

More connections.  
More possibilities.



Your account number  
**WR 7497 5317**

Bill number  
**M043 TF**

Date  
**26 January 2006**

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 £ 22.59**

*This amount will be debited from your bank or building  
society account on or after 9 February 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](http://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](http://www.bt.com/autoupdate).

\*see BT Update for conditions

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

Thank you.

0002919

eslotech BGC2003/05

## Automated enquiries

# 0800 443311

Your account number  
**WR 7497 5317**

Bill number  
**M043 TF**

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](http://www.bt.com/pricing)

For full itemisation of your calls you should view your bill online at [www.bt.com](http://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](http://www.bt.com)

### Pricing Information

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

Customer service and sales	<b>0800 800 150</b> 8am to 8pm, Mon to Sat
Faults	<b>0800 800 151</b> 24 hours, 7 days a week
24-hour self-service line	<b>0800 44 33 11</b> (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 <b>18001</b> before the number you want i.e. <b>18001150</b> or <b>18001151</b>
To pay online	visit <a href="http://www.bt.com/billing-payments">www.bt.com/billing-payments</a>
To view your bill online	visit <a href="http://www.bt.com">www.bt.com</a>



### Our commitment to our customers

We aim to give you an excellent service and our Code of Practice (available on [www.bt.com](http://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](http://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](http://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](http://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.





More connections.  
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Date  
26 January 2006

Your account number  
WR 7497 5317

Bill number  
M043 TF

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](http://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	£ 5.18
Your benefits	£ 0.00
Service charges	£ 14.04
VAT	£ 3.37
<b>Total now due</b>	<b>£ 22.59</b>

see below

see page 4

see page 4

see page 4

### Cost of calls

**£ 5.18**

*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	16	00:21:25	£ 0.809
International	1	00:01:29	£ 0.620
To a mobile	5	00:04:27	£ 0.502
National rate	11	00:30:17	£ 1.830
Lo-call	2	00:03:04	£ 0.084
Other calls	2	00:15:10	£ 1.326

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](http://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
24 Dec	Special Svce	0844 4847174	1	00:00:05	Other	0.042
29 Dec	London	020 7785 7654	1	00:04:06	Daytime	0.105
29 Dec	Local Rate	0845 3000000	1	00:01:30	Lo-call	0.042
2 Jan	Poland mbl	48886226972	1	00:01:29	Internatal	0.620
4 Jan	Mobile Phone	07931 556236	1	00:00:38	Mobile	0.085
5 Jan-6 Jan	Mobile Phone	07813 686336	3	00:02:20	Mobile	0.257
12 Jan	London	020 7581 7646	1	00:00:22	Daytime	0.042
12 Jan	London	020 8780 9922	1	00:01:30	Daytime	0.042
14 Jan	Nat Rate	0870 3501050	1	00:00:49	Nat rate	0.042
14 Jan	Nat Rate	0870 4280485	1	00:03:39	Nat rate	0.047
14 Jan	Nat Rate	0870 4288485	1	00:00:16	Nat rate	0.042
14 Jan	Nat Rate	0870 4427299	1	00:00:06	Nat rate	0.042
17 Jan	London	020 7355 4032	1	00:03:28	Daytime	0.090
23 Jan	London	020 7229 6699	1	00:01:32	Daytime	0.042
23 Jan	London	020 7328 0000	1	00:00:50	Daytime	0.042
23 Jan	London	020 7616 8416	1	00:00:51	Daytime	0.042
23 Jan	London	020 7736 9261	1	00:00:38	Daytime	0.042
23 Jan	London	020 7747 3050	1	00:01:59	Daytime	0.055
23 Jan	London	020 7903 7024	1	00:01:16	Daytime	0.042
23 Jan	London	020 8237 6401	1	00:01:11	Daytime	0.042
23 Jan	London	020 8749 2999	1	00:00:41	Daytime	0.042
23 Jan	London	020 8878 1898	1	00:00:21	Daytime	0.042
23 Jan	Nat Rate	0870 9904088	4	00:12:59	Nat rate	0.832
23 Jan	Special Svce	0871 8733324	1	00:15:05	Other	1.284
24 Jan	London	020 8672 3649	1	00:02:08	Daytime	0.055
24 Jan	London	020 8700 0103	1	00:00:01	Daytime	0.042
24 Jan	Mobile Phone	07840 388331	1	00:01:29	Mobile	0.160
24 Jan	Nat Rate	0870 0010308	3	00:12:28	Nat rate	0.825
25 Jan	London	020 7935 3515	1	00:00:31	Daytime	0.042
25 Jan	Local Rate	0845 8801271	1	00:01:34	Lo-call	0.042
						<b>Total 5.171</b>

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Date  
**26 January 2006**

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## 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	4	00:49:49	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](http://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 Jan-31 Jan	Charges in advance for BT Together Option 2	14.04
	The evening and weekend plan	

### VAT **£ 3.37**

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%	£ 19.22	£ 3.37