



0800 43311



Bringing it all together

00001323

Your account number
WR 7497 5317

Bill number
M057 DS

Date
25 March 2007

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

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

BT Together Option 2

Bill for 020 7610 3562

Total now due £ 50.93

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

Save Money - cancel your paper bill!

You currently receive your bill on paper
and by email. If you cancel your paper
bill, you will automatically save 25p a
month. The Woodland Trust will also
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/paperfree

Save £3 a Year!
If you opt to only receive
your bill online, you will
automatically save 25p a month.
Go paper-free today at
www.bt.com/paperfree

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

Thank you.

00001323

editech BGC2003/05

Automated enquiries

0800 443311

Your account number
WR 7497 5317

Bill number
M057 DS

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 or call us between 8am and 8pm, Monday to Saturday on Freephone 0800 800 150.

VAT information

This is not a VAT invoice.
Where applicable all charges and credits on this bill are inclusive of VAT.

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 (Billing options, fault reporting and order tracking)



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:

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 UK Business Accounts, Providence Row, Durham, DH98 1BT

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.

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 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, ICSTIS, Freepost WC5468, London SE1 2BR. The website address is 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 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

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 the 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.

Date
25 March 2007Your account number
WR 7497 5317Bill number
M057 DSYour 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	£ 29.77
Your benefits	£ 0.00
Service charges	£ 13.57
VAT	£ 7.59
Total now due	£ 50.93

see below

see pages 3 to 4

see page 4

see page 4

Cost of calls

£ 29.77

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	00:02:08	£ 0.190
International	48	16:33:58	£ 28.405
To a mobile	3	00:01:44	£ 0.460
Other calls	4	00:14:22	£ 0.715

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
24 Feb-20 Mar	Poland	48896486639	21	06:10:04	Internat'l	10.240
25 Feb-18 Mar	Poland	48564746320	8	02:05:23	Internat'l	3.490
3 Mar	Australia mbl	61433489633	1	00:01:07	Internat'l	0.540
3 Mar-11 Mar	Australia	61732559156	4	07:00:58	Internat'l	10.890
5 Mar	Mobile Phone	07922 255039	1	00:01:12	Mobile	0.250
5 Mar	Ireland Rep	35316670024	1	00:00:44	Internat'l	0.055
7 Mar-14 Mar	Irish Rp mbl	353872699354	3	00:01:47	Internat'l	0.855
8 Mar	Mobile Phone	07963 079341	1	00:00:29	Mobile	0.140
8 Mar	Australia	61393003106	1	00:09:54	Internat'l	0.285
9 Mar	London	020 7071 0233	3	00:02:08	Daytime	0.190
9 Mar	Special Svce	0844 4771111	4	00:14:22	Other	0.715
9 Mar	Ireland Rep	35314991440	2	00:02:08	Internat'l	0.135
11 Mar	Ireland Rep	35318404061	2	00:00:46	Internat'l	0.110
12 Mar	Australia	61733906131	3	00:55:23	Internat'l	1.570
14 Mar	Ireland Rep	35312611021	2	00:05:44	Internat'l	0.235
17 Mar	Mobile Phone	07774 576960	1	00:00:03	Mobile	0.070

Total 29.770

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	6	00:13:16	Free
Friends & Family Overseas			£ 0.000

no further detail

see page 4

Date
25 March 2007

Your account number
WR 7497 5317

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Your phone number
020 7610 3562

Summary and detail

Your benefits 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

£ 13.57

BT Together Option

£ 13.57

Date/period	Description	Quantity	Monthly charge	Cost
1 Mar-31 Mar	Charges in advance for BT Together Option 2 The evening and weekend plan comprises Line rental	1	12.72	12.72
1 Mar-31 Mar	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

£ 7.59

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%	£ 43.34	£ 7.59