



More connections.  
More possibilities.

Your account and bill number  
**WR 7497 5317 M035 WV**

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

70732



Date  
**26 May 2005**

If you have a query  
please see reverse for  
our contact details.

## BT Together Option 1

Bill for 020 7610 3562

**Total now due £ 12.04**

*This amount will be debited from your bank or building  
society account on or after 9 June 05.*

### 1 month's free Sky TV

**Free installation and equipment**  
This offer brings great Sky digital TV  
into your home. When you subscribe  
to any package costing £19.50 a month  
or more, you'll get one month's free  
subscription (£19.50 - £41 per month)  
plus free standard installation and free  
equipment.

Minimum subscription 12 months.  
Offer ends 31 July 2005.  
See Update (page 12) for terms  
and conditions.

Some companies may try to  
transfer your telephone  
service against your wishes.  
We advise you to be careful  
when giving out your bank  
details unless you are certain  
of who you're dealing with.

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This amount will be debited  
from your bank or building  
society account on or after  
9 Jun 05

Thank you.

edotecn BGC2003/05



## Automated enquiries

# 0800 150111

Your account and bill number  
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When contacting us, please ensure that you have your account number to hand

### How we charge for calls from a BT line

We calculate the duration of each call to a second\*. Summarised and itemised calls are calculated in the same way.

\*Minimum call charge, where applicable, is 4.2p (exc VAT)

This does not apply to BT Together calls charged at zero pence per minute or at a fixed price for the first hour. For each type of call different rates apply depending on the time of day and the day of the week:

- daytime: 6am to 6pm Mon to Fri
  - evenings/night-time: before 6am after 6pm Mon to Fri
  - weekend: midnight Fri to midnight Sun
- To calculate the cost of individual calls:
- 1 identify day, time and type of call to determine call rate for your option
  - 2 multiply call rate by duration of call
  - 3 round call cost up to a tenth of a penny (see Price List for specific rules)
  - 4 add the VAT
- For full itemisation of calls you should view your bill online at [www.bt.com](http://www.bt.com)

### Pricing Information Service

Register by visiting [www.bt.com/pricingemails](http://www.bt.com/pricingemails) if you'd like to receive information about our main price changes by email, rather than wait for the general information included with your bill.

If you have a pricing enquiry, please visit our website at [www.bt.com/Pricing](http://www.bt.com/Pricing) or call us between 8 am and 6 pm, Monday to Friday on Freephone **0800 800 891**.

Customer service and sales	<b>0800 800 150</b> 8am to 8pm, Mon to Sat
Faults	<b>0800 800 151</b> 24 hours, 7 days a week
24-hour self-service line	<b>0800 44 33 11</b> (Friends & Family number change - option 1, fault reporting, set up Monthly Payment Plan/Direct Debit - option 2)
Customers with a textphone	Please use BT TextDirect by dialling <b>18001</b> before the number you want i.e. <b>18001150</b> or <b>18001151</b>
To pay online	visit <a href="http://www.bt.com/billing-payments">www.bt.com/billing-payments</a>
To view your bill online	visit <a href="http://www.bt.com">www.bt.com</a>



### Our commitment to our customers

We aim to give you an excellent service and our Code of Practice (see our Phone Book or our website at [www.bt.com](http://www.bt.com)) sets out full details of what you can expect from BT.

**If you have a complaint** please tell us by ringing **0800 800 150** (a free call). We will agree a way forward with you and review the matter twice at a management level if you are unhappy with our response. Simply ask us to do so if you are not satisfied.

If after this you remain dissatisfied you can ask our Complaint Review Service to investigate. This is a specialist, independent, team that will work closely with you to find a solution to any outstanding problems.

If you are unhappy with the final outcome, please contact Otelio - the Office of Telecommunications Ombudsman. Before doing so you must have given us the opportunity to resolve the matter as outlined above, and have a letter from us confirming that we have been unable to reach agreement. You can contact Otelio on **0845 0501614** (local rate).

You can contact Ofcom on **0845 456 3000** or [www.ofcom.org.uk](http://www.ofcom.org.uk) if your complaint has not been resolved by us, or by Otelio.

If you have a complaint about premium rate calls (these are numbers which start '09' and are usually information, entertainment or TV games), please contact ICSTIS.

#### Office of Communications (Ofcom)

Riverside House  
2A Southwark Bridge Road, London SE1 9HA  
Complaints: Lo-call **0845 456 3000**  
[www.ofcom.org.uk](http://www.ofcom.org.uk)

#### Office of Telecommunications

Ombudsman (Otelio)  
Wilderspool Park, Warrington, WA4 6HL  
**0845 0501614** (local rate)  
[www.otelio.org.uk](http://www.otelio.org.uk)

#### The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)

The Secretariat, ICSTIS Freepost WC5468, London SE1 2BR  
[www.icstis.org.uk](http://www.icstis.org.uk)

#### British Approvals Board for Telecommunications

BT's call charging accuracy has BABT approval.  
BABT approvals MET 0001 and MET 0015 apply.

British Telecommunications plc Registered Office 81 Newgate Street LONDON EC1A 7AJ  
Registered in England number 1800000

### Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own bank / building society.
- If the amounts to be paid or the payment dates change, BT will notify you 10 working days in advance of collection, or as otherwise agreed.
- If an error is made by BT or your bank or building society, you are guaranteed a full and immediate refund from your branch, of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to us.

### Monthly Payment Plan terms and conditions

- Please note that we can decline to start the Monthly Payment Plan if your credit status is unsatisfactory.
- BT will send a regular statement (normally every 3 months) showing telephone charges and payments made.
- BT reserves the right, from time to time, to bill separately any charges due in respect of any service provided or equipment supplied.
- Either you or BT may terminate the Monthly Payment Plan agreement by giving 7 days' written notice.
- Should you fail to make payments as agreed or fail to accept amendments to your payments when requested, BT reserves the right to cancel the Monthly Payment Plan agreement and recover any monies due.
- BT reserves the right to represent any failed payment at its discretion without notification to the customer.
- BT may amend the terms and conditions of this agreement by giving not less than 7 days' written notice.
- If the balance on your account exceeds your credit limit, BT will refund it to you if it is a credit balance, or will adjust your monthly payment if it is a debit balance.
- BT will give you at least 10 days' notice of any change in your monthly payments.
- BT makes no charge for providing credit under this Monthly Payment Plan agreement (0%).

### Whole bill Direct Debit terms and conditions

- BT reserves the right, from time to time, to bill separately any charges due in respect of any service provided or equipment supplied.
- Either you or BT may terminate the Direct Debit agreement by giving 7 days' written notice.
- Should you fail to make payments as agreed or fail to accept amendments to your payments when requested, BT reserves the right to cancel the Direct Debit Agreement and recover any monies due.
- BT reserves the right to represent any failed payment at its discretion without notification to the customer.
- BT may amend the terms and conditions of this agreement by giving not less than 7 days' written notice.



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Date  
**26 May 2005**

Your account and bill number  
**WR 7497 5317 M035 WV**

Your phone number  
**020 7610 3562**

## Summary and detail

If you require a copy of your bill, or request for calls to be itemised after the bill is produced, an administration charge will be made. Information relating to your account can be found free on [www.bt.com](http://www.bt.com)

### Bill totals

*This is a summary of your main bill totals, together with where to find information of each total.*

Cost of calls	£ 1.32	see below
Your benefits	£ 0.00	see page 3
Service charges	£ 8.93	see page 4
VAT	£ 1.79	see page 4
<b>Total</b>	<b>£ 12.04</b>	

### Cost of calls

**£ 1.32**

*These are the totals for all your calls.*

*These totals take account of your reduced call rates.*

Type of call	Total number of calls	Total duration	Total cost	
Daytime	2	00:22:20	£ 0.570	calls in next table
Premium rate	1	00:00:04	£ 0.256	calls in next table
Lo-call	1	00:19:28	£ 0.497	calls in next table

*This is your call detail. See the Phone Book or [www.bt.com/Pricing](http://www.bt.com/Pricing) for definitions of type of call.*

Date/period	Destination	Called number	Total number of calls	Total duration	Type of call	Total cost
27 Apr-29 Apr	London	020 8990 3723	2	00:22:20	Daytime	0.570
29 Apr	Local Rate	0845 3001773	1	00:19:28	Lo-call	0.497
2 May	Premium Rate	09010 775005	1	00:00:04	Premium	0.256
						<b>Total 1.323</b>

### Your benefits

**£ 0.00**

#### Friends & Family Overseas

**£ 0.000**

*10% off calls to your 15 nominated numbers, including:*

- up to 10 mobile or UK numbers
- up to 6 international numbers
- 1 BestFriend number, which can be a UK or mobile number on which you'll save 20%.

*To make changes phone 0800 443 311 or visit [www.bt.com/friends-family](http://www.bt.com/friends-family)*

Number	Destination	Qualifying period	Cost before benefit	Total benefit
020 7610 3562	London	all	0.000	0.000

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## Summary and detail

**Service charges**      **£ 8.93**

**Package fees/  
line rental**      **£ 8.93**

*Date/period*  
1 May-31 May

*Description*  
BT Together Option 1 - The hour plan

*Cost*  
8.93

**VAT**      **£ 1.79**

*This is the summary of your VAT. If you require  
a tax invoice for VAT recovery purposes,  
please call us free on 0800 150 111.*

*VAT rate*  
17.5%

*Charge (ex VAT)*  
£ 10.25

*Total VAT*  
£ 1.79