

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



Your recent bills:



£161.63Broadband 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



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?		
Latest deals and an	ything else?	0800 800 150
Latest deals and an Landline, TV & broadband	ything else? bt.com/packages	0800 800 150

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.

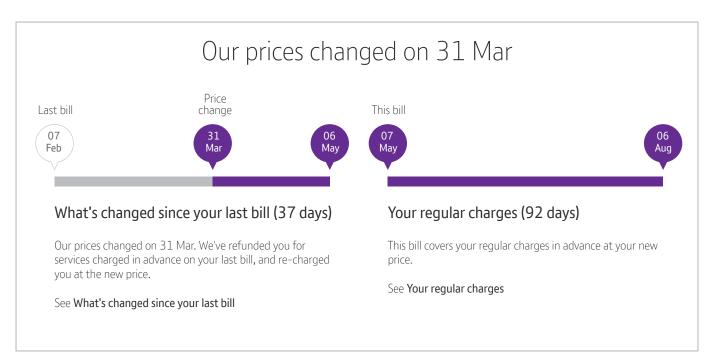
Everything OK?

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.





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 Includes discount of £7.00/month for Specia 2022)	£139.56 offer discount (ending 23 Aug
Go to https://www.bt.com/myoffers to find	out the best deal
Voicemail with BT Call Protect: £4.03/month Go to https://www.bt.com/myoffers to find	£12.09 out the best deal
Pay As You Go: £2.18/month	£6.54
Each call costs a set amount per minute, whet	ther 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)



Bill date 07 May 2022 Account number GB 1165 5010 **Bill reference** Q038 3Z

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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)