

More connections.
More possibilities.

Your account and bill number
WR 7497 5317 M026 VC

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

70732 237



Date
25 August 2004

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

BT Together Option 1

Bill for 020 7610 3562

Total now due £ 10.49

*This amount will be debited from your bank or building
society account on or after 8 September 04.*

We've cut the price of BT Together Option 1

Good news! From 1 July 2004, we
reduced the monthly fee for
BT Together Option 1 to just £10.50
(this includes your Monthly Payment Plan
or Direct Debit saving of £1 a month).
And you can now make UK calls
for just 5.5p for up to an hour per
calls at evenings and weekends.
Exclusions apply.
See terms and conditions in BT Update

Get your next bill online
Free online billing gives you:
• 24/7 access to your account
• free online directory
enquiries
• cost of calls since last bill
Sign up for your online bill at
www.bt.com/btonline/billing

This amount will be debited
from your bank or building
society account on or after
8 Sep.04

Thank you.

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Account enquiries

0800 150111

Your account and bill number
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Please quote this account number if asking for information on your account. Please keep it safe.

How we charge for calls from a BT line

We measure the duration of each call to a fraction of a second so you're charged only for the time your call lasts*. Summarised and itemised call costs are calculated in the same way.

*Minimum call charge, where applicable, is 4.2p (ex 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: 8am to 6pm Mon to Fri
- evenings/night-time: before 8am 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 to tenth of 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

Pricing Information Service

Register by visiting www.bt.com/pricing emails 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 or call us between 8 am and 4 pm, Monday to Friday on Freephone **0800 800 891**.

Phone us free on

Customer service and sales	150 or 0800 800 150 8am to 8pm, Mon to Sat
Faults	151 or 0800 800 151 24 hours, 7 days a week
24-hour self-service line	0800 44 33 11 (Friends & Family number change, Paid My Bill, fault reporting)
Customers with a textphone	Please use BT TextDirect by dialling 18001 before the number you want i.e. 18001150 or 18001151



Or contact us by

Writing to us at	BT UK Customer Billing, Correspondence Centre, Durham, DH98 1BT
Faxing us on	0208 8109192
Using our website	www.bt.com/billing-payments

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) 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 Otel - 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 Otel on **0845 0501614** (local rate).

You can contact Ofcom on **0845 456 3000** or www.ofcom.org.uk if your complaint has not been resolved by us, or by Otel.

If you have a complaint about premium rate calls (these are numbers which start '09' and are 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

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

Office of Telecommunications Ombudsman (Otel)
Wilderspool Park, Warrington, WA4 6HL
0845 0501614 (local rate)
www.otelo.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
25 August 2004

Your account and bill number
WR 7497 5317 M026 VC

Your phone number
020 7610 3562

Summary and detail

Bill totals

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

Your benefits	£ 0.00
Service charges	£ 8.93
VAT	£ 1.56
Total	£ 10.49

see page 3

see page 3

see page 3

Your benefits £ 0.00

Friends & Family Overseas

£ 0.000

10% off calls to your 15 nominated numbers including (5 numbers must be international)

- 1 mobile number
 - 6 international numbers
 - 1 BestFriend number (can be a local or national number) with a further 10% off.
- To make changes phone 0800 443 311 or visit www.bt.com/friends-family.*

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

Service charges £ 8.93

Package fees/ line rental

£ 8.93

Date/period	Description	Cost
1 Aug-31 Aug	BT Together Option 1 - The hour plan	8.93

VAT £ 1.56

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	Charge (ex VAT)	Total VAT
17.5%	£ 8.93	£ 1.56

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