



Bill date
18 Jul 2017

Your account number
GB 1165 2035 F053 FB

4692960119917B00000238690010030000

374

Mr P Lisewski
2nd Floor
40 Gledstones Road
London
W14 9HU



Keep your bill and account number
safe from fraudsters.
More details at www.bt.com/scams

> This bill is for

✓ **Phone line**
for 020 7385 6019

✓ **Package**
Broadband and Calls
BT Infinity Option 2 and Evening
and Weekend Calls

Dear Mr Lisewski

Your final bill came to £59.26

You don't need to do anything - we'll take this amount from your bank account on or just after 26 July.

- **This final bill includes charges** from the date of your last bill.
- **We've refunded any basic charges** that you've paid in advance. You'll see your refunded charges in the 'Line rental and other basic charges' section of this bill.
- There have been changes to your products since your last bill which caused part monthly charges. We show these in a different section of the bill to help you see which charges are for a full month, and which charges are for part of a month.

Sorry you're leaving BT

- We hope we can welcome you back to BT before too long
- For information on how your final bill has been calculated, please go to bt.com/help/finalbill

View your account online

www.bt.com/mybt

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Your questions answered

- **Where can I find help with my bill?**

You can find answers to many of your questions online at www.bt.com/helpwithmybill

Contacting us

Please have your account number ready. It's in the top right hand corner.

TO MANAGE YOUR ACCOUNT www.bt.com/mybt or 0800 44 33 11

You can view/download your bills, make payments, set up/manage your direct debit, check usage since your last bill and track orders.

FOR FAULTS AND TECHNICAL HELP

PHONE LINE	www.bt.com/help/phone or 0800 800 151
BROADBAND	www.bt.com/help/broadband or 0800 111 4567
TV	www.bt.com/help/tv or 0800 111 4567
MOBILE	www.bt.com/help/mobile or 0800 111 4567

SALES

PHONE LINE/BROADBAND	www.bt.com/packages or 0800 800 150
TV	www.bt.com/packages or 0800 800 900
MOBILE	www.bt.com/help/mobile or 0800 111 4567

For a Large Print or Braille bill 0800 800 150
or www.bt.com/billformats

FOR ANYTHING ELSE www.bt.com/contact or 0800 800 150



If you have a textphone or use the Next Generation Text Lite App please dial 18001 before the number you want e.g. 18001 0800 800 150. More information is available at ngts.org.uk

Is everything OK?

If not, you can contact us by phone on 0800 800 150 or visit www.bt.com/contact and chat to us instantly – it's a quick and easy way to answer any questions you may have, and if we need more information we can ask you there and then. Alternatively, email us from the above link.

Most matters can be resolved by phone, chat or email, but if you do want to write in please include your account number, email address, day and evening contact number and your name and address. Write to: BT Correspondence Centre, Providence Row, Durham, DH98 1BT. If we can't sort things out between us within eight weeks, you can then contact Ombudsman Services: Communications on 0330 440 1614, or at www.os-communications.org They offer free and independent advice on disputes. Or for online purchases, you can also use the Online Dispute Resolution service at www.ec.europa.eu/odr

To see our Customer Complaints Code visit www.bt.com/complaintscode or call 0800 800 150. For the terms and conditions for our products and services, go to www.bt.com/terms

Standard line rental is payable by Direct Debit. If you don't pay by Direct Debit we'll move you to Line Rental Plus which includes a number of extra features and a choice of payment method. BT Basic, Line Rental Saver and Home Phone Saver customers will not need to move to Line Rental Plus if they choose not to pay by Direct Debit. Ofcom (www.ofcom.org.uk) is the independent regulator for the communications industries in the UK, promoting competition and protecting consumers.

British Telecommunications plc (registered in England no. 1800000)
Registered Office 81 Newgate Street London EC1A 7AJ.

How we worked out your bill



Total £

Changes since your last bill

Phone line - 020 7385 6019	
International Freedom ▶ 6 Jul-17 Jul 17	£ 3.12
This is the cost of your International Freedom at £7.80 a month	

Package	
Broadband and Calls ▶ 6 Jul-17 Jul 17	£ 22.40
This is the cost of your Package which now includes line rental up to 17 Jul 2017 at the new price of £55.99	
Broadband Access Service ▶ 17 Jul 17	£ 31.00
This charge is for the cessation of your Broadband - for further information please see http://www.bt.com/ceasecharge	
Total charges since your last bill	= £ 56.52

ⓘ This is the charge for the engineering work that is required to cease your Broadband.

What you used

Phone usage for 020 7385 6019 ▶ See page 4	£ 2.74
You made 8 call(s) - number of free call(s) 4	
Total usage charges	= £ 2.74

ⓘ Need help understanding your Bill? Visit bt.com/helpwithmybill

TOTAL including any applicable taxes	= £ 59.26
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What you used

Phone Line 020 7385 6019



Call Summary

Type of call	No of calls	Total duration	Cost
To a UK phone line	1	11:00	£ 1.660
To a UK mobile	3	0:42	£ 1.080
To an international number	4	48:15	£ 0.000
Totals	8	59:57	= £2.740

Your free calls included with your calling plan

Type of free call	No of free calls	Total duration	Total cost
To International numbers	4	48:15	Free
Totals	4	48:15	Free

*Calls up to an hour to 01, 02 & 03 numbers (except Channel Is & ISPs), 0845 & 0870 numbers (except Calling Card, Dial-through & ISPs). Charges apply if fair use limit exceeded.

Calls costing 50p and under added together

Period	No of calls	Total duration	Total cost
24 Jun-1 Jul	3	0:42	£ 1.080

Calls costing over 50p

Date	Time	Number	Destination	Duration	Cost
Thu 29 Jun	16:06	0345 0808500	Special Svce	11:00	£ 1.660
Total					= £1.660



BT Call Protect

Take control of nuisance calls.

Nuisance calls are a real pain. We think that no one should dread the phone ringing because they're worried it's a PPI or accident claims company. That's why we've launched BT Call Protect.

How it works

- The service diverts nuisance calls to a new junk voicemail which you can access by dialling 1572 from your home phone
- We continually monitor for the worst nuisance call offenders and once we've identified them, we will automatically divert them for you
- You can also add numbers to your own personal blacklist which will send those calls to your junk voicemail as well
- The service is free and just for our customers.

Get BT Call Protect

If you haven't already got BT Call Protect, it's really simple to activate – in a matter of minutes you'll be protected. Just call **0800 328 1572** or visit **bt.com/callprotect**

Call **0800 328 1572**

or visit **bt.com/callprotect** to find out more.

Call Protect legal stuff: Call Protect is only available in certain UK areas and on certain phone systems. If you have other call features (like Choose to Refuse or Anonymous Call Reject) then you won't be able to get these service features as well. You'll need to keep your phone line with BT to continue to benefit from Call Protect. PHME78658

