



Bringing it all together

Bill date
30 Apr 2010

For the period
28 Mar-27 Apr

Bill reference
M094 L3

Your account number
WR 7497 5317

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 £36.10

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

🔗 Helpful hints

- Did you know our most popular method of payment is the Monthly Payment Plan? See the reverse of this page.
- You can access answers to your most frequently asked questions by going to www.bt.com/youraccount and selecting Ask Emma.

🖥️ View your account online

www.bt.com/youraccount

H2

sheet 1 of 2

00002977

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WR74975317


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 within 8 weeks, 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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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 Apr-27 May 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 Apr 2010 to 27 May 2010
Including UK landline and 0845 / 0870 numbers within plan*

Friends and Family International ▶ 28 Apr-27 May 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 **£19.33**

You made 49 calls

= **£19.33**

TOTAL including VAT = **£36.10**

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 a UK phone line	1	6:56	£ 0.400
To a UK mobile	1	0:02	£ 0.220
To an international number	47	7:47:25	£ 18.710
Totals	49	7:54:23	= £19.330

Where you called

Date	No of calls	Number	Destination	Total duration	Total cost	
30 Mar	1	0048896723099	Poland	10:46	£ 0.370	P
31 Mar	1	07890 974527	Mobile Phone	0:02	£ 0.220	
1 Apr-28 Apr	20	0048896723099	Poland	2:34:03	£ 6.200	P
2 Apr-25 Apr	11	0048566888026	Poland	2:11:30	£ 4.580	P
3 Apr-25 Apr	7	0061739015261	Australia	1:25:06	£ 2.980	P
19 Apr	1	01494 441757	High Wycombe	6:56	£ 0.400	
25 Apr	1	0061398482480	Australia	1:20:19	£ 2.130	P
25 Apr	5	0061431899360	Australia mbl	2:21	£ 2.120	P
27 Apr	2	0061398080819	Australia	3:20	£ 0.330	P
Total = £19.330						

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 £104.46

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 47 calls

You saved £104.46