



Bill date  
8 Aug 2014

Your account number  
**GB 1165 2035** M018 RU

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

## > This bill is for

✓ **Phone line**

Line rental  
for 020 7385 6019

✓ **Package**

**Broadband and Calls**

BT Infinity Option 2 and Evening  
and Weekend Calls

Dear Mr Lisewski

## Your bill came to £54.13

**You don't need to do anything** - we'll take this amount from your bank account on or just after 16 August.

## 🗨 Helpful hints

- You can access answers to your most frequently asked questions by going online at [www.bt.com/helpwithmybill](http://www.bt.com/helpwithmybill)

## 📄 View your account online

[www.bt.com/mybt](http://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](http://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](http://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.

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### FOR FAULTS AND TECHNICAL HELP

**PHONE LINE** [www.bt.com/help/phone](http://www.bt.com/help/phone) or **0800 800 151**

**BROADBAND** [www.bt.com/help/broadband](http://www.bt.com/help/broadband) or **0800 111 4567**

**TV** [www.bt.com/help/tv](http://www.bt.com/help/tv) or **0800 111 4567**

**MOBILE** [www.bt.com/help/mobile](http://www.bt.com/help/mobile) or **0800 111 4567**

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### SALES

**PHONE LINE/BROADBAND** [www.bt.com/packages](http://www.bt.com/packages) or **0800 800 150**

**TV** [www.bt.com/packages](http://www.bt.com/packages) or **0800 800 900**


**MOBILE** [www.bt.com/help/mobile](http://www.bt.com/help/mobile) or **0800 111 4567**

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**For a Large Print or Braille bill** **0800 800 150**  
or [www.bt.com/billformats](http://www.bt.com/billformats)

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**FOR ANYTHING ELSE** [www.bt.com/contact](http://www.bt.com/contact) or **0800 800 150**

 **If you have a textphone** please use BT TextDirect by dialling 18001 before the number you want, for example 18001 0800 800 150

## Is everything OK?

**If not, you can contact us** by phone on 0800 800 150 or visit [www.bt.com/contact](http://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 cannot resolve the issue between us within 8 weeks, you can then contact Ombudsman Services: Communications on 0330 440 1614, or visit [www.os-communications.org](http://www.os-communications.org) Ombudsman Services: Communications offer a free and independent dispute resolution service.

To see our Customer Complaints Code visit [www.bt.com/complaintscode](http://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](http://www.bt.com/terms) For enquiries or complaints about premium rate services, visit [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) or contact PhonepayPlus on 0800 500 212.

We want to give you the choice of paying your bill exactly how you want to. However, BT Payment Services limited (BTPS) will charge a fee for processing your payment if you choose not to pay by Direct Debit. BTPS is the company that processes payments on behalf of BT plc. Details about the relationship between you, BT plc and BTPS can be found in the terms and conditions we sent you when you joined, or you can find them on the web at [www.bt.com/payments](http://www.bt.com/payments)


Ofcom ([www.ofcom.org.uk](http://www.ofcom.org.uk)) is the independent regulator for the communications industries in the UK, promoting competition and protecting consumers.


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Registered Offices 81 Newgate Street London EC1A 7AJ.

# How we worked out your bill


Total £

## Rental and other charges

 <b>Phone line - 020 7385 6019</b>	
<hr/>	
<b>Line Rental</b> ▶ 6 Aug-5 Sep 14	£ 15.99
This is the cost of your Line rental at £15.99 a month, charged in advance from 6 Aug 2014 to 5 Sep 2014	
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<b>International Freedom</b> ▶ 6 Aug-5 Sep 14	£ 5.85
This is the cost of your International Freedom charged in advance at £5.85 a month Inclusive calls to 36 international destinations	

 <b>Package</b>	
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<b>Broadband and Calls</b> ▶ 6 Aug-5 Sep 14	£ 27.67
This is the cost of your Package at £27.67 a month, charged in advance from 6 Aug 2014 to 5 Sep 2014. This gives you:	
● <b>Calling Plan</b> Unlimited Evening and Weekend Plan	
● <b>Broadband</b> BT Infinity Option 2	
Yet to discover BT TV? See <a href="http://bt.com/bttv">bt.com/bttv</a> for a great TV service	
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<b>Total rental and other charges</b>	= £ 49.51

## What you used

 <b>Phone usage</b> for 020 7385 6019 ▶ See page 4	£ 4.62
You made 20 call(s) - number of free call(s) 14	
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<b>Total usage charges</b>	= £ 4.62
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<b>TOTAL</b> including any applicable taxes	= £ 54.13

# What you used

## Phone Line 020 7385 6019



### Call Summary

Type of call	No of calls	Total duration	Cost
To a UK phone line	5	36:29	£ 4.350
To a UK mobile	1	0:02	£ 0.270
To an international number	14	4:57:02	£ 0.000
<b>Totals</b>	<b>20</b>	<b>5:33:33</b>	<b>= £4.620</b>

### Your free calls included with your calling plan

Type of free call	No of free calls	Total duration	Total cost
To International numbers	14	4:57:02	Free
<b>Totals</b>	<b>14</b>	<b>4:57:02</b>	<b>Free</b>

\*Calls up to an hour to 01, 02 & 03 numbers (except Channel Is & ISPs), 0845 & 0870 numbers (except Calling Card, Dial-through & ISPs).

### Calls

Date	Time	Number	Destination	Duration	Cost
Fri 11 Jul	08:31	07931 556236	Mobile Phone	0:02	£ 0.270
Mon 21 Jul	09:36	020 3311 1081	London	0:41	£ 0.240
	09:37	020 3313 5000	London	12:13	£ 1.320
	09:52	020 3313 5000	London	7:04	£ 0.870
	11:56	020 3313 5000	London	6:24	£ 0.780
	12:02	020 3311 7563	London	10:07	£ 1.140
<b>Total</b>					<b>= £ 4.620</b>