



Bringing it all together

Bill date
30 Sep 2009

For the period
28 Aug-27 Sep

Bill reference
M087ST

Your account number
WR74975317



683

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



Dear Mr P Lisewski

Your bill came to £51.73

You don't need to do anything - we'll take this amount from your bank account on or just after 14 October.

> 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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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

Ofcom (www.ofcom.org.uk) is the independent regulator for the communications industries in the UK, promoting competition and protecting consumers.

British Telecommunications plc (registered in England no. 1800000) and BT Payment Services Ltd (registered in England no. 06111881) Registered Offices 81 Newgate Street London EC1A 7AJ.

How we worked out your bill

Line rental and other basic charges

Total £

Phoneline

Unlimited Evening and Weekend Plan ▶ 28 Sep-27 Oct 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 Sep 2009 to 27 Oct 2009 Including UK landline and 0845 / 0870 numbers within plan*

Friends and Family International ▶ 28 Sep-27 Oct 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 £35.28

You made 109 calls - 2 were free

= £35.28

TOTAL including VAT = £51.73

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	14	21:33	£ 1.960
To a UK mobile	12	5:16	£ 2.780
To an international number	79	11:26:23	£ 28.370
Other calls	4	12:06	£ 2.168
Totals	109	12:05:18	= £35.278

Your free calls included with your calling plan

Type of free call	No of free calls	Total duration	Total cost
To UK phone line	2	10:42	Free
Totals	2	10:42	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 Aug	1	0048896723099	Poland	8:28	£ 0.310
28 Aug-29 Sep	49	0048896723099	Poland	7:11:17	£ 15.430
29 Aug-27 Sep	14	0048566888026	Poland	4:02:56	£ 7.360
30 Aug	1	0048664012327	Poland mbl	0:04	£ 0.350
1 Sep-11 Sep	7	020 8961 6009	London	0:33	£ 0.910
1 Sep-11 Sep	13	0048781722940	Poland mbl	3:35	£ 4.810
2 Sep	1	0061739015261	Australia	0:03	£ 0.110
2 Sep-11 Sep	10	07534 336361	Mobile Phone	3:13	£ 2.340
4 Sep	2	020 7243 0638	London	4:16	£ 0.440
4 Sep	2	020 7399 6650	London	5:57	£ 0.480
5 Sep	1	07920 821845	Mobile Phone	1:58	£ 0.230
7 Sep	1	020 7399 6651	London	0:05	£ 0.130
7 Sep	1	07787 378806	Mobile Phone	0:05	£ 0.210
7 Sep	1	0844 6625671	Special Svce	2:24	£ 0.200
7 Sep	1	0844 6625646	Special Svce	7:42	£ 0.460

More to come...

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 £181.24

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 79 calls

You saved £181.24

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What you used continued

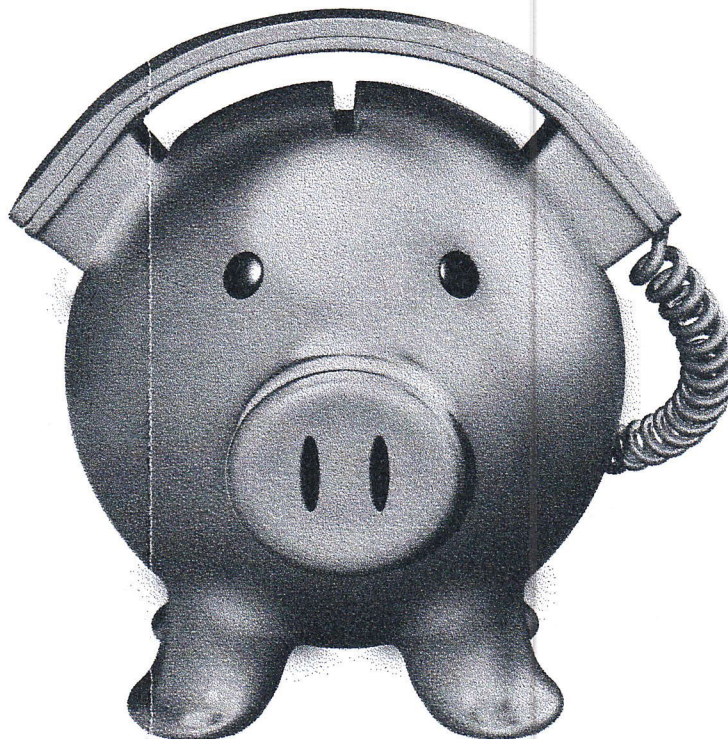
Where you called continued



Date	No of calls	Number	Destination	Total duration	Total cost
11 Sep	1	118 118	Directory	1:20	£ 1.190
24 Sep	1	070 5342 5541	Personal No.	0:40	£ 0.318
Total =					£ 35.278

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Two great ways to save money on your phone bill

We've revamped our Friends & Family discount scheme with the introduction of two new great-value discount options – **Friends & Family Mobile** and **Friends & Family International**, which are better suited to the type of calls our customers make today. From 1st April 2009, we've discontinued the previous Friends & Family service and our two new products will allow you to save money on all calls to UK mobiles and all international calls.

You already save money on your international calls with **Friends & Family International**

As an existing Friends & Family International customer, you already enjoy fantastically reduced rates to over 230 international destinations. With rates from as little as 2.5p a minute (8p call set-up fee applies), you can call both mobiles and landlines in countries including the USA, Spain, Australia, South Africa, Poland, India and many more – 24 hours a day, 7 days a week – at discounted rates. Plus, if you want, you can save on UK mobile calls as well.

Make even cheaper calls to UK mobiles with **Friends & Family Mobile**

You can now make even cheaper calls to UK mobiles at any time of the day and night for a new flat rate of just 7p a minute (8p call set-up fee applies). This could save you up to 50% compared to calling from a pay-as-you-go mobile*. As a Calling Plan customer, you can enjoy this great Friends & Family Mobile discounted rate for just £1.50 a month.

Take advantage today

You're already saving with Friends & Family International. To opt in to Friends & Family Mobile for just £1.50 a month, please go to www.bt.com/friendsmobile

* Based on main providers' standard rates. Excludes offers and special deals – consult your provider for details. Unlike BT, pay-as-you-go providers do not charge line rental. Terms, conditions and exclusions apply. See www.bt.com/offerterms for details. All prices on this page are shown inclusive of VAT at 15%.

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Two great ways to save money on your phone bill

1. **Unlimited** - Choose from unlimited plans for text, voice, and data. No more worrying about overage charges.

2. **Family** - Share your unlimited plan with up to 5 family members. Everyone gets unlimited service for the same price.

Visit att.com/unlimited to learn more and activate your plan.

Offer subject to change without notice. See att.com/unlimited for details.

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