



Bill date
3 Apr 2018

Your account number
GB 1597 4408 M027 LQ

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

MR O GALLOWAY
11 SHANKLIN COURT
PALMERSTON ROAD
ACTON
LONDON
W3 8FU

> This bill is for

- ✓ **Phone**
for 020 8993 2794
- ✓ **Package**
020 8993 2794
Broadband and Calls
Unlimited BT Infinity 2 + Calls

Dear Mr Galloway

Your bill came to £39.15

You don't need to do anything - we'll take this amount from your bank account on or just after 11 April.

- 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.
- **Line Rental Saver.** You've paid in advance until 27 Jan 2019, making it easy for you and saving you money.

🗨 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

💻 View your 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

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**



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

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.

How we worked out your bill


Total £



Rental and other charges

 Phone - 020 8993 2794	
> Credit: Discount Caller Display ▶ 3 Apr-2 May 18	-£ 1.75
You get your Phone Line at a special rate. We show this on your bill by giving you a refund of £1.75 a month	
BT Privacy Caller Display 12 months ▶ 3 Apr-2 May 18	£ 1.75
offer This is the cost of your BT Privacy Caller Display 12 months offer charged in advance (£1.75 a month)	
BT Call Protect ▶ 3 Apr-2 May 18	£ 0.00
This is the cost of your BT Call Protect charged in advance (£0.00 a month)	
Friends and Family International ▶ 3 Apr-2 May 18	£ 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	

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

 Package - 020 8993 2794	
The following advance charge for your package includes your line and applies from 3 Apr 2018 to 2 May 2018	
Broadband and Calls ▶ 3 Apr-2 May 18	£ 56.49
This is the cost of your Package at £56.49 a month, charged in advance from 3 Apr 2018 to 2 May 2018. This gives you:	
<ul style="list-style-type: none">● Calling Plan Unlimited Weekend Calls● Broadband Unlimited BT Infinity 2● Line Rental is now included in your package Yet to discover BT TV? See bt.com/bttv for a great TV service	
> Credit: Line Rental Saver ▶ 3 Apr-2 May 18	-£ 18.99
Reduced line rental with Line Rental Saver	

Total rental and other charges	=	£ 39.15
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over the page



How we worked out your bill continued

What you used

Total £



 **Phone usage** for 020 8993 2794 £ 0.00
You didn't make any calls on this line

Total usage charges = **£ 0.00**

TOTAL including any applicable taxes = **£ 39.15**

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