



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

00001577



Bringing it all together

Your account number
WR 7497 5317

Bill number
M067 IH

Date
27 January 2008

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

BT Together Option 2

Bill for 020 7610 3562

Total now due £ 51.01

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

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

Thank you.

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.

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 telephone

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%).

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
27 January 2008

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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	Cost of calls	£ 30.27	<i>see below</i>
<i>This is a summary of your main bill totals including VAT, where applicable, and where to find information of each total.</i>	Your benefits	£ 0.00	<i>see pages 3 to 4</i>
	Rental charges	£ 13.14	<i>see page 4</i>
	VAT	£ 7.60	<i>see page 4</i>
	Total now due	£ 51.01	

Cost of calls £ 30.27

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	00:03:45	£ 0.165	<i>calls in next table</i>
International	78	11:50:34	£ 29.695	<i>calls in next table</i>
To a mobile	2	00:00:50	£ 0.275	<i>calls in next table</i>
0845 Numbers	1	00:04:27	£ 0.130	<i>calls in next table</i>

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
25 Dec-6 Jan	Australia	61398482480	2	00:21:07	Internat'l	0.670
25 Dec-20 Jan	Poland	48564746320	19	03:31:30	Internat'l	6.690
25 Dec-24 Jan	Poland	48896723099	39	05:01:38	Internat'l	10.385
6 Jan	Poland	48896493294	1	00:01:28	Internat'l	0.105
7 Jan-13 Jan	Poland	48896487146	5	00:54:49	Internat'l	1.720
8 Jan-10 Jan	Poland	48896483605	3	00:39:48	Internat'l	1.235
12 Jan	Mobile Phone	07770 767517	1	00:00:23	Mobile	0.115
12 Jan	Mobile Phone	07930 431050	1	00:00:27	Mobile	0.160
12 Jan	Australia	61362282864	2	00:22:13	Internat'l	0.695
12 Jan	Austrlia mbl	61405490656	2	00:21:52	Internat'l	5.980
12 Jan	N Zealnd mbl	64276660405	4	00:00:43	Internat'l	1.240
20 Jan	Australia	61893391221	1	00:35:26	Internat'l	0.975
21 Jan	London	020 8990 3678	1	00:03:45	Daytime	0.165
24 Jan	0845 Numbers	08457 606060	1	00:04:27	0845 Number	0.130
						<i>Total 30.265</i>

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	2	00:01:15	Free	<i>no further detail</i>
Friends & Family Overseas			£ 0.000	<i>see page 4</i>

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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

Rental charges

£ 13.14

BT Together Option

£ 13.14

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	12.29	12.29
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 13.14

VAT

£ 7.60

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%	£ 43.41	£ 7.60