



Bringing it all together

Your account number  
**WR 7497 5317**

Bill number  
**M079 V0**

Date  
**27 January 2009**

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



495

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



## Your BT bill

for 020 7610 3562

**Total now due £ 28.93**

*This amount will be debited from your bank or building  
society account on or after 10 February 09.*

### Get more from your Broadband

The UK's most complete broadband  
just got better. You can now add BT  
Vision, the smarter way to watch  
Digital TV on your TV. There's no  
subscriptions required and you only  
pay for what you want to watch from  
thousands of films and TV shows.  
BT Total Broadband has won the award  
for the number 1 wireless broadband  
in the UK. Another reason BT has the  
UK's most complete broadband. To find  
out more see [www.bt.com/getbroadband](http://www.bt.com/getbroadband).

### VAT change

Please note that your bill  
reflects the reduction in VAT  
to 15%.  
For further information please  
visit [bt.com/vat](http://bt.com/vat)

This amount will be debited  
from your bank or building  
society account on or after  
10 Feb 09.

Thank you.

For all our services visit

**bt.com**

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Please ensure you have your account number to hand for reference when you contact us.

#### 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 [bt.com/pricing](http://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 statement are exclusive of VAT.

#### Paper bill reminders

BT reserves the right not to send further paper reminders for payment of this invoice.

#### Late payment

Late payment can incur a charge of £7.50 and possible restriction of your service. To avoid this, please ensure that payment is made when due.

#### Customer service and sales

0800 800 150 7.30am to 10pm, Mon to Sat;  
9am to 6pm Sun

#### Fault reporting

0800 800 151 24 hours, 7 days a week  
0800 44 33 11 24 hours, automated line  
visit [bt.com/faults](http://bt.com/faults)

#### Billing options and order tracking

0800 44 33 11 24 hours, automated line



#### Customers with a textphone

use BT TextDirect by dialling 18001 before the number you want, eg 18001 150 or 18001 151

#### Viewing your bill or paying online

visit [bt.com/billing-payments](http://bt.com/billing-payments)

#### Our commitment to our customers

We aim to give you an excellent service and our Code of Practice (available on [www.bt.com](http://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

- 1 Please call us on 0800 800 150 (a free call) or visit us at [bt.com/contactus](http://bt.com/contactus). If you prefer to write to us, the address is BT plc, Correspondence Centre, Durham, DH98 1BT.
  - 2 If you are unhappy with our response, you can ask a Complaint Review Manager to investigate.
  - 3 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](http://www.otelo.org.uk), or you can call 0330 440 1614.
- If you have a complaint about premium rate services, please contact PhonepayPlus at PhonepayPlus, Freepost WC5468, London, SE1 2BR, or [www.phonepayplus.org.uk](http://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](http://www.ofcom.org.uk).

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

#### Whole bill Direct Debit terms and conditions

- 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.
- 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 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 January 2009

Your account number  
WR 7497 5317

Bill number  
M079 V0

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](http://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	£ 13.23
Your benefits	£ 0.00
Rental charges	£ 13.14
VAT	£ 2.56
<b>Total now due</b>	<b>£ 28.93</b>

see below

see pages 3 to 4

see page 4

see page 4

### Cost of calls

**£ 13.23**

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	27	06:18:58	£ 11.860
To a mobile	4	00:03:37	£ 1.000
Other calls	1	00:07:01	£ 0.370

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](http://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
20 Dec-26 Jan	Poland	48896723099	25	04:58:30	Internat'l	9.650
24 Dec	Mobile Phone	07592 416633	1	00:02:03	Mobile	0.380
24 Dec-8 Jan	Mobile Phone	07984 088528	2	00:01:26	Mobile	0.450
8 Jan	Mobile Phone	07740 094692	1	00:00:08	Mobile	0.170
23 Jan-24 Jan	Australia	61733906131	2	01:20:28	Internat'l	2.210
26 Jan	Special Svce	0844 5560056	1	00:07:01	Other	0.370
						<b>Total 13.230</b>

### 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 inclusive calls this period.

Type of benefit	Total number of calls	Total duration	Total discount/benefit
Free calls	0	00:00:00	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](http://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**

#### Calling Plans

**£ 13.14**

Date/period	Description	Monthly charge	Cost
1 Jan-31 Jan	Charges in advance for Unlimited Evening & Weekend Plan comprises Line rental	12.29	12.29
1 Jan-31 Jan	Charges in advance for International Saver comprises calls from 3p per minute to 231 overseas destinations.	0.85	0.85

Total 13.14

#### VAT

**£ 2.56**

Contains an adjustment to reflect the change in the VAT rate from 17.5% to 15% on 1 Dec 2008.

VAT rate	Charge (ex VAT)	Total VAT
15%	£ 26.37	£ 3.96
VAT adjustments		- £ 1.40
	Total £ 26.37	Total £ 2.56