



Bill date
7 Oct 2015

Your account number
GB 1538 3286 M002 OX

MR D CALTON
108 HIGH ROAD
TILNEY CUM ISLINGTON
KING'S LYNN
PE34 3BJ

> This bill is for

- ✓ **Phone line**
Line rental
for 01553 618952
- ✓ **Package**
Broadband and Calls
Unlimited Broadband + Calls
- ✓ **BT Sport**

Dear Mr Calton

Your bill came to **£30.78**

You don't need to do anything - we'll take this amount from your bank account on or just after 15 October.

🗨 Helpful hints

- This bill includes price changes effective 20 September 2015
- 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** please use BT TextDirect by dialling 18001 before the number you want, for example 18001 0800 800 150

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 cannot resolve the issue between us within 8 weeks, you can then contact Ombudsman Services: Communications on 0330 440 1614, or visit www.os-communications.org Ombudsman Services: Communications offer a free and independent dispute resolution service.

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 For enquiries or complaints about premium rate services, visit www.phonepayplus.org.uk or contact PhonepayPlus on 0800 500 212.

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) and BT Payment Services Ltd (registered in England no. 06111881)
Registered Offices 81 Newgate Street London EC1A 7AJ.

How we worked out your bill


Total £




Rental and other charges

 Phone line - 01553 618952	
Line Rental ▶ 20 Sep-6 Oct 15	£ 0.56
Our prices have changed. We've refunded what you paid in advance and recharged you at the new price	
▶ Refund: Line Rental - £ 9.63 ▶ 20 Sep-6 Oct 15	
This is a refund of your Line Rental which you paid in advance up to 6 Oct 2015	
▶ Line Rental £ 10.19 ▶ 20 Sep-6 Oct 15	
This is the cost of your Line Rental up to 6 Oct 2015 at £17.99 a month	
Line Rental ▶ 7 Oct-6 Nov 15	£ 17.99
This is the cost of your Line Rental at £17.99 a month, charged in advance from 7 Oct 2015 to 6 Nov 2015	

◉ Prices changed so we've refunded what you paid in advance and recharged you at the new price.

 Package	
Broadband and Calls ▶ 7 Oct-6 Nov 15	£ 7.50
This is made up of:	
▶ Broadband and Calls £ 18.00	
This is the cost of your Package at £18.00 a month, charged in advance from 7 Oct 2015 to 6 Nov 2015. This gives you:	
● Calling Plan Unlimited Weekend Calls	
● Broadband Unlimited Broadband	
Yet to discover BT TV? See bt.com/bttv for a great TV service	
▶ Credit: Special offer discount - £ 10.50 ▶ 7 Oct-6 Nov 15	
You get your Package at a special rate. We show this on your bill by giving you a refund of £10.50 a month	
Your special offer discount lasts for 12 months	

 BT Sport	
BT Sport Lite ▶ 7 Oct-6 Nov 15	£ 0.00
This is made up of:	
▶ BT Sport Lite £ 13.50	
This is the cost of your BT Sport at £13.50 a month, charged in advance from 7 Oct 2015 to 6 Nov 2015	
▶ Credit: BT Sport Lite discount - £ 13.50 ▶ 7 Oct-6 Nov 15	
Broadband loyalty discount	

Total rental and other charges = **£ 26.05**


continues
over the page



How we worked out your bill continued

What you used

Total £

 **Phone usage** for 01553 618952 ▶ See page 4 £ 4.73
You made 7 call(s) - number of free call(s) 2

Total usage charges = **£ 4.73**

TOTAL including any applicable taxes = **£ 30.78**

What you used

Phone Line 01553 618952



Call Summary

Type of call	No of calls	Total duration	Cost
To a UK phone line	5	17:33	£ 2.250
To an 0845/0870 number	1	3:52	£ 0.653
Other calls	1	13:20	£ 1.824
Totals	7	34:45	= £4.727

*Calls to service numbers starting 084, 087, 09 and 118 consist of a 10.24p per minute access charge from BT, plus a service charge set by the company you called. See bt.com/ukcalling for more details.

Your free calls included with your calling plan

Type of free call	No of free calls	Total duration	Total cost
To UK phone line	2	0:45	Free
Totals	2	0:45	Free

*Calls up to an hour to 01, 02 & 03 numbers (except Channel Is & ISPs), 0845 & 0870 numbers (except Calling Card, Dial-through & ISPs). Charges apply if fair use limit exceeded.

What you used continued

Calls

Date	Time	Number	Destination	Duration	Cost
Thu 10 Sep	12:04	0345 6063606	Special Svce	2:47	£ 0.460
	12:52	01753 859159	Windsor	5:29	£ 0.750
	13:03	020 7350 5474	London	8:32	£ 1.040
	13:59	0845 2252505	Service No.	3:52	£ 0.653
Mon 14 Sep	17:31	0844 8911505	Service No.	13:20	£ 1.824
				Total =	£ 4.727