



Bill date
18 Apr 2023

Account number
GB 2367 9072

Bill reference
M032 LY

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Mr V Chopra
Stratosphere Tower
55 Great Eastern Road
London
E15 1DS

Hello Mr Chopra

Here's your bill for April. We've recently changed our prices so this bill looks a bit different. For more information please visit bt.com/bill-explainer

Your last bill:
£39.96

✓ Thanks for paying
your bill in full

This bill:

£49.05

We'll take this on or just
after 26 Apr

Your recent bills:

Apr		£49.05
Mar		£39.96
Feb		£39.96

£49.05
Broadband Package

- > We've recently changed our prices so this bill looks a bit different
- > Your regular charges are £45.71
see page 3 for details

Manage all your BT services online

With My BT you can see your bill, keep an eye on what you're using and manage any extras like BT Cloud and BT Wi-Fi.

You'll need your BT ID to log in at bt.com/mybtlogin.

Need a little help?

To find out more about the products and services we offer for those with accessibility needs, visit bt.com/help/here-for-you



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How to get in touch

(You'll need this reference: GB 2367 9072)

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 bt.com/help **0330 1234 150**

Latest deals and anything else? **0330 1234 150**

Landline, TV & broadband bt.com/packages

Mobile bt.com/mobile

Accessible numbers bt.com/contactus **0330 1234 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 0330 1234 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 **0330 1234 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.

Calls to **0330 1234 150** are free when calling from the BT network, calls from other networks may be charged

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 **0330 1234 150**.

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Registered Office: 1 Braham Street, London, E1 8EE.



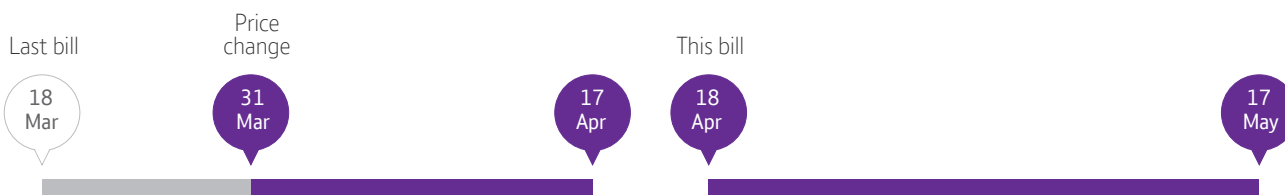
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Our prices changed on 31 Mar



What's changed since your last bill (18 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 (30 days)

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

See [Your regular charges](#)

Your services

Broadband Package

Broadband Package
Fibre 100 and Calls

Landline

020 4568 5627

Pay As You Go Calling Plan

How we worked out your bill

Broadband Package	£49.05
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Your regular charges

18 Apr - 17 May

Broadband Package: £51.71/month	£45.71
Includes discount of £6.00/month for Special offer discount	

What's changed since your last bill

31 Mar - 17 Apr

Broadband Package	£3.34
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Part month charge:

- Charge of £30.03 for your new price from 31 Mar (£51.71/month)
- Refund of -£26.69 for your old price you paid in advance (£45.96/month)

Your total

(Including applicable taxes)

£49.05