



Bill date  
22 Jan 2016

Your account number  
**GB 1481 6594** M010 7V

MR A MARGUIN  
FLAT 2A  
1A KENSINGTON HIGH STREET  
LONDON  
W8 5NP

## > This bill is for

- ✓ **Phone line**  
Line rental  
for 020 7937 0073
- ✓ **Package**  
**Broadband and Calls**  
Unlimited Broadband + Calls

Dear Mr Marguin

## Your bill came to **£17.44**

**You don't need to do anything** - we'll take this amount from your bank account on or just after 30 January.

## 🗨 Helpful hints

- You can access answers to your most frequently asked questions by going online at [www.bt.com/helpwithmybill](http://www.bt.com/helpwithmybill)

## 📄 View your account online

[www.bt.com/mybt](http://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](http://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](http://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.

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### FOR FAULTS AND TECHNICAL HELP

**PHONE LINE** [www.bt.com/help/phone](http://www.bt.com/help/phone) or **0800 800 151**

**BROADBAND** [www.bt.com/help/broadband](http://www.bt.com/help/broadband) or **0800 111 4567**

**TV** [www.bt.com/help/tv](http://www.bt.com/help/tv) or **0800 111 4567**

**MOBILE** [www.bt.com/help/mobile](http://www.bt.com/help/mobile) or **0800 111 4567**

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### SALES

**PHONE LINE/BROADBAND** [www.bt.com/packages](http://www.bt.com/packages) or **0800 800 150**

**TV** [www.bt.com/packages](http://www.bt.com/packages) or **0800 800 900**


**MOBILE** [www.bt.com/help/mobile](http://www.bt.com/help/mobile) or **0800 111 4567**

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**For a Large Print or Braille bill** **0800 800 150**  
or [www.bt.com/billformats](http://www.bt.com/billformats)

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**FOR ANYTHING ELSE** [www.bt.com/contact](http://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](http://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](http://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](http://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](http://www.bt.com/terms) For enquiries or complaints about premium rate services, visit [www.phonepayplus.org.uk](http://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](http://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 £


## From your previous bill

Your previous bill	- £ 14.45	
<b>Total credit carried forward to this bill</b>	=	<b>- £ 14.45</b>

## Rental and other charges

 <b>Phone line - 020 7937 0073</b>	
<b>Line Rental</b> ▶ 20 Jan-19 Feb 16	£ 17.99
This is the cost of your Line Rental at £17.99 a month, charged in advance from 20 Jan 2016 to 19 Feb 2016.	

Interested in superfast broadband speeds? Go to [www.bt.com/speed-inf](http://www.bt.com/speed-inf) or call us on 0800 085 2233

 <b>Package</b>	
<b>Broadband and Calls</b> ▶ 20 Jan-19 Feb 16	£ 13.90
This is made up of:	
> <b>Broadband and Calls</b> £ 19.20	
This is the cost of your Package at £19.20 a month, charged in advance from 20 Jan 2016 to 19 Feb 2016. This gives you:	
● <b>Calling Plan</b> Unlimited Weekend Calls	
● <b>Broadband</b> Unlimited Broadband	
Yet to discover BT TV? See <a href="http://bt.com/bttv">bt.com/bttv</a> for a great TV service	
> <b>Credit: Special offer discount</b> - £ 5.30 ▶ 20 Jan-19 Feb 16	
You get your Package at a special rate. We show this on your bill by giving you a refund of £5.30 a month	
Your special offer discount lasts for 12 months	
<b>Total rental and other charges</b>	= <b>£ 31.89</b>

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over the page

# How we worked out your bill continued

Total £

## What you used

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 **Phone usage** for 020 7937 0073 £ 0.00  
You didn't make any calls on this line

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**Total usage charges** = **£ 0.00**

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**TOTAL** including any applicable taxes = **£ 17.44**