



002725 005593 BTLU985A B00012 17900 1102656011

MR PAUL LISEWSKI
2ND FLOOR
40 GLEDSTANES ROAD
LONDON
W14 9HU



Your account number

GB11652035

Your reference number

1312404834

Date

25 Feb 2013

Dear Mr Lisewski,

We're setting up your Direct Debit

Thanks for choosing to pay your BT bill by Direct Debit. We're just waiting for your bank or building society to confirm they've set it up.

Here are the details we've used:

Account name	Bank sort code	Account number
P LISEWSKI	208121	****4195

Service user number: 954759

Your reference: GB11652035

How to check your Direct Debit

If you've got internet banking, sign in and see if your Direct Debit details have been set up correctly. If they still aren't showing up seven working days after the date on this letter, check with your bank. If they can't help, call us on 0800 800 150 and we'll look into it.

We'll send you monthly or quarterly statements. They'll tell you how much you're paying, and when we'll take the money from your account.

Do you have a bill due now?

If so, we'll take that payment in the next few days.

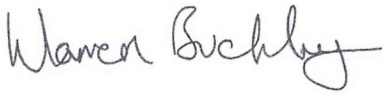
About your Direct Debit

You're protected by the Direct Debit Guarantee (see below). And you can cancel your Direct Debit at any time. But if you do decide to pay another way, we'll add a payment processing fee to your bill. (This is charged by BT Payment Services Ltd, a BT Group Company.)

Sign up to paper-free bills

It only takes a few minutes to sign up to online billing. Go to **bt.com/mybt** .

Thanks for choosing BT.



Warren Buckley
Managing Director, Customer Service

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit BT plc will notify you 6 working days in advance of your account being debited or as otherwise agreed. If you request BT plc to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by BT plc or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society
- If you receive a refund you are not entitled to, you must pay it back when BT plc asks you to
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify BT plc.