



22nd January 2026

Mr Andrew Hogg
95 Northsea Court
Aberdeen
AB24 1WH

Elsworth Associates Ltd
Certified to be a true copy of the original
document and a true likeness of the client.
Name: Raymond Baker FCA No: RVB00005

Signed:
Date: 20/12/2026

Contact ID: 662179

We are writing to inform you that your account currently has an outstanding balance, and we kindly request your prompt attention to prevent any potential disruption to your services. It is imperative that payment is remitted within the next 7 days to avoid the possibility of suspension.

Should the reason for non-payment be service-related, we recommend continuing payments until the issue or fault is fully resolved, unless otherwise instructed by ZEN. In such cases where credit is applicable, rest assured they will be backdated. We encourage you to contact us so we can address any concerns or queries you may have.

To conveniently manage your overdue items and settle your payment online, we encourage you to utilise your Customer Portal. If you haven't registered yet, you can easily do so by visiting our website at www.zen.co.uk. Once logged in, navigate to the "My Billing" section to view your invoice and proceed to a secure payment gateway.

Alternatively, you have the option to arrange payment via Direct Debit or major Credit/Debit Card over the phone by contacting our Customer Billing team at 01706 902003. If you are currently using a recurring payment method and encounter any issues, please contact us for assistance.

We understand that circumstances may arise, making payment difficult. If you are facing financial challenges, please contact us as soon as possible to explore alternative options. Our dedicated billing agents are here to assist you.

While we make every effort to communicate with our customers through various channels, including email and telephone, we recognise that this may not always be feasible. For a prompt response, we encourage you to use our "Live Chat" service, available Monday to Friday from 10 am to 4 pm, accessible through the 'Contact Us' section of our website.

~~If you have recently made payment, we sincerely appreciate your prompt action, and you may disregard this notice.~~

Thank you for your attention to this matter.

Customer Billing Department
Zen Internet Ltd
Direct Dial: 01706 902003
E-mail: customerbilling@zen.co.uk