

More connections.  
More possibilities.



Your account and bill number  
**WR 7497 5317 M028 2J**

MR P LISEWSKI  
2ND FLOOR  
40 GLEDSTANES ROAD  
LONDON  
W14 9HU 70732

Date  
**27 October 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 £ 45.81**

*This amount will be debited from your bank or building  
society account on or after 10 November 04.*

### Save on calls to mobiles with Friends & Family

You can now use your Friends & Family  
10% discount on ten nominated UK  
landline or mobile numbers and one  
international number. Remember, one of  
these numbers can be your BestFriend  
number and receive a discount of 20%.

To maximise your discounts, make sure  
your numbers are up to date. Visit  
[www.bt.com/friends-family](http://www.bt.com/friends-family) or call our  
automated service free on 0800 443 311.

### 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](http://www.bt.com)

This amount will be debited  
from your bank or building  
society account on or after  
10 Nov 04

Thank you.



## Automated enquiries

# 0800 150111

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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 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](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

**0800 800 150** 8am to 8pm, Mon to Sat

Faults

**0800 800 151** 24 hours, 7 days a week

24-hour self-service line

**0800 44 33 11** (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 **18001** before the number you want i.e. **18001150** or **18001151**

To pay online

visit [www.bt.com/billing-payments](http://www.bt.com/billing-payments)

To view your bill online

visit [www.bt.com](http://www.bt.com)

### 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 Otelo - 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 Otelo 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 Otelo.

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](http://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](http://www.icstis.org.uk)

#### Office of Telecommunications

Ombudsman (Otelo)

Wilderspool Park, Warrington, WA4 6HL

**0845 0501614** (local rate)

[www.otelo.org.uk](http://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.

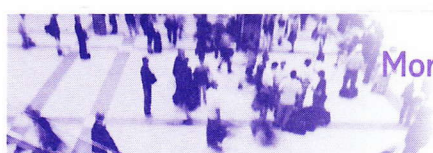
### Monthly Payment Plan terms and conditions

- 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  
27 October 2004

Your account and bill number  
WR 7497 5317 M028 2J

Your phone number  
020 7610 3562

## Summary and detail

This is your combined bill summary and detail. Calls are summarised by each number called. The main totals are listed together for easy reference in the summary tables.

<b>Bill totals</b>	<b>Cost of calls</b>	<b>£ 30.06</b>	<i>see below</i>
<i>This is a summary of your main bill totals, together with where to find information of each total.</i>	<b>Your benefits</b>	<b>£ 0.00</b>	<i>see page 4</i>
	<b>Service charges</b>	<b>£ 8.93</b>	<i>see page 4</i>
	<b>VAT</b>	<b>£ 6.82</b>	<i>see page 4</i>
	<b>Total</b>	<b>£ 45.81</b>	

### Cost of calls £ 30.06

*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	3	00:32:17	£ 0.823	<i>calls in next table</i>
Evening & Weekend	7	00:34:52	£ 0.322	<i>calls in next table</i>
International	2	00:42:10	£ 16.692	<i>calls in next table</i>
To a mobile	26	01:05:38	£ 6.799	<i>calls in next table</i>
Directory enquiry	2	00:04:39	£ 1.165	<i>calls in next table</i>
National rate	2	00:12:33	£ 0.594	<i>calls in next table</i>
Lo-call	8	02:32:34	£ 3.668	<i>calls in next table</i>

*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.*

*If you have a complaint about premium rate calls, please contact ICSTIS. See page 2 for details.*

Date/period	Destination	Called number	Total number of calls	Total duration	Type of call	Total cost
11 Oct	Local Rate	0845 1400101	3	02:13:07	Lo-call	3.393
12 Oct	Mobile Phone	07970 086210	1	00:04:49	Mobile	0.557
13 Oct-23 Oct	Mobile Phone	07984 088528	3	00:02:20	Mobile	0.204
14 Oct	London	020 8614 7106	1	00:04:09	Daytime	0.106
14 Oct	London	020 8674 2998	1	00:25:35	Eve/Weekend	0.046
14 Oct	Mobile Phone	07958 421298	1	00:07:13	Mobile	0.914
14 Oct	Nat Rate	0870 4050300	1	00:06:28	Nat rate	0.206
14 Oct-26 Oct	Mobile Phone	07904 001909	5	00:07:16	Mobile	0.803
15 Oct	London	020 7221 7179	1	00:03:52	Daytime	0.098
16 Oct	Mobile Phone	07769 581384	1	00:05:14	Mobile	0.165
16 Oct-19 Oct	Mobile Phone	07951 619883	4	00:00:14	Mobile	0.168
17 Oct	London	020 7074 3600	1	00:00:06	Eve/Weekend	0.046
17 Oct	London	020 8743 6000	1	00:01:24	Eve/Weekend	0.046
17 Oct	London	020 8940 9444	1	00:01:48	Eve/Weekend	0.046
17 Oct	Mobile Phone	07775 512028	1	00:01:36	Mobile	0.050
17 Oct	Local Rate	0845 9100000	1	00:02:09	Lo-call	0.042
17 Oct	Directory	118118	1	00:03:36	Directory	0.692
17 Oct	Directory	118500	1	00:01:03	Directory	0.473
17 Oct	New Zealand	6442972460	1	00:08:30	Internat'l	1.229
18 Oct	London	020 7610 1777	1	00:01:43	Eve/Weekend	0.046
18 Oct	N Zealnd mbl	6421547097	1	00:33:40	Internat'l	15.463
19 Oct-26 Oct	Mobile Phone	07779 011696	9	00:36:53	Mobile	3.896
20 Oct	Local Rate	0845 7222333	1	00:07:05	Lo-call	0.060
20 Oct	Local Rate	0845 7484950	2	00:06:42	Lo-call	0.084
20 Oct	Local Rate	0845 8001020	1	00:03:31	Lo-call	0.089
20 Oct	Nat Rate	0870 0101296	1	00:06:05	Nat rate	0.388
20 Oct-23 Oct	London	020 7221 7179	2	00:04:16	Eve/Weekend	0.092
26 Oct	London	020 8350 5414	1	00:24:16	Daytime	0.619
26 Oct	Mobile Phone	07749 141038	1	00:00:03	Mobile	0.042
						<b>Total 30.063</b>

0001641

Date  
**27 October 2004**

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## Summary and detail

### 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

### Service charges **£ 8.93**

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

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

### VAT **£ 6.82**

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%	£ 38.99	£ 6.82