

Bill date

Your account number

GB 0797 9572 M092 ID

Keep your bill and account number safe from fraudsters. More details at www.bt.com/scams

> This bill is for

- **Phone** for 020 8802 2650
- **Package** 020 8802 2650 **Broadband and Calls** Unlimited Broadband + Calls

MR L MILES FLAT 173 RESIDENCE TOWER **WOODBERRY GROVE** LONDON **N4 2BS**

Dear Mr Miles

Your bill came to £49.65

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

• On our website www.bt.com/includingyou you will find information about our standard and more specialised products and services. We hope it'll be useful for everyone, but it's especially aimed at our customers who find communication more challenging.

→ Helpful hints

- For information on BT's products and services for people with additional needs go to bt.com/includingyou
- You can access answers to your most frequently asked questions by going online at www.bt.com/helpwithmybill

account online

www.bt.com/mybt

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Your questions answered

Where can I find help with my bill? You can find answers to many of your questions online at www.bt.com/helpwithmybill

Standard line rental is payable by Direct Debit. If you don't pay by Direct Debit we'll move you to Line Rental Plus which includes a number of extra features and a choice of payment method. BT Basic, Line Rental Saver and Home Phone Saver customers will not need to move to Line Rental Plus if they choose not to pay by Direct Debit. Ofcom (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) Registered Office 81 Newgate Street London EC1A 7AJ.

Contacting us

Please have your account number ready. It's in the top right hand corner.

TO MANAGE YOUR ACCOUNT www.bt.com/mybt or 0800 44 33 11

You can view/download your bills, make payments, set up/manage your direct debit, check usage since your last bill and track orders.

FOR FAULTS AND TECHNICAL HELP

 PHONE LINE
 www.bt.com/help/phone or 0800 800 151

 BROADBAND
 www.bt.com/help/broadband or 0800 111 4567

 TV
 www.bt.com/help/tv or 0800 111 4567

 MOBILE
 www.bt.com/help/mobile or 0800 111 4567

SALES

PHONE LINE/BROADBAND www.bt.com/packages or 0800 800 150
TV www.bt.com/packages or 0800 800 900
MOBILE www.bt.com/help/mobile or 0800 111 4567

For a Large Print or Braille bill

0800 800 150 or www.bt.com/billformats

FOR ANYTHING ELSE

www.bt.com/contact or 0800 800 150

J If you have a textphone or use the Next Generation Text Lite App please dial 18001 before the number you want e.g. 18001 0800 800 150. More information is available at ngts.org.uk

Is everything OK?

If not, you can contact us by phone on 0800 800 150 or visit www.bt.com/contact and chat to us instantly – it's a quick and easy way to answer any questions you may have, and if we need more information we can ask you there and then. Alternatively, email us from the above link.

Most matters can be resolved by phone, chat or email, but if you do want to write in please include your account number, email address, day and evening contact number and your name and address. Write to:
BT Correspondence Centre, Providence Row, Durham, DH98 1BT. If we can't sort things out between us within eight weeks, you can then contact Ombudsman Services: Communications on 0330 440 1614, or at www.os-communications.org They offer free and independent advice on disputes. Or for online purchases, you can also use the Online Dispute Resolution service at www.ec.europa.eu/odr

To see our Customer Complaints Code visit www.bt.com/complaintscode or call 0800 800 150. For the terms and conditions for our products and services, go to www.bt.com/terms

How we worked out your bill

Total £

Rental and other charges

Total rental and other charges

Phone - 020 8802 2650 Call Minder with BT Call Protect - 6 Nov-5 Dec 17 This is the cost of your Call Minder with BT Call Protect charged in advance (£4.50 a month) BT Privacy at Home - Caller Display - 6 Nov-5 Dec 17 This is the cost of your BT Privacy at Home - Caller Display charged in advance (£1.75 a month) Friends and Family International - 6 Nov-5 Dec 17 £ 1.65 This is the cost of your Friends and Family International charged in advance at £1.65 a month Calls to popular international destinations at low rates The following advance charge for your package includes your line and applies from 6 Nov 2017 to 5 Dec 2017 **Broadband and Calls** • 6 Nov-5 Dec 17 £ 40.99 This is the cost of your Package at £40.99 a month, charged in advance from 6 Nov 2017 to 5 Dec 2017. This gives you: • Calling Plan Unlimited Weekend Calls Broadband Unlimited Broadband • Line Rental is now included in your package Yet to discover BT TV? See bt.com/bttv for a great TV service

Need help understanding your Bill? Visit bt.com/helpwithmybill

continues over the page

£ 48.89

How we worked out your bill continued

What you used Phone usage for 020 8802 2650 - See page 4 You made 2 call(s) Total usage charges = £ 0.76 TOTAL including any applicable taxes

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What you used

Phone 020 8802 2650



Call Summary

Type of call	No of calls	Total duration	Cost
To a UK mobile	2	0:09	£ 0.760
Totals	2	0:09	= £0.760

Calls

Date	Time	Number	Destination	Duration	Cost
Tue 17 Oct	19:10	07761 488538	Mobile Phone	0:02	£ 0.380
	19:25	07761 488538	Mobile Phone	0:07	£ 0.380
				$Total = f \cap 760$	

