



Bringing it all together

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Company of the Year
Business AWARDS
Community 2007

Your account number
WR 7497 5317

Bill number
M071 &&

Date
28 May 2008

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



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

00002788



Your BT bill

for 020 7610 3562

Total now due £ 33.17

*This amount will be debited from your bank or building
society account on or after 11 June 08.*

BT is a sustainability leader

BT has reduced its
carbon emissions by
60% since 1966

bt.com/betterworld

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

Your International Discount

As part of your International Saver
special offer, you can enjoy cheap calls
to anywhere in the world from 3p a
minute.

You can see this saving in the Promotion
discounts section of your bill.

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

Thank you.

00002788

RR Donnelley 0312

Automated Enquiries

0800 443311

Your account number
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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 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

Whole bill Direct Debit Terms of Agreement

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. Failure to make this payment may result in a charge being levied to your account as well as restriction of your service.

BT may amend the terms and conditions of this agreement by giving not less than 7 days' written notice.

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 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.

For all our services visit bt.com

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bt.com/betterworldDate
28 May 2008Your account number
WR 7497 5317Bill number
M071 &&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	£ 15.09	see below
Your benefits	£ 0.00	see page 3
Rental charges	£ 13.14	see page 4
VAT	£ 4.94	see page 4
Total now due	£ 33.17	

Cost of calls

£ 15.09

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	45	07:51:00	£ 15.090	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
25 Apr-22 May	Poland	48564746320	18	03:44:47	Internat'l	6.970
26 Apr-22 May	Poland	48896723099	19	02:30:59	Internat'l	5.130
27 Apr-11 May	Australia	61398482480	2	00:46:40	Internat'l	1.340
27 Apr-12 May	Australia	61733906131	4	00:39:14	Internat'l	1.290
11 May	Poland	48566888026	1	00:02:45	Internat'l	0.130
21 May	Poland	48896487146	1	00:06:35	Internat'l	0.230
						Total 15.090

Your benefits

£ 0.00

Unlimited Evening & Weekend Plan

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

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

Rental charges **£ 13.14**

Calling Plans **£ 13.14**

Date/period	Description	Monthly charge	Cost
1 May-31 May	Charges in advance for Unlimited Evening & Weekend Plan comprises Line rental	12.29	12.29
1 May-31 May	Charges in advance for International Saver comprises Calls at 3p per minute to our 30 most called overseas destinations	0.85	0.85

Total 13.14

VAT **£ 4.94**

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%	£ 28.23	£ 4.94