



Bill date  
25 Oct 2010

For the period  
28 Sep-24 Oct

Bill reference  
F100 SX

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 final bill came to £7.24

**You don't need to do anything** - we'll take this amount from your bank account on or just after 8 November.

- **This final bill includes charges** from the date of your last bill.
- **We've refunded any basic charges** that you've paid in advance. You'll see your refunded charges in the 'Line rental and other basic charges' section of this bill.
- You've stopped your Unlimited Evening and Weekend Plan.

### 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.

H1H2

sheet 1 of 2

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PHME59919

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## Your questions answered

- **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.
- **Where can I find out more about BT products and promotions?**  
You can find all our promotions and products by going onto [www.productsandservices.bt.com](http://www.productsandservices.bt.com)

## 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)


**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)

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# How we worked out your bill

Total £



## Line rental and other basic charges

### Phone line

**Refund** Friends and Family ▶ 19 Oct-27 Oct 10 - £ 0.30

#### International

This is a refund of the price of the add on which you paid for in advance up to 27 Oct 2010

**Unlimited Evening and Weekend Plan** ▶ 1 Oct-18 Oct 10 - £ 4.43

Because there was a price change we need to reflect this in the following bill information:

> **Refund** Unlimited Evening and Weekend - £ 14.20 ▶ 1 Oct-27 Oct 10

#### Plan

This is a refund of the price of your calling plan (which includes line rental) at £15.78 per month which you paid in advance up to 27 Oct 2010

> **Unlimited Evening and Weekend Plan** £ 9.77 ▶ 1 Oct-18 Oct 10

This is the cost of your calling plan (which includes line rental) up to 18 Oct 2010 at £16.28 a month

**Total line rental and other basic charges** = - £ 4.73

## What you used

**Phone usage** ▶ See page 4 £ 11.97  
You made 25 calls

= £ 11.97

**TOTAL including VAT** = £ 7.24

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 an international number	25	5:34:29	£ 11.970
<b>Totals</b>	<b>25</b>	<b>5:34:29</b>	<b>= £11.970</b>

#### Where you called

Date	No of calls	Number	Destination	Total duration	Total cost	
30 Sep-17 Oct	9	0048566888026	Poland	3:01:53	£ 5.660	☞
30 Sep-17 Oct	9	0048896723099	Poland	1:51:10	£ 3.880	☞
1 Oct-10 Oct	5	0061739015261	Australia	40:41	£ 1.670	☞
7 Oct	1	0048698863117	Poland mbl	0:03	£ 0.380	☞
7 Oct	1	0048696051590	Poland mbl	0:42	£ 0.380	☞
<b>Total =</b>					<b>£ 11.970</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 £ 82.59**

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 25 calls**

**You saved £ 82.59**