



Bringing it all together

Bill date
30 Oct 2009

For the period
28 Sep-27 Oct

Bill reference
M088W9

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 £48.39

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

🔗 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

Potential Royal Mail Disruption

If you're concerned about delays in your payment reaching us, you can find out more information at www.bt.com/help/post or by calling us on the contact numbers shown overleaf.

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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 180010800800150.

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 Oct-27 Nov 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 Oct 2009 to 27 Nov 2009
Including UK landline and 0845 / 0870 numbers within plan*

Friends and Family International ▶ 28 Oct-27 Nov 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 **£31.94**

You made 68 calls

= **£31.94**

TOTAL including VAT = **£48.39**

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 mobile	5	2:15	£ 1.220
To an international number	61	14:55:22	£ 29.830
Other calls	2	14:16	£ 0.890
Totals	68	15:11:53	= £31.940

Where you called

Date	No of calls	Number	Destination	Total duration	Total cost	
30 Sep	1	0048566888026	Poland	18:37	£ 0.560	Ⓜ
3 Oct-28 Oct	15	0048566888026	Poland	5:11:59	£ 9.450	Ⓜ
3 Oct-29 Oct	37	0048896723099	Poland	7:56:26	£ 16.010	Ⓜ
4 Oct-25 Oct	4	0061739015261	Australia	3:24	£ 0.530	Ⓜ
6 Oct-19 Oct	2	07931 556236	Mobile Phone	0:33	£ 0.440	
18 Oct	1	0061398482480	Australia	29:43	£ 0.850	Ⓜ
18 Oct	1	0048790458522	Poland mbl	2:00	£ 0.890	Ⓜ
23 Oct-24 Oct	2	0844 8733333	Special Svce	14:16	£ 0.890	
27 Oct	1	07890 974527	Mobile Phone	0:02	£ 0.220	
27 Oct	2	07545 259249	Mobile Phone	1:40	£ 0.560	
27 Oct	1	0048225984040	Poland	2:53	£ 0.170	Ⓜ
27 Oct	1	0048896487146	Poland	50:20	£ 1.370	Ⓜ
Total = £ 31.940						

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 £ 226.49

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 61 calls

You saved £ 226.49

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