



Bringing it all together

Bill date
30 Jul 2009

For the period
28 Jun-27 Jul

Bill reference
M085 KR

Your account number
WR74975317



683

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



> This bill is for

- ✓ **Phone line**
Unlimited Evening and Weekend Plan
for 020 7610 3562


Dear Mr P Lisewski

Your bill came to £41.86

You don't need to do anything - we'll take this amount from your bank account on or just after 13 August.

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

H2H5H6

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 180010800 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 Jul-27 Aug 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 Jul 2009 to 27 Aug 2009 including UK landline and 0845 / 0870 numbers within plan*.

Friends and Family International ▶ 28 Jul-27 Aug 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 £25.41

You made 59 calls - 1 were free

= £25.41

TOTAL including VAT = £41.86

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



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	1:33	£ 0.000
To an 0845/0870 number	1	12:23	£ 0.330
To an international number	57	13:00:11	£ 25.080
Totals	59	13:14:07	= £25.410

Your free calls included with your calling plan

Type of free call	No of free calls	Total duration	Total cost
To UK phone line	1	1:33	Free
Totals	1	1:33	Free

Excludes: calls to the Channel Islands, indirect access calls, and calls over 60 minutes

Where you called

Date	No of calls	Number	Destination	Total duration	Total cost	
28 Jun	1	0048896723099	Poland	20:10	£ 0.610	F
5 Jul	1	0048224060868	Poland	40:35	£ 1.110	F
15 Jul	1	08452 462368	0845 Numbers	12:23	£ 0.330	
1 Jul-16 Jul	10	0061733906131	Australia	3:59:14	£ 7.020	F
6 Jul-19 Jul	3	0061398482480	Australia	50:42	£ 1.540	F
28 Jun-19 Jul	9	0048566888026	Poland	2:40:45	£ 4.890	F
29 Jun-19 Jul	32	0048896723099	Poland	4:21:32	£ 9.630	F
18 Jul	1	00488967230994	Poland	7:13	£ 0.280	F
Total = £ 25.410						

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 £ 190.39

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 57 calls

You saved £ 190.39