



Your account number  
**WR 7497 5317**

Bill number  
**M055 5J**

Date  
**25 January 2007**

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



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

00002145



Bringing it all together

## BT Together Option 2

Bill for 020 7610 3562

**Total now due £ 38.23**

*This amount will be debited from your bank or building  
society account on or after 8 February 07.*

### BT Total Broadband - with the BT Home Hub

offers you wireless access in and out of the home with up to 8Mb\* download speed, where available. The Hub remotely updates as new products and services are launched. With comprehensive security packages, entertainment and communication features, BT offers you a complete broadband experience. For more information and great broadband prices visit [www.bt.com/getbroadband](http://www.bt.com/getbroadband). Terms and Conditions apply. \*Top speeds depend on a number of factors including distance from exchange.

### Moving Home?

Please give us a call on  
150 at least 5 working days  
before you move to let us  
know.

This amount will be debited  
from your bank or building  
society account on or after  
8 Feb 07.

Thank you.

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## Automated enquiries

# 0800 443311

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When contacting us, please ensure that you have your account number to hand

### 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

**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](http://www.bt.com/billing-payments)

To view your bill online

visit [www.bt.com](http://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](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.

The address is Otelo, PO Box 730, Wilderspool Park, Warrington, WA4 6WU. The website address is [www.otelo.org.uk](http://www.otelo.org.uk) or you can call 0845 0501614

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

The address is Secretariat, ICSTIS, FREEPOST WC5468, London SE1 2BR. The website address is [www.icstis.org.uk](http://www.icstis.org.uk)

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

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.

### 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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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	£ 18.96	see below
Your benefits	£ 0.00	see page 3
Service charges	£ 13.57	see page 4
VAT	£ 5.70	see page 4
<b>Total now due</b>	<b>£ 38.23</b>	

### Cost of calls

**£ 18.96**

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	
International	38	11:16:07	£ 18.960	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
23 Dec	Australia	61398482480	1	00:14:19	Internat'l	0.410
23 Dec	Australia	61733906131	2	00:24:42	Internat'l	0.720
23 Dec-22 Jan	Poland	48896486639	13	04:34:05	Internat'l	7.545
23 Dec-22 Jan	Australia	61732614112	11	02:04:12	Internat'l	3.710
24 Dec	Poland	48564746325	1	00:29:07	Internat'l	0.795
24 Dec-21 Jan	Poland	48564746320	5	01:19:46	Internat'l	2.265
15 Jan	Poland	48566513164	1	00:19:50	Internat'l	0.540
18 Jan-20 Jan	Poland	48224060868	3	01:09:21	Internat'l	1.900
20 Jan	Poland	48566888026	1	00:40:45	Internat'l	1.075

Total 18.960

### Your benefits

**£ 0.00**

#### BT Together Option 2

These are the benefits you've received in addition to your reduced call rates. You've not made any free calls this period.

Type of benefit	Total number of calls	Total duration	Total discount/benefit	
Free calls	0	00:00:00	Free	no further detail
Friends & Family Overseas			£ 0.000	see page 3

### 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

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## Summary and detail

### Service charges **£ 13.57**

### BT Together Option **£ 13.57**

Date/period	Description	Quantity	Monthly charge	Cost
1 Jan-31 Jan	Charges in advance for BT Together Option 2 The evening and weekend plan comprises Line rental	1	12.72	12.72
1 Jan-31 Jan	Charges in advance for BT Together International option comprises Calls at 3p per minute to our 30 most called overseas destinations	1	0.85	0.85

Total 13.57

### VAT **£ 5.70**

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%	£ 32.53	£ 5.70