

## Five reasons to sign up today

1. Register once and use PayByPhone wherever you see our signs.
2. Receive text message reminders when your parking time is about to end.
3. Top up your parking payment by phone, without having to return to your car.
4. VAT receipts available online and parking receipts sent direct to your email inbox.
5. Use the FREE PayByPhone app for quicker and easier parking payments.



## Important information

From 1 June, your phone parking provider will change from Metric Mobile to PayByPhone.

Look out for the new phone number and location numbers appearing on PayByPhone signage in all of the following car parks.

Car Park Name	PayByPhone Location Number	Number of parking spaces
Websters Way	79935	347
Mill Hall	79936	53
Bellingham Lane	79937	68
Castle Road	79938	148
The Market	79939	65
The Approach	79940	95
Southend Road	79941	70
Hockley Woods	79942	80
Back Lane	79943	171
Freight House	79944	134
Old Ship Lane	79945	10

### Service charges

- 20p service charge applies
- Optional texts are charged at 10p per text
- For full terms and conditions visit [paybyphone.co.uk](http://paybyphone.co.uk)

 paybyphone®



From 1 June  
PayByPhone  
will be the new  
way to pay  
for parking by  
phone.

## What is PayByPhone?

From 1st June, PayByPhone replaces Metric Mobile, as the new quick and secure way to pay for parking using your mobile phone. Instead of putting money in a Pay and Display machine you simply use the PayByPhone app or call us to pay to park. The parking fee is charged to your credit or debit card.

## Do I get a ticket to display in my vehicle?

No, when you pay with PayByPhone you do not need a ticket to display in your windscreen.

## How do traffic patrollers know that I have paid?

All successful PayByPhone payments are loaded onto the patroller's handheld device, showing your vehicle registration number along with the start and end time of the parking session you have paid for.

## How do I get receipts for my parking?

You can choose to have receipts sent to your email inbox or you can view and download VAT receipts by logging onto your PayByPhone account at [paybyphone.co.uk](http://paybyphone.co.uk).

## Is it safe to use my payment card when making a phone payment?

Yes, PayByPhone uses only the most secure payment processes and systems to ensure that your details are safe. We are accredited by Visa as a Level 1 data processor under the Payment Card Industry Data Security Standards, so you can trust us with your payments. For more information please visit [paybyphone.co.uk/security](http://paybyphone.co.uk/security).

## To register and pay

The first time that you use PayByPhone you need to provide us with your vehicle registration number and payment card details. You can do this online at [paybyphone.co.uk](http://paybyphone.co.uk), or in one of the following ways:

## PayByPhone app and mobile web



Download the free PayByPhone app from your Google play, Blackberry or iPhone app store. Click on the Sign Up button to register your details and pay for your parking.

## Call

Call us on **0330 400 7275** and follow the prompts to enter your details and complete the payment.

## Text

Send **REG** followed by a **space** and then your **vehicle registration number** in a text message to **65565** and we will call you back to complete payment.

**You can now use PayByPhone wherever you see our signs all over the UK.**



[www.paybyphone.co.uk](http://www.paybyphone.co.uk)