

More connections.
More possibilities.



Your account number
WR 7497 5317

Bill number
M042 PI

Date
28 December 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 £ 32.36

*This amount will be debited from your bank or building
society account on or after 11 January 06.*

Help the environment - cancel your paper bill

You currently receive your bill on
paper and by email.

If you cancel your paper bill, The
Woodland Trust will plant a sapling in
a British woodland creation site on
your behalf.

You will still receive your bill alert
by email and be able to access all
your detailed call and account
information online, while helping the
environment. Go paper-free today at
www.bt.com/woodlandtrust.

Save 10% on at least the 5
eligible* numbers you call
most. Opt into Friends &
Family Auto Update now at
www.bt.com/autoupdate.

*see BT Update for conditions

This amount will be debited
from your bank or building
society account on or after
11 Jan 06.

Thank you.

0001788

edtech BCC2003/05

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
28 December 2005

Your account number
WR 7497 5317

Bill number
M042 PI

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 | £ 13.50 |
| Your benefits | £ 0.00 |
| Service charges | £ 14.04 |
| VAT | £ 4.82 |
| Total now due | £ 32.36 |

see below

see page 4

see page 4

see page 4

Cost of calls

£ 13.50

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 | 12 | 00:02:53 | £ 0.504 |
| International | 7 | 00:34:36 | £ 10.530 |
| To a mobile | 18 | 00:11:07 | £ 1.113 |
| National rate | 2 | 00:02:42 | £ 0.121 |
| Other calls | 3 | 00:16:29 | £ 1.224 |

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 |
|---------------|--------------|---------------|-----------------------|----------------|--------------|------------|
| 25 Nov | Special Svce | 0844 4848191 | 1 | 00:04:14 | Other | 0.181 |
| 26 Nov | Mobile Phone | 07749 141038 | 1 | 00:04:23 | Mobile | 0.135 |
| 27 Nov | Special Svce | 0871 5041748 | 2 | 00:12:15 | Other | 1.043 |
| 28 Nov-13 Dec | London | 020 8482 0713 | 11 | 00:01:28 | Daytime | 0.462 |
| 29 Nov | Mobile Phone | 07733 351259 | 1 | 00:03:01 | Mobile | 0.200 |
| 1 Dec | Nat Rate | 0870 9501000 | 1 | 00:02:27 | Nat rate | 0.079 |
| 2 Dec-17 Dec | Mobile Phone | 07951 427456 | 4 | 00:00:21 | Mobile | 0.168 |
| 2 Dec-18 Dec | Mobile Phone | 07704 809540 | 7 | 00:01:55 | Mobile | 0.362 |
| 4 Dec | Nat Rate | 0870 0669100 | 1 | 00:00:15 | Nat rate | 0.042 |
| 4 Dec | Argentin mbl | 5493814467916 | 2 | 00:00:09 | Internatal | 0.120 |
| 4 Dec | N Zealnd mbl | 64212657736 | 1 | 00:15:17 | Internatal | 5.660 |
| 4 Dec | N Zealnd mbl | 64274175775 | 2 | 00:07:39 | Internatal | 2.835 |
| 4 Dec | N Zealnd mbl | 64275019475 | 1 | 00:00:27 | Internatal | 0.170 |
| 4 Dec | New Zealand | 6433489600 | 1 | 00:11:04 | Internatal | 1.745 |
| 6 Dec | London | 020 8563 8885 | 1 | 00:01:25 | Daytime | 0.042 |
| 14 Dec | Mobile Phone | 07931 556236 | 3 | 00:01:11 | Mobile | 0.164 |
| 15 Dec | Mobile Phone | 07813 686336 | 1 | 00:00:13 | Mobile | 0.042 |
| 20 Dec | Mobile Phone | 07910 266029 | 1 | 00:00:03 | Mobile | 0.042 |

Total 13.492

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020 7610 3562

Summary and detail

Your benefits **£ 0.00**

BT Together Option 2

These are the benefits you've received in addition to your reduced call rates.

| Type of benefit | Total number of calls | Total duration | Total discount/benefit |
|---------------------------|-----------------------|----------------|------------------------|
| Free calls | 10 | 00:09:14 | Free |
| Friends & Family Overseas | | | £ 0.000 |

no further detail
see page 4

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 **£ 14.04**

Package fees/ line rental **£ 14.04**

| Date/period | Description | Cost |
|--------------|---|-------|
| 1 Dec-31 Dec | Charges in advance for BT Together Option 2 The evening and weekend plan | 14.04 |

VAT **£ 4.82**

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% | £ 27.54 | £ 4.82 |