



Bill date  
30 Sep 2010

For the period  
28 Aug-27 Sep

Bill reference  
M099 41

Your account number  
**WR 7497 5317**

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

762

## > This bill is for

### ✓ Phone line

Unlimited Evening and Weekend Plan  
for 020 7610 3562



Dear Mr P Lisewski

## Your bill came to £45.46

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

## 🗨 Helpful hints

- You can access answers to your most frequently asked questions by going to [www.bt.com/youraccount](http://www.bt.com/youraccount) and selecting Ask Emma.

## 📖 View your account online

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

H2

sheet 1 of 2

00021384

Bill date  
30 Sep 2010

For the period  
28 Aug-27 Sep

Bill reference  
M099 41

Your account number  
WR 7497 5317

## 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 **0800 44 33 11**


**To manage your account...** Go to [www.bt.com/youraccount](http://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](http://www.bt.com/fault)  
24hrs Call **0800 800 151**

**Problem with Broadband?** Go to [www.bt.com/support](http://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](http://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](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 within 8 weeks, 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. 1800000) and BT Payment Services Ltd (registered in England no. 06111881) Registered Offices 81 Newgate Street London EC1A 7AJ.

Bill date  
30 Sep 2010

For the period  
28 Aug-27 Sep

Bill reference  
M099 41

Your account number  
WR 7497 5317

# How we worked out your bill

Total £



## Line rental and other basic charges

### Phone line

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

**Friends and Family International** ▶ 28 Sep-27 Oct 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 £28.69

You made 52 calls

= £28.69

**TOTAL including VAT** = £45.46

Interested in BT Total Broadband? Go to [www.bt.com/broadband](http://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 international number	52	13:55:42	£ 28.690
<b>Totals</b>	<b>52</b>	<b>13:55:42</b>	<b>= £28.690</b>

### Where you called

Date	No of calls	Number	Destination	Total duration	Total cost	
31 Aug	1	0048896723099	Poland	4:40	£ 0.230	7
31 Aug-28 Sep	25	0048896723099	Poland	6:39:51	£ 12.890	7
4 Sep-28 Sep	11	0048566888026	Poland	3:27:12	£ 6.460	7
5 Sep-17 Sep	9	0061739015261	Australia	2:48:11	£ 5.310	7
16 Sep	1	0061738227321	Australia	17:25	£ 0.550	7
16 Sep-17 Sep	2	0061398482480	Australia	31:31	£ 1.030	7
19 Sep	1	00302286091471	Greece	0:55	£ 0.130	7
19 Sep	2	00306972220145	Greece mbl	5:57	£ 2.090	7
<b>Total =</b>					<b>£ 28.690</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 £ 194.15**

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 52 calls**

**You saved £ 194.15**