



More connections.
More possibilities.

Your account and bill number
WR 7497 5317 M031 G1

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

70732



Date
27 January 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 £ 41.60

*This amount will be debited from your bank or building
society account on or after 10 February 05.*

Calling family overseas?

For an extra £1 a month, BT Together International option enables you to call landlines in any of 17 selected destinations (including the USA and Australia) for only 5p a minute any time, day or night. Plus you enjoy reduced rates to mobile numbers in these destinations.

To find out more, see Update.
Exclusions apply. See terms & conditions at www.bt.com/international

Our free* online service.

A convenient way to view your bill is with our online service. It's private and secure too. Simply go to www.bt.com/youraccount
*Exclusions apply. Internet call charges may apply.

This amount will be debited
from your bank or building
society account on or after
10 Feb 05

Thank you.

0001724

ed:eteh BGC2003/05

Automated enquiries

0800 150111

Your account and bill number
WR 7497 5317 M031 G1

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 (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 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

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 Otelco - 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 Otelco 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 Otelco.

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 (Otelco)
Wilderspool Park, Warrington, WA4 6HL
0845 0501614 (local rate)
www.otelco.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
27 January 2005

Your account and bill number
WR 7497 5317 M031 G1

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	£ 26.48
Your benefits	£ 0.00
Service charges	£ 8.93
VAT	£ 6.19
Total	£ 41.60

see below

see pages 4 to 5

see page 5

see page 5

Cost of calls

£ 26.48

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	00:51:56	£ 1.732
Evening & Weekend	8	00:04:48	£ 0.368
To a mobile	74	02:13:23	£ 13.582
Directory enquiry	11	00:12:48	£ 9.437
National rate	9	00:31:48	£ 0.947
Lo-call	1	00:00:27	£ 0.042
Other calls	2	00:04:27	£ 0.379

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

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
28 Dec-3 Jan	Mobile Phone	07834 269612	5	00:09:43	Mobile	0.510
29 Dec	London	020 7240 9404	1	00:00:09	Eve/Weekend	0.046
29 Dec	London	020 7385 4064	1	00:01:34	Daytime	0.042
29 Dec-1 Jan	Mobile Phone	07904 740031	3	00:11:02	Mobile	0.989
29 Dec-18 Jan	Mobile Phone	07910 492437	11	00:03:39	Mobile	0.694
30 Dec	Mobile Phone	07771 890662	1	00:00:34	Mobile	0.075
30 Dec	Mobile Phone	07952 928703	1	00:00:33	Mobile	0.070
30 Dec	Mobile Phone	07956 425180	1	00:04:27	Mobile	0.564
30 Dec	Mobile Phone	07958 774439	2	00:01:02	Mobile	0.154
30 Dec	Mobile Phone	07986 809538	4	00:02:16	Mobile	0.337
30 Dec-31 Dec	Mobile Phone	07821 425829	3	00:04:05	Mobile	0.454
30 Dec-31 Dec	Mobile Phone	07931 252095	2	00:00:49	Mobile	0.110
31 Dec	London	020 7384 6530	1	00:00:08	Daytime	0.042
31 Dec	Mobile Phone	07774 799164	1	00:01:14	Mobile	0.164
31 Dec	Mobile Phone	07789 805614	1	00:01:44	Mobile	0.230
31 Dec	Mobile Phone	07950 396238	1	00:02:53	Mobile	0.366
1 Jan	Mobile Phone	07957 694382	1	00:00:51	Mobile	0.051
3 Jan	London	020 7385 4712	1	00:01:23	Daytime	0.042
3 Jan	Mobile Phone	07931 556236	1	00:00:03	Mobile	0.042
3 Jan	Nat Rate	0870 4173180	1	00:00:13	Nat rate	0.042
3 Jan	Special Svce	0871 2240240	2	00:04:27	Other	0.379
3 Jan-24 Jan	Directory	118118	9	00:08:53	Directory	4.436
4 Jan	Bristol	0117 985 9985	1	00:04:39	Daytime	0.119
4 Jan	Mobile Phone	07731 458470	1	00:00:05	Mobile	0.042
4 Jan	Mobile Phone	07731 458635	1	00:00:08	Mobile	0.042
4 Jan	Mobile Phone	07786 825409	1	00:00:49	Mobile	0.108
4 Jan	Mobile Phone	07957 248898	1	00:04:43	Mobile	0.598
5 Jan	London	020 7243 5544	1	00:01:43	Daytime	0.044
5 Jan	London	020 7537 1717	1	00:04:15	Daytime	0.108
5 Jan	London	020 7851 8530	1	00:00:10	Daytime	0.042
5 Jan	Mobile Phone	07810 292124	1	00:01:23	Mobile	0.184

table continues on next page

0001724

Date
27 January 2005

Your account and bill number
WR 7497 5317 M031 G1

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
5 Jan	Mobile Phone	07931 336112	1	00:03:07	Mobile	0.395
5 Jan-14 Jan	Nat Rate	0870 7045100	6	00:09:37	Nat rate	0.625
7 Jan	London	020 8741 5555	1	00:01:09	Eve/Weekend	0.046
7 Jan	Mobile Phone	07786 533575	1	00:01:09	Mobile	0.062
7 Jan	Mobile Phone	07843 376417	1	00:00:16	Mobile	0.042
7 Jan	Mobile Phone	07906 212760	2	00:00:40	Mobile	0.089
7 Jan	Mobile Phone	07956 434556	1	00:00:15	Mobile	0.042
7 Jan	Mobile Phone	07958 319537	1	00:02:04	Mobile	0.148
7 Jan	Mobile Phone	07974 151683	1	00:01:35	Mobile	0.154
7 Jan	Mobile Phone	07981 135417	1	00:01:29	Mobile	0.107
7 Jan-8 Jan	Mobile Phone	07786 533757	2	00:00:34	Mobile	0.084
7 Jan-14 Jan	Mobile Phone	07840 258477	4	00:36:06	Mobile	3.680
8 Jan	Mobile Phone	07931 278655	1	00:00:12	Mobile	0.042
8 Jan	Mobile Phone	07973 621631	1	00:00:55	Mobile	0.047
8 Jan-9 Jan	Nat Rate	0870 1660423	2	00:21:58	Nat rate	0.280
8 Jan-13 Jan	Mobile Phone	07906 348155	4	00:12:33	Mobile	0.858
9 Jan	Dorking	01306 876586	1	00:00:35	Eve/Weekend	0.046
9 Jan	London	020 7430 0083	1	00:00:07	Eve/Weekend	0.046
9 Jan	London	020 7845 4670	2	00:00:56	Eve/Weekend	0.092
9 Jan	Mobile Phone	07843 746314	1	00:01:06	Mobile	0.042
9 Jan	Mobile Phone	07851 936887	2	00:02:54	Mobile	0.129
11 Jan	Hertford	01992 509955	1	00:00:51	Daytime	0.042
11 Jan	London	020 7385 7777	1	00:00:29	Daytime	0.042
11 Jan	Local Rate	0845 2300125	1	00:00:27	Lo-call	0.042
12 Jan	London	020 7300 9042	1	00:06:56	Daytime	0.177
12 Jan-13 Jan	London	020 8443 7056	4	00:05:45	Daytime	0.224
13 Jan	Mobile Phone	07863 128814	1	00:00:15	Mobile	0.046
13 Jan-14 Jan	London	020 7005 5054	2	00:11:47	Daytime	0.341
13 Jan-14 Jan	London	020 8540 9301	2	00:01:25	Daytime	0.084
13 Jan-17 Jan	London	020 7688 8000	3	00:09:54	Daytime	0.299
14 Jan	St. Albans	01727 730141	1	00:00:36	Daytime	0.042
14 Jan	Mobile Phone	07774 737023	1	00:00:45	Mobile	0.100
14 Jan	Mobile Phone	07813 067201	1	00:00:26	Mobile	0.051
14 Jan	Mobile Phone	07910 427437	1	00:00:02	Mobile	0.042
14 Jan	Mobile Phone	07951 619883	2	00:12:14	Mobile	1.552
14 Jan	Directory	118661	2	00:03:55	Directory	5.001
17 Jan	London	020 7603 5983	1	00:00:21	Daytime	0.042
22 Jan	Mobile Phone	07748 022101	1	00:02:43	Mobile	0.086
24 Jan	London	020 7603 9990	1	00:00:14	Eve/Weekend	0.046
24 Jan	London	020 8748 1234	1	00:01:38	Eve/Weekend	0.046

Total 26.487

Your benefits

£ 0.00



More connections.
More possibilities.



Date
27 January 2005

Your account and bill number
WR 7497 5317 M031 G1

Your phone number
020 7610 3562

Summary and detail

Your benefits continued

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 Jan-31 Jan	BT Together Option 1 - The hour plan	8.93

VAT

£ 6.19

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%	£ 35.41	£ 6.19

0001724

