



Your account number

WR 7497 5317

Bill number

M064 6T

Date

25 October 2007

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



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

00001781



Bringing it all together

BT Together Option 2

Bill for 020 7610 3562

Total now due £ 46.18

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

Save Money - cancel your paper bill!

If you cancel your paper bill,
and sign up to Direct Debit or
Monthly Payment Plan, you will
automatically save 50p 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

Go to www.bt.com/onlineaccount
to pay your bills online, see
call details and manage your
account

00001781

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

Thank you.

RR Donnelley 0312

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 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 exclusive of VAT.

Paper bill reminders

BT reserve the right not to send further paper reminders for payment of this invoice. To prevent late payment charges and possible restriction of service please ensure that payment is made by the due date shown

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 Correspondence Centre, 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 PhonePayPlus.

Premium rate numbers start with '09' for landline calls, '118' for directory enquiry services, or four or five digit numbers on mobile phones. The address is, PhonePayPlus, Freepost WC5468, London SE1 2BR. The website address is www.phonepayplus.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.

British Telecommunications plc Registered Office 81 Newgate Street LONDON EC1A 7AJ
Registered in England number 1800000

Direct Debit

If you'd like to take advantage of one of our Direct Debit options for future bills please call **0800 150 111**. Please have your bank account details to hand.

Alternatively you can set up your Direct Debit online by visiting www.bt.com/billing-payments.

Monthly Payment Plan

You can spread the cost of your bills over the year by paying a set amount each month by Direct Debit on the day you choose. Monthly Payment Plan is subject to status.

Whole bill Direct Debit

You can pay the whole amount of this and future bills by Direct Debit. We give the date on your bill when we'll collect payment (normally 10 days after the bill date).

Internet

You can view your latest bill summary and have the opportunity to pay it online using your debit card by visiting our website at www.bt.com/billing-payments.

Homebanking

Most banks and building societies offer a homebanking service. To make a payment, contact your bank or building society and quote BT's bank account number **31507346**, BT's sort code **40-37-25**, and your BT account and bill number shown on this bill. Please remember if you currently pay by this method, and have recently changed address you should tell your bank your new BT account and bill number.

BT Payment Card

You can use your BT Payment Card to pay your bill in full or make payments towards it, providing you pay the full balance by the date stated. You can do this at any PayPoint outlet or Post Office. When making payments, please retain your receipts. To request a Payment Card please call **0808 1000595**.

By post

Make your cheque payable to *British Telecommunications plc*, cross it *A/C payee only* and write your account number on the back. Send cheque and completed slip to *BT Telephone centre, Durham, DH98 1BT* (or use the envelope provided). We don't accept post-dated cheques. Don't send cash by post.

Post Office or PayPoint outlet

Please take your bill and barcoded payment slip to any Post Office making cheques payable to *Post Office Ltd*, or to any PayPoint outlet (cash payments only). Please retain your receipts.



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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 including VAT, where applicable, and where to find information of each total.

Cost of calls	£ 26.16
Your benefits	£ 0.00
Service charges	£ 13.14
VAT	£ 6.88
Total now due	£ 46.18

see below

see pages 3 to 4

see page 4

see page 4

Cost of calls

£ 26.16

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	1	00:00:10	£ 0.080
International	57	12:57:23	£ 24.260
0870 Numbers	2	00:27:20	£ 1.505
0845 Numbers	3	00:35:49	£ 0.315

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 PhonePayPlus. See page 2 for details.

Date/period	Destination	Called number	Total number of calls	Total duration	Type of call	Total cost
28 Sep-24 Oct	Poland	48564746320	18	03:40:09	Internat'l	6.755
30 Sep	Poland	48566513164	2	00:00:17	Internat'l	0.160
30 Sep-24 Oct	0870 Numbers	08707 330333	2	00:27:20	0870 Number	1.505
1 Oct-24 Oct	Poland	48896723099	28	07:13:37	Internat'l	12.900
5 Oct	Australia	61398482480	1	00:00:06	Internat'l	0.080
6 Oct	Australia	61733906131	1	00:00:08	Internat'l	0.080
6 Oct	Australia	61893391221	1	00:00:06	Internat'l	0.080
10 Oct-14 Oct	0845 Numbers	08457 555555	3	00:35:49	0845 Number	0.315
13 Oct	Poland mbl	48505418896	1	00:02:21	Internat'l	0.820
13 Oct	Poland	48564746356	1	00:00:45	Internat'l	0.080
13 Oct	Poland	48566888026	1	00:13:22	Internat'l	0.410
16 Oct	London	020 7085 5586	1	00:00:10	Daytime	0.080
20 Oct	Poland	48224060868	1	01:25:39	Internat'l	2.250
24 Oct	Poland	48564746485	2	00:20:53	Internat'l	0.645

Total 26.160

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	1	00:46:43	Free
Friends & Family Overseas			£ 0.000

no further detail

see page 4

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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 **£ 13.14**

BT Together Option **£ 13.14**

Date/period	Description	Quantity	Monthly charge	Cost
1 Oct-31 Oct	Charges in advance for BT Together Option 2 The evening and weekend plan comprises Line rental	1	12.29	12.29
1 Oct-31 Oct	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 13.14

VAT **£ 6.88**

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%	£ 39.30	£ 6.88