



More connections.
More possibilities.

Your account and bill number
WR 7497 5317 M036 &R

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

70732



Date
27 June 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 £ 10.54

*This amount will be debited from your bank or building
society account on or after 11 July 05.*

BT Update

The magazine for BT customers
For information and advice about
BT products and services take a look
through your copy of Update
enclosed with this bill.

0002246

This page is not a tax invoice.

This amount will be debited
from your bank or building
society account on or after
11 Jul.05

Thank you.

edtech BGC2003/05

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 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. If you require a copy of your bill, or request calls to be itemised after the bill is produced, an administration charge will be made. Information relating to your account can be found free 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 (available on www.bt.com or on request from 0800 800 150) sets out full details of what you can expect from BT.

If you have a complaint:

1. Please call 0800 800 150 (a free call) for the quickest response. If you decide you want to write to us, the address is BT plc Correspondence Centre Durham DH98 1BT.
2. If you are unhappy with our response you can ask our Complaint Review Service to investigate. This specialist team will work with you to find a solution.
3. If we do not answer your complaint within 12 weeks, or if we write to you saying that we cannot agree an outcome, you can ask Otelo, the Office of Telecommunications Ombudsman, to investigate.

Otelo, PO Box 730, Wilderspool Park, Warrington, WA4 6WU

www.otelo.org.uk

tel: 0845 0501614

If you have a complaint about premium rate services contact ICSTIS. These services start 09 for landline calls, 118 for directory enquiry services, or can be offered on four or five digit numbers on mobile phones. ICSTIS

www.icstis.org.uk

Secretariat, ICSTIS, FREEPOST WC5468, London SE1 2BR

Your bill is produced to accuracy standards defined by Ofcom and is approved by BABT Limited, an independent accreditation body.

The Office of Communications (Ofcom) regulates the communications industry, which includes telecommunications providers, and approves the dispute resolution scheme run by Otelo. Should you wish to contact Ofcom please visit their website www.ofcom.org.uk or write to Ofcom Contact Centre, 2a Southwark Bridge Road, London SE1 9HA

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 June 2005

Your account and bill number
WR 7497 5317 M036 &R

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

Bill totals

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

Cost of calls	£ 0.04	see below
Your benefits	£ 0.00	see page 3
Service charges	£ 8.93	see page 4
VAT	£ 1.57	see page 4
Total	£ 10.54	

Cost of calls

£ 0.04

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	
To a mobile	1	00:00:09	£ 0.042	calls in next table

This is your call detail. See the Phone Book or 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
28 May	Mobile Phone	07977 431961	1	00:00:09	Mobile	0.042

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

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Summary and detail

Service charges **£ 8.93**

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

Date/period	Description	Cost
1 Jun-30 Jun	BT Together Option 1 - The hour plan	8.93

VAT **£ 1.57**

*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%	£ 8.97	£ 1.57