



Bringing it all together

Bill date
31 Mar 2010

For the period
28 Feb-27 Mar

Bill reference
M093 H&

Your account number
WR74975317

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

683

> This bill is for

✓ Phone line

Unlimited Evening and Weekend Plan
for 020 7610 3562



Dear Mr P Lisewski

Your bill came to £45.42

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

💡 Helpful hints

- VAT increased to 17.5% on 1 Jan. Your charges reflect this change. For details see 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

H2H3

sheet 1 of 2

00003932

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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.
For further information visit: 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
- **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 make an extra payment... Call **0800 44 33 11**

To manage your account... Go to www.bt.com/youraccount

• **Change your Direct Debit** 24hrs Call **0800 44 33 11**

Fault with your phone line? Go to www.bt.com/fault

24hrs Call **0800 800 151**


Problem with Broadband? Go to www.bt.com/support

24hrs Call **0800 111 4567**

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 18001 0800 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

Total £

Line rental and other basic charges



Phoneline

Unlimited Evening and Weekend Plan ▶ 28 Mar-27 Apr 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 Mar 2010 to 27 Apr 2010
Including UK landline and 0845 / 0870 numbers within plan*

Friends and Family International ▶ 28 Mar-27 Apr 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 £28.65
You made 60 calls - 2 were free

= £28.65

TOTAL including VAT = £45.42

Interested in BT Total
Broadband? Go to
www.bt.com/broadband
or call us on
0800 111 4567.

What you used

Phone Line 020 7610 3562



Call Summary

Type of call	No of calls	Total duration	Cost
To an 0845/0870 number	2	1:40	£ 0.000
To an international number	58	14:50:11	£ 28.650
Totals	60	14:51:51	= £28.650

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	1:40	Free
Totals	2	1:40	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 Feb	1	0048896723099	Poland	3:50	£ 0.200
28 Feb-28 Mar	13	0061739015261	Australia	4:55:20	£ 8.880
28 Feb-28 Mar	15	0048566888026	Poland	3:54:48	£ 7.460
4 Mar-28 Mar	24	0048896723099	Poland	5:02:43	£ 10.230
8 Mar	1	0048896487146	Poland	15:51	£ 0.500
17 Mar	1	0061732559156	Australia	0:28	£ 0.120
17 Mar	1	0061393003106	Australia	0:27	£ 0.120
17 Mar	1	0061398080819	Australia	2:18	£ 0.170
20 Mar	1	0061398482480	Australia	34:26	£ 0.970
Total =					£ 28.650

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 £ 189.57

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 58 calls

You saved £ 189.57