we may also have to restrict your iD service and you won't be able to use our network until your outstanding balance is paid.

We may also have to:

- Disconnect your service completely
- Add a termination fee to your account in line with your contact terms and conditions
- Pass on your details to a debt collection agency who may add their own charges and fees to recover the debt
- Notify credit reference agencies that you've missed payments. This information can be used by other lenders and will affect your credit rating and ability to gain future credit

Please remember, we're here to help before it gets to any of these stages. The best thing you can do is call us, so we can try to help you to prevent any further action from being taken.

We have a range of options in place to manage your spending and you can use our mobile app or online accounts to keep track of your bills, payments and add a cap to control out of allowance usage and spending.

If you're struggling to pay your bills, you can also get free and impartial advice from:

- [Citizens Advice](#)
- [National Debt line](#)
- [StepChange Debt Charity](#)