



Your account number

WR 7497 5317

Bill number

M066 EB

Date

27 December 2007

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

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

00001039



Bringing it all together

BT Together Option 2

Bill for 020 7610 3562

Total now due

£ 107.86

*This amount will be debited from your bank or building
society account on or after 10 January 08.*

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

00001039

This amount will be debited
from your bank or building
society account on or after
10 Jan 08.

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

Calls to and from BT
All calls made to BT or from BT may be recorded to help us to give you a better service

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.

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.

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 sets out full details of what you can expect from BT. You can access it on www.bt.com or on request from 0800 800 150. If you have a complaint, please log on to www.bt.com and click on "Contact BT". You can also call 0800 800 150 (a free call) or contact us in writing at: BT Correspondence Centre, Providence Row, Durham, DH98 1BT
If you are unhappy with our response you can ask a Complaint Review Manager to investigate.

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's contact details are:
Otelo, PO Box 730, Wilderspool Park, Warrington, WA4 6WU, www.otelo.org.uk or you can call 0845 0501614.

If you have a complaint about premium rate services please contact PhonePayPlus: PhonePayPlus, Freepost WC5468, London SE1 2BR, www.phonepayplus.org.uk
Premium rate numbers start with '09' for landline calls, '118' for directory enquiry services or four or five digit numbers on mobile phones.

Ofcom
Ofcom regulates the telecommunications industry and approves the dispute resolution scheme run by Otelo. Ofcom's contact details are:
Ofcom Contact Centre, 2a Southwark Bridge Road, London SE1 9HA, www.ofcom.org.uk

British Telecommunications plc Registered office 81 Newgate Street London EC1A 7AJ
Registered in England no 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%).

Date
27 December 2007Your account number
WR 7497 5317Bill number
M066 EBYour 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	£ 78.65
Your benefits	£ 0.00
Rental charges	£ 13.14
VAT	£ 16.07
Total now due	£ 107.86

*see below**see page 4**see page 4**see page 4***Cost of calls****£ 78.65**

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	154	35:08:17	£ 78.320
0845 Numbers	4	00:16:27	£ 0.330

*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
27 Nov-18 Dec	Poland	48564746320	25	03:28:30	Internat'l	6.950
28 Nov-30 Nov	Australia	61897591168	9	00:12:31	Internat'l	0.995
28 Nov-11 Dec	Poland	48896484582	8	02:27:22	Internat'l	4.310
28 Nov-17 Dec	Poland	48896487146	15	09:17:18	Internat'l	15.265
28 Nov-18 Dec	Poland	48896723099	44	10:12:31	Internat'l	18.470
30 Nov	0845 Numbers	08456 010949	1	00:03:38	0845 Number	0.070
1 Dec	Poland	48566888028	1	00:00:17	Internat'l	0.080
1 Dec-2 Dec	Australia	61893391221	4	00:40:49	Internat'l	1.340
1 Dec-18 Dec	Poland	48566888026	2	01:59:04	Internat'l	3.175
3 Dec-7 Dec	Australia	61398482480	6	01:48:37	Internat'l	3.175
7 Dec-8 Dec	Poland	48564746485	2	00:14:26	Internat'l	0.515
9 Dec-18 Dec	Australia	61754495712	18	02:30:59	Internat'l	5.150
13 Dec-14 Dec	Australia	617544957123	3	00:14:47	Internat'l	0.595
13 Dec-17 Dec	Poland	48224060868	6	00:41:33	Internat'l	1.500
14 Dec-18 Dec	Australia mbl	61405257029	4	00:50:49	Internat'l	13.485
16 Dec	Poland mbl	48601805361	1	00:00:01	Internat'l	0.310
17 Dec	Poland	48566600371	1	00:19:07	Internat'l	0.565
17 Dec	Poland mbl	48601861786	1	00:04:14	Internat'l	1.330
17 Dec	Poland mbl	48603610442	1	00:00:15	Internat'l	0.310
17 Dec	Poland mbl	48696051590	2	00:00:34	Internat'l	0.620
17 Dec	Poland	48896486699	1	00:04:33	Internat'l	0.180
17 Dec-18 Dec	0845 Numbers	08457 555555	3	00:12:49	0845 Number	0.260

Total 78.650

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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	3	00:05:23	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

Rental charges £ 13.14

BT Together Option £ 13.14

Date/period	Description	Quantity	Monthly charge	Cost
1 Dec-31 Dec	Charges in advance for BT Together Option 2 The evening and weekend plan comprises Line rental	1	12.29	12.29
1 Dec-31 Dec	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 £ 16.07

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%	£ 91.79	£ 16.07