



Bringing it all together

Bill date
30 Nov 2009

For the period
28 Oct-27 Nov

Bill reference
M089 &T

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 £56.74

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

🔗 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

H2H3

sheet 1 of 2

00003195

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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.

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How we worked out your bill

Line rental and other basic charges

Total £

Phoneline

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

Friends and Family International ▶ 28 Nov-27 Dec 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 £40.29

You made 77 calls - 2 were free

= £40.29

TOTAL including VAT = £56.74

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 | 3:13 | £ 0.310 |
| To an 0845/0870 number | 2 | 14:42 | £ 0.000 |
| To a premium rate line | 1 | 2:56 | £ 4.430 |
| To an international number | 73 | 18:17:01 | £ 35.550 |
| Totals | 77 | 18:37:52 | = £40.290 |

Your free calls included with your calling plan

| Type of free call | No of free calls | Total duration | Total cost |
|----------------------|------------------|----------------|-------------|
| To 0845/0870 numbers | 2 | 14:42 | Free |
| Totals | 2 | 14:42 | 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 |
|----------------|-------------|---------------|-------------|----------------|-----------------|
| 31 Oct | 1 | 0048896723099 | Poland | 11:54 | £ 0.400 |
| 31 Oct-29 Nov | 40 | 0048896723099 | Poland | 7:27:57 | £ 15.580 |
| 31 Oct-29 Nov | 19 | 0048566888026 | Poland | 5:05:01 | £ 9.780 |
| 1 Nov-22 Nov | 6 | 0061739015261 | Australia | 3:03:47 | £ 5.310 |
| 4 Nov-15 Nov | 3 | 0061398482480 | Australia | 31:10 | £ 1.120 |
| 8 Nov | 1 | 0061893391221 | Australia | 1:22:25 | £ 2.170 |
| 9 Nov | 1 | 09064 001838 | PremiumRate | 2:56 | £ 4.430 |
| 27 Nov | 1 | 020 8961 6009 | London | 3:13 | £ 0.310 |
| 28 Nov | 3 | 0048896401911 | Poland | 34:47 | £ 1.190 |
| Total = | | | | | £ 40.290 |

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 £ 229.26

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 73 calls

You saved £ 229.26