

More connections.
More possibilities.

Your account and bill number
WR 7497 5317 M029 6M

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

70732 538



Date
25 November 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 £ 81.94

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

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

Thank you.

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 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/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 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

To view your bill online

visit 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) 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 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

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 (Otelo)

Widlerspool 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.



More connections.
More possibilities.



Date
25 November 2004

Your account and bill number
WR 7497 5317 M029 6M

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.

Bill totals

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

Cost of calls	£ 60.81
Your benefits	£ 0.00
Service charges	£ 8.93
VAT	£ 12.20
Total	£ 81.94

see below

see page 5

see page 5

see page 5

Cost of calls

£ 60.81

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	23	04:00:03	£ 5.830
Evening & Weekend	35	03:11:47	£ 1.925
International	24	01:58:12	£ 22.305
To a mobile	116	05:25:53	£ 26.920
Directory enquiry	2	00:02:50	£ 1.070
National rate	11	00:27:56	£ 1.170
Lo-call	14	02:23:31	£ 1.418
Call Return fees	1	no duration	£ 0.051
Ringback fees	1	no duration	£ 0.127

calls in next table

calls in next table

calls in next table

calls in next table

calls in next table

calls in next table

calls in next table

no further detail

no further detail

This is your call detail. See the Phone Book or 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
27 Oct	London	020 7813 2233	1	00:01:57	Daytime	0.049
27 Oct-5 Nov	Mobile Phone	07779 011696	2	00:15:50	Mobile	1.534
28 Oct	Nat Rate	0870 6071188	1	00:02:41	Nat rate	0.171
28 Oct-2 Nov	Mobile Phone	07984 480854	5	00:17:52	Mobile	2.346
28 Oct-3 Nov	Ripon	01765 601717	6	00:24:45	Daytime	0.692
28 Oct-3 Nov	Mobile Phone	07870 189378	18	01:12:04	Mobile	5.806
28 Oct-3 Nov	Mobile Phone	07931 556236	5	00:03:40	Mobile	0.334
28 Oct-6 Nov	Mobile Phone	07904 001909	7	00:33:27	Mobile	2.257
29 Oct-3 Nov	Mobile Phone	07884 335743	3	00:16:41	Mobile	2.028
29 Oct-3 Nov	Mobile Phone	07929 111332	24	00:46:39	Mobile	4.355
29 Oct-20 Nov	Mobile Phone	07749 141038	6	00:19:40	Mobile	1.282
30 Oct	Mobile Phone	07790 590988	4	00:31:29	Mobile	1.605
30 Oct	Mobile Phone	07887 596655	1	00:00:04	Mobile	0.042
30 Oct	Mobile Phone	07977 127921	2	00:00:17	Mobile	0.084
30 Oct	Irish Rp mbl	353861786277	1	00:00:03	Internat'l	0.042
30 Oct	Sweden mbl	46762173940	1	00:00:07	Internat'l	0.042
31 Oct	Mobile Phone	07931 556216	1	00:00:07	Mobile	0.042
31 Oct	USA	13026727497	3	00:01:37	Internat'l	0.175
31 Oct-14 Nov	London	020 8674 2998	9	00:05:48	Eve/Weekend	0.414
31 Oct-20 Nov	Mobile Phone	07951 619883	12	00:40:43	Mobile	2.927
1 Nov	London	020 8674 2998	1	00:44:03	Daytime	0.668
2 Nov	London	020 7922 4906	1	00:00:41	Eve/Weekend	0.046
2 Nov	Local Rate	0845 7114141	1	00:02:22	Lo-call	0.042
2 Nov	Local Rate	0845 7225225	1	00:09:47	Lo-call	0.083
2 Nov	Local Rate	0845 7484950	1	00:03:46	Lo-call	0.042
2 Nov	Directory	118118	1	00:00:55	Directory	0.487
2 Nov	Nigeria	23417222501	1	00:00:14	Internat'l	0.122
2 Nov	Nigeria mbl	2348023644380	1	00:00:46	Internat'l	0.560
2 Nov-3 Nov	Mobile Phone	07840 265073	9	00:00:39	Mobile	0.378

table continues on next page

0012703

Date
25 November 2004

Your account and bill number
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Your phone number
020 7610 3562

Summary and detail

Cost of calls continued

Date/period	Destination	Called number	Total number of calls	Total duration	Type of call	Total cost
3 Nov	Harrogate	01423 833000	2	00:03:02	Daytime	0.118
3 Nov	Mobile Phone	07786 512730	1	00:01:39	Mobile	0.088
3 Nov	Sweden mbl	46703916902	3	00:00:18	Internat'l	0.137
3 Nov	Sweden mbl	46709546460	2	00:07:11	Internat'l	2.563
3 Nov	Sweden mbl	46739624812	1	00:09:38	Internat'l	3.274
6 Nov	Mobile Phone	07813 910834	1	00:00:04	Mobile	0.042
6 Nov	Mobile Phone	07919 124183	1	00:09:57	Mobile	0.313
6 Nov	Mobile Phone	07947 451399	1	00:01:16	Mobile	0.075
6 Nov	Mobile Phone	07966 583746	1	00:00:46	Mobile	0.042
6 Nov-20 Nov	Mobile Phone	07984 088528	3	00:01:30	Mobile	0.167
10 Nov	Australia	61398482480	1	00:05:32	Internat'l	0.422
11 Nov-22 Nov	London	020 7101 2213	11	02:00:52	Daytime	3.145
12 Nov	Mobile Phone	07766 392166	1	00:00:31	Mobile	0.042
12 Nov	Mobile Phone	07769 667451	1	00:00:34	Mobile	0.042
13 Nov-19 Nov	London	020 7101 2213	13	02:18:34	Eve/Weekend	0.913
14 Nov	London	020 7751 1111	1	00:00:41	Eve/Weekend	0.046
14 Nov	London	020 8544 6404	1	00:00:07	Eve/Weekend	0.046
14 Nov	Nat Rate	0870 3005874	2	00:00:26	Nat rate	0.084
14 Nov	Nat Rate	0870 9063511	1	00:03:20	Nat rate	0.042
14 Nov	Directory	118500	1	00:01:55	Directory	0.583
14 Nov	France	33479410193	1	00:04:11	Internat'l	0.319
15 Nov	London	020 7054 5017	1	00:03:15	Eve/Weekend	0.046
15 Nov	London	020 8743 0043	1	00:03:43	Daytime	0.095
15 Nov	Mobile Phone	07974 790709	1	00:00:37	Mobile	0.071
15 Nov	Nat Rate	0870 8880254	1	00:13:44	Nat rate	0.438
16 Nov	Local Rate	0845 0850250	1	00:00:22	Lo-call	0.042
16 Nov	Australia	61733906131	1	00:29:26	Internat'l	2.251
17 Nov	London	020 8350 5414	1	00:10:58	Eve/Weekend	0.046
18 Nov	Nat Rate	0870 7741560	2	00:00:36	Nat rate	0.084
18 Nov	Nat Rate	0870 9501000	1	00:03:42	Nat rate	0.118
18 Nov-19 Nov	Local Rate	0845 6016664	10	02:07:14	Lo-call	1.209
20 Nov	London	020 8940 2229	1	00:01:54	Eve/Weekend	0.046
20 Nov	London	020 8940 9444	1	00:01:28	Eve/Weekend	0.046
20 Nov	N Zealand mbl	64211683308	7	00:18:02	Internat'l	6.455
20 Nov	New Zealand	6442972460	1	00:41:07	Internat'l	5.943
22 Nov	London	020 7598 5267	1	00:01:28	Eve/Weekend	0.046
22 Nov	London	020 8932 7780	1	00:00:08	Eve/Weekend	0.046
22 Nov	Mobile Phone	07734 165584	1	00:02:23	Mobile	0.239
22 Nov	Mobile Phone	07753 544681	1	00:01:06	Mobile	0.110
22 Nov	Mobile Phone	07753 933510	1	00:02:12	Mobile	0.220
22 Nov	Mobile Phone	07851 754050	1	00:02:24	Mobile	0.241
22 Nov	Mobile Phone	07860 505440	1	00:01:39	Mobile	0.166
22 Nov	Mobile Phone	07905 607434	1	00:00:03	Mobile	0.042
23 Nov	London	020 8503 3261	1	00:25:55	Eve/Weekend	0.046
23 Nov	London	020 8863 7537	1	00:41:41	Daytime	1.063
23 Nov	London	020 8879 6789	3	00:00:50	Eve/Weekend	0.138
23 Nov	Nat Rate	0870 4050387	1	00:00:27	Nat rate	0.042
23 Nov	Nat Rate	0870 7705688	2	00:03:00	Nat rate	0.191

Total 60.638



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020 7610 3562

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

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 Nov-30 Nov	BT Together Option 1 - The hour plan	8.93

VAT **£ 12.20**

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%	£ 69.74	£ 12.20

0012703

BT
BT
BT

Your benefits

20.00

Friends & family
Discounts

10.00

For all your friends and family, you can enjoy a 10% discount on all purchases made through the BT website. This discount is available on all purchases made through the BT website, including BT products and services. To take advantage of this discount, simply enter the code 'FRIENDS10' at the time of purchase. This discount is valid for all purchases made through the BT website, including BT products and services. To take advantage of this discount, simply enter the code 'FRIENDS10' at the time of purchase.

BT

Discount

Discount

Discount

Discount

Service charges

2.93

Line rental
Back up & restore

2.93

BT
BT
BT

2.93

VAT

BT
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