



Bill date
07 May 2022

Account number
GB 1165 5010

Bill reference
Q038 3Z

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Miss D Castillo
86 Harold Road
London
E4 9SW

Hello Miss Castillo

Here's your latest bill. We've recently changed our prices so this bill looks a bit different. We explain it all on page 3.

Your last bill:
£92.32




✓ Thanks for paying
your bill in full

This bill:

£161.63

We'll take this on or just
after 15 May

Your recent bills:

May		£161.63
Feb		£92.32
Dec		£165.72

£161.63
Broadband Package

- > We've recently changed our prices so this bill looks a bit different
- > Your regular charges are £158.19
see page 3 for details

Manage all your BT services online

With My BT you can keep an eye on your bills and orders, get updates on your usage, and manage extras like Wi-Fi, email and cloud storage.

You'll need a BT ID to get started. If you haven't got one yet, don't worry. Create one now at bt.com/mybtlogin.

Digital Voice is coming soon

As part of a nationwide effort to bring you a better home phone service, we're upgrading all the old copper phone networks to Digital Voice by 2025.

We'll be in touch when it's your time to move, so you don't need to contact us.

If you have a burglar alarm or medical pendant, this is a good time to tell your provider about the switch.

For more information, visit bt.com/DigitalVoice



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How to get in touch

(You'll need this reference: GB 1165 5010)

Manage your account bt.com/mybt **0800 44 33 11**

View, download & print bills • Make payments • Manage Direct Debit
• Check what you're using • Track orders

Chat to us bt.com/contactus

It's a quick and easy way to answer any questions you might have.

Faults and technical help **0800 800 151**

Broadband bt.com/help/broadband

Landline bt.com/help/phone

Latest deals and anything else? **0800 800 150**

Landline, TV & broadband bt.com/packages

Mobile bt.com/mobile

Accessible numbers bt.com/contactus **0800 800 150**

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 www.ngts.org.uk.

Need to change your format?

Receive your bills and other important information in large print, braille or audio CD

bt.com/waystogetyourbill **0800 800 150**

Need to write to us?

Our address is: BT plc, PO Box 334, SHEFFIELD S98 1BT

Please include your account number, day and evening contact number, name and address.

Everything OK?

If not, and we haven't been able to sort out your complaint by eight weeks of you making it, you can contact the 'Ombudsman Services: Communications'. They provide free and independent advice on dispute resolution. You can contact them on **0330 440 1614**, or at www.ombudsman-services.org/complain-now.

Our Customer Complaints Code can be seen at bt.com/complaintscode or call **0800 800 150**.

British Telecommunications plc (registered in England no. 1800000)
Registered Office: 1 Braham Street, London, E1 8EE.



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Our prices changed on 31 Mar



What's changed since your last bill (37 days)

Our prices changed on 31 Mar. We've refunded you for services charged in advance on your last bill, and re-charged you at the new price.

See [What's changed since your last bill](#)

Your regular charges (92 days)

This bill covers your regular charges in advance at your new price.

See [Your regular charges](#)

Your services

Broadband Package

Broadband Package
Fibre 2

Landline
020 8524 3244
Pay As You Go
Line Rental Plus

Your benefits

Voicemail with BT Call Protect combines your personal voicemail with the ability to identify and stop nuisance calls

How we worked out your bill

Broadband Package

£161.63

Your regular charges

07 May - 06 Aug

Broadband Package: £53.52/month **£139.56**

Includes discount of £7.00/month for Special offer discount (ending 23 Aug 2022)

Go to <https://www.bt.com/myoffers> to find out the best deal

Voicemail with BT Call Protect: £4.03/month **£12.09**

Go to <https://www.bt.com/myoffers> to find out the best deal

Pay As You Go: £2.18/month **£6.54**

Each call costs a set amount per minute, whether it's to a UK landline number or a UK mobile, day or night.

Go to <https://www.bt.com/myoffers> to find out the best deal

What's changed since your last bill

31 Mar - 06 May

Broadband Package **£2.80**

Part month charge:

- Charge of £65.61 for your new price from 31 Mar (£53.52/month)
- Refund of -£62.81 for your old price you paid in advance (£51.24/month)

Voicemail with BT Call Protect **£0.42**

Part month charge:

- Charge of £4.94 for your new price from 31 Mar (£4.03/month)
- Refund of -£4.52 for your old price you paid in advance (£3.69/month)



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Pay As You Go

£0.22

Part month charge:

- Charge of £2.67 for your new price from 31 Mar (£2.18/month)
- Refund of -£2.45 for your old price you paid in advance (£2.00/month)

Your total

£161.63

(Including applicable taxes)