



Bill date
28 Aug 2009

For the period
28 Jul-27 Aug

Bill reference
M086 0B

Your account number
WR74975317

Bringing it all together



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 £39.95

You don't need to do anything - we'll take this amount from your bank account on or just after 11 September.

💡 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

H2

sheet 1 of 3

00003514

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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 **0800 44 33 11**

If there's a fault... Go to www.bt.com/fault
24hrs Call **0800 800 151**

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 **0800 800 150**

 **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 Aug-27 Sep 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 Aug 2009 to 27 Sep 2009 Including UK landline and 0845 / 0870 numbers within plan*

Friends and Family International ▶ 28 Aug-27 Sep 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 **£23.50**

You made 55 calls - 1 were free

= **£23.50**

TOTAL including VAT = **£39.95**

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	7	11:09	£ 1.040
To a UK mobile	6	6:21	£ 1.760
To an international number	42	11:08:21	£ 20.700
Totals	55	11:25:51	= £23.500

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	2:56	Free
Totals	1	2:56	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	
14 Aug	1	0048896723099	Poland	2:19	£ 0.160	📍
14 Aug-26 Aug	6	0061739015261	Australia	3:31:13	£ 5.850	📍
14 Aug-24 Aug	2	0061398482480	Australia	21:28	£ 0.740	📍
26 Aug	2	020 8961 6009	London	0:06	£ 0.260	
24 Aug	1	020 8753 4921	London	3:43	£ 0.260	
26 Aug	1	020 8123 3800	London	0:15	£ 0.130	
23 Aug	1	07552 556195	Mobile Phone	1:48	£ 0.230	
26 Aug	3	07534 336361	Mobile Phone	4:28	£ 1.110	
26 Aug	2	07787 686079	Mobile Phone	0:05	£ 0.420	
14 Aug-27 Aug	20	0048896723099	Poland	4:26:43	£ 8.550	📍
14 Aug-27 Aug	11	0048566888026	Poland	2:14:26	£ 4.410	📍
27 Aug	2	0048896401911	Poland	32:12	£ 0.990	📍
24 Aug	2	01895 811989	Uxbridge	4:09	£ 0.390	
Total = £ 23.500						

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 £170.55

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 42 calls

You saved £170.55