



Bringing it all together

Bill date
28 Jun 2009

For the period
28 May-27 Jun

Bill reference
M084 GN

Your account number
WR74975317



495

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



Dear Mr P Lisewski

Your bill came to £45.77

You don't need to do anything - we'll take this amount from your bank account on or just after 12 July.

- **For more information about how your bill works** and the recent changes we've made to make it easier to understand, please see the enclosed leaflet.

> This bill is for

✓ Phone line

Unlimited Evening and Weekend Plan
for 020 7610 3562

🔗 Helpful hints

- Did you know our most popular method of payment is the Monthly Payment Plan? See the back of this page for details.

📄 View your account online

www.bt.com/youraccount

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sheet 1 of 3

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Your questions answered

- **How can I stop unwanted calls?**
Log in to www.bt.com/youraccount to set up BT Privacy at Home and use Caller Display free.
- **Where can I find the charges for different kinds of calls?**
You'll find a full summary of call charges at www.bt.com/pricing
- **I've forgotten my password for www.bt.com - can you help?**
Go to www.bt.com/youraccount and click on "Forgotten Password". We will email you a new one.

Contacting us


Please have your account number ready. It's in the top right hand corner.

To manage your account... Go to www.bt.com/youraccount
• **Change your Direct Debit details** 24hrs Call 080044 33 11

If there's a fault... Go to www.bt.com/fault
24hrs Call 0800800151

For a Large Print or Braille bill Call 0800 800 150

For anything else... Go to www.bt.com/contact
Mon to Fri 8am-9pm, Sat 8am-8pm, Sun 9am-6pm Call 0800800150

 **If you have a textphone** please use BT TextDirect by dialling 18001 before the number you want, for example 18001 0800 800 150.

Is everything OK?

If not, you can contact us via www.bt.com/contact, call 0800 800 150 or write to: BT Correspondence Centre, Providence Row, Durham, DH98 1BT. If we cannot resolve the issue between us, you can then contact the Telecommunications Ombudsman, Otelo, on 0330 440 1614, or visit www.otelo.org.uk

For complaints about premium rate services, contact PhonepayPlus on 0800 500 212, or visit www.thephonebook.bt.com

To see our Code of Practice visit www.bt.com or call 0800 800 150. For the terms and conditions for our products and services, go to www.bt.com/terms

We want to give you the choice of paying your bill exactly how you want to. However, BT Payment Services limited (BTPS) will charge a fee for processing your payment if you choose not to pay by Direct Debit or BT Credit Card. BTPS is the company that processes payments on behalf of BT plc. Details about the relationship between you, BT plc and BTPS can be found in the terms and conditions we sent you when you joined, or you can find them on the web at www.bt.com/payments

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How we worked out your bill

Line rental and other basic charges

Total £

Phoneline

Unlimited Evening and Weekend Plan ▶ 28 Jun-27 Jul 09 £15.45

This is the cost of your calling plan (which includes line rental) at
£15.45 a month, charged in advance from 28 Jun 2009 to 27 Jul 2009
Including UK landline and 0845 / 0870 numbers within plan*

Friends and Family International ▶ 28 Jun-27 Jul 09 £1.00

This is the cost of your Friends and Family International charged in
advance at £1.00 a month
Calls to popular international destinations at low rates

Total line rental and other basic charges = £16.45

What you used

Phone usage ▶ See page 4 £29.32

You made 73 calls

= £29.32

TOTAL including VAT = £45.77

Interested in Broadband?
Call us on
0800 800 150 or go to
www.bt.com and we will
help you get connected.

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What you used

Phone Line 020 7610 3562



Call Summary

Type of call	No of calls	Total duration	Cost
To a UK phone line	1	2:36	£ 0.220
To a UK mobile	1	0:01	£ 0.210
To an international number	71	14:39:02	£ 28.890
Total calls	73	14:41:39	= £ 29.320

Where you called

Date	No of calls	Number	Destination	Total duration	Total cost
31 May	1	0048896723099	Poland	3:31	£ 0.180
7 Jun	1	07511 505210	Mobile Phone	0:01	£ 0.210
7 Jun	6	0048896401911	Poland	32:05	£ 1.380
6 Jun	1	0048896487146	Poland	52:30	£ 1.410
11 Jun	1	0061893391221	Australia	0:04	£ 0.110
11 Jun	1	020 8735 3580	London	2:36	£ 0.220
4 Jun-25 Jun	13	0061733906131	Australia	3:34:52	£ 6.720
5 Jun-27 Jun	35	0048896723099	Poland	6:01:36	£ 12.390
22 Jun	1	0048228289595	Poland	0:41	£ 0.110
31 May-27 Jun	13	0048566888026	Poland	3:33:43	£ 6.590
Total					= £ 29.320

Your savings

Friends and Family gives you discounts on your calls to mobiles and international numbers. For details go to bt.com/friends

You saved a total of £ 227.32

This is made up as follows:

> Friends and Family International

Friends and Family International gives you discounted international calls from 2.5p per minute.

You made 71 calls

You saved £ 227.32