

More connections.
More possibilities.



Your account number
WR 7497 5317

Bill number
M041 LI

Date
27 November 2005

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

MR P LISEWSKI
2ND FLOOR
40 GLEDSTANES ROAD
LONDON
W14 9HU 25031

BT Together Option 2

Bill for 020 7610 3562

Total now due £ 12.44

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

Save on calls to mobiles - free offer

Since you spend over £6 per month on
calling mobiles, you would have saved
money by having BT CallMobile, saving
you 25% on call rates to UK mobiles.
It usually costs just £1.50 per month.
But don't take our word for it, take
advantage of our 3 month free offer
available from 1/10/05 until 28/2/06
and see for yourself the savings you
make.

Text your mobile friends
Now that BT lets you send and
receive text messages, there
is a whole new way to keep in
touch.
For a text-enabled phone
visit www.bt.com/shop.

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

Thank you.

Automated enquiries

0800 443311

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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

For further information on types of call, their prices and rounding rules, please refer to our Price List at www.bt.com/pricing

For full itemisation of your 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

If you have a pricing enquiry, please visit our website at www.bt.com/pricing or call us between 8am and 8pm, Monday to Saturday on Freephone **0800 800 150**.

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
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Your account number
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Bill number
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Your phone number
020 7610 3562

Summary and detail

If you require a copy of your bill, or request calls to be itemised after the bill is produced, an administration charge will be raised. You can view your bill and all your calls online for free at 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	£ 0.60
Discount/benefit	£ 0.00
Service charges	£ 9.98
VAT	£ 1.86
Total now due	£ 12.44

see below

see pages 3 to 4

see page 4

see page 4

Cost of calls

£ 0.60

These totals take account of your reduced call rates. Your free calls are shown in the benefits section.

Type of call	Total number of calls	Total duration	Total cost
Daytime	3	00:02:47	£ 0.126
Evening & Weekend	2	00:00:20	£ 0.092
To a mobile	3	00:00:34	£ 0.126
Other calls	1	00:07:49	£ 0.250

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
16 Nov	Mobile Phone	07931 556236	2	00:00:26	Mobile	0.084
17 Nov	London	020 8338 0015	1	00:01:16	Daytime	0.042
17 Nov	London	020 8896 4505	1	00:01:27	Daytime	0.042
21 Nov	London	020 8482 0713	1	00:00:03	Eve/Weekend	0.046
21 Nov	London	020 8740 4339	1	00:00:17	Eve/Weekend	0.046
23 Nov	Special Svce	0870 9506103	1	00:07:49	Other	0.250
24 Nov	London	020 8482 0713	1	00:00:04	Daytime	0.042
24 Nov	Mobile Phone	07704 809540	1	00:00:08	Mobile	0.042

Total 0.594

Discount/benefit

£ 0.00

Type of discount/benefit	Total number of calls	Total duration	Total discount/benefit
Free calls	0	00:00:00	Free
Friends & Family Overseas			£ 0.000

no further detail

see page 4

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Summary and detail

Discount/benefit 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

£ 9.98

Package fees/ line rental

£ 9.98

Your package has changed. This section shows a credit for any rental previously billed, along with charges for rental of any new package.

Date/period	Description	Quantity	Monthly charge	Cost
1 Nov-23 Nov	New charges for BT Together Option 1 - The hour plan Order number BLL747	1	8.93	6.75
24 Nov-30 Nov	New charges for BT Together Option 2 The evening and weekend plan Order number BLL747	1	14.04	3.23

Total 9.98

VAT

£ 1.86

This is the summary of your VAT. If you require a tax invoice for VAT recovery purposes, please call us free on 0800 800 150.

VAT rate	Charge (ex VAT)	Total VAT
17.5%	£ 10.58	£ 1.86