



Bringing it all together

Bill date  
28 Feb 2010

For the period  
28 Jan-27 Feb

Bill reference  
M092 DI

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 £50.76

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

## 🗨 Helpful hints

- VAT increased to 17.5% on 1 Jan. Your charges reflect this change. For details see [www.bt.com/VAT](http://www.bt.com/VAT)
- Did you know our most popular method of payment is the Monthly Payment Plan? See the reverse of this page.

## 📖 View your account online

[www.bt.com/youraccount](http://www.bt.com/youraccount)

H2H3

sheet 1 of 2

00002777

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## Your questions answered

- **How can I stop unwanted calls?**  
Log in to [www.bt.com/youraccount](http://www.bt.com/youraccount) to set up BT Privacy.  
For further information visit: [www.bt.com/privacy](http://www.bt.com/privacy)
- **Where can I find out about call charges?**  
You'll find a full summary of call charges at  
[www.bt.com/youraccount/pricing](http://www.bt.com/youraccount/pricing)
- **I've forgotten my password for www.bt.com - can you help?**  
Go to [www.bt.com/youraccount](http://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 make an extra payment...** Call **080044 3311**

**To manage your account...** Go to [www.bt.com/youraccount](http://www.bt.com/youraccount)

• **Change your Direct Debit** 24hrs Call **080044 3311**

**Fault with your phone line?** Go to [www.bt.com/fault](http://www.bt.com/fault)

24hrs Call **0800800151**


**Problem with Broadband?** Go to [www.bt.com/support](http://www.bt.com/support)

24hrs Call **08001114567**

**For a Large Print or Braille bill** Call **0800 800 150**

**For anything else...** Go to [www.bt.com/contact](http://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 18001 0800 800 150.

## Is everything OK?

**If not, you can contact us** via [www.bt.com/contact](http://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](http://www.otelo.org.uk)

For complaints about premium rate services, contact  
PhonepayPlus on 0800 500 212, or visit [www.thephonebook.bt.com](http://www.thephonebook.bt.com)

To see our Code of Practice visit [www.bt.com](http://www.bt.com) or call  
0800 800 150. For the terms and conditions for our products  
and services, go to [www.bt.com/terms](http://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](http://www.bt.com/payments)

Ofcom ([www.ofcom.org.uk](http://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. 18000000) and BT  
Payment Services Ltd (registered in England no. 06111881) Registered Offices  
81 Newgate Street London EC1A 7AJ.

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# How we worked out your bill

Total £

## Line rental and other basic charges

### Phoneline

**Unlimited Evening and Weekend Plan** - 28 Feb-27 Mar 10 £15.78

This is the cost of your calling plan (which includes line rental) at  
£15.78 a month, charged in advance from 28 Feb 2010 to 27 Mar 2010  
Including UK landline and 0845 / 0870 numbers within plan\*

**Friends and Family International** - 28 Feb-27 Mar 10 £0.99

This is the cost of your Friends and Family International charged in  
advance at £0.99 a month  
Calls to popular international destinations at low rates

**Total line rental and other basic charges** = £16.77

## What you used

**Phone usage** - See page 4 £33.99

You made 82 calls - 2 were free

= £33.99

**TOTAL including VAT** = £50.76

Interested in BT Total  
Broadband? Go to  
[www.bt.com/broadband](http://www.bt.com/broadband)  
or call us on  
0800 111 4567.



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# What you used

## Phone Line 020 7610 3562



### Call Summary

Type of call	No of calls	Total duration	Cost
To a UK phone line	3	9:18	£ 0.310
To a UK mobile	3	2:00	£ 0.690
To an 0845/0870 number	3	9:00	£ 0.510
To an international number	72	14:55:00	£ 30.960
Other calls	1	1:00	£ 1.520
<b>Totals</b>	<b>82</b>	<b>15:16:18</b>	<b>= £33.990</b>

### 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	6:18	Free
<b>Totals</b>	<b>2</b>	<b>6:18</b>	<b>Free</b>

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
30 Jan	1	0061425221247	Australia mbl	0:00:00	£ 0.370 P
30 Jan	1	0061425221247	Australia mbl	0:00:00	£ 0.370 P
30 Jan-27 Feb	25	0048566888026	Poland	5:29:00	£ 10.990 P
31 Jan-23 Feb	36	0048896723099	Poland	6:36:00	£ 13.930 P
2 Feb	1	07565 254333	Mobile Phone	0:00:00	£ 0.220
4 Feb-17 Feb	2	07931 556236	Mobile Phone	2:00	£ 0.470
11 Feb-22 Feb	6	0061393003106	Australia	1:19:00	£ 2.650 P
16 Feb	1	020 8735 3580	London	3:00	£ 0.310
21 Feb	1	0061739015261	Australia	55:00	£ 1.500 P
22 Feb	1	08459 157006	0845 Numbers	7:00	£ 0.250
22 Feb	1	08453 021479	0845 Numbers	0:00:00	£ 0.120
22 Feb	1	08456 043719	0845 Numbers	2:00	£ 0.140
22 Feb	1	118 118	Directory	1:00	£ 1.520
27 Feb	2	0061398482480	Australia	36:00	£ 1.150 P
<b>Total =</b>					<b>£ 33.990</b>

### Your savings

Friends and Family gives you discounts on your calls to mobiles and international numbers. For details go to [bt.com/friends](http://bt.com/friends)

**You saved a total of £ 219.31**

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 72 calls**

**You saved £ 219.31**