



Bill date
7 May 2016

Your account number
GB 1586 3806 M005 SE

MR K MARSDEN
151 ARUNDEL DRIVE
POULTON LE FYLDE
FY6 7TS

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

> This bill is for

- ✓ Phone line
- ✓ Package
- ✓ TV
- ✓ BT Sport

Dear Mr Marsden

Your bill came to £44.34

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

🗨 Helpful hints

- To see what's on BT TV this month, don't forget to read BT Update, enclosed with your bill
- 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 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 line - 01253 424799**

Line Rental ▶ 7 May-6 Jun 16 £ 17.99
This is the cost of your Line Rental at £17.99 a month, charged in advance from 7 May 2016 to 6 Jun 2016

 Interested in superfast broadband speeds? Go to www.bt.com/speed-inf or call us on 0800 085 2233


 **Package**

Broadband and Calls ▶ 7 May-6 Jun 16 £ 9.85
This is made up of:

- > **Broadband and Calls** £ 25.00
This is the cost of your Package at £25.00 a month, charged in advance from 7 May 2016 to 6 Jun 2016. This gives you:
 - **Calling Plan** Unlimited Weekend Calls
 - **Broadband** Unlimited BT Infinity 1

Yet to discover BT TV? See bt.com/bttv for a great TV service

- > **Credit: Special offer discount** - £ 15.15 ▶ 7 May-6 Jun 16
You get your Package at a special rate. We show this on your bill by giving you a refund of £15.15 a month
Your special offer discount lasts for 12 months

 **TV**

Entertainment Plus ▶ 7 May-6 Jun 16 £ 10.00
This is the cost of your TV at £10.00 a month, charged in advance from 7 May 2016 to 6 Jun 2016

HD Extra ▶ 7 May-6 Jun 16 £ 4.00
This is the cost of your TV at £4.00 a month, charged in advance from 7 May 2016 to 6 Jun 2016
A great selection of HD channels

> **Credit: Entertainment Plus discount** ▶ 7 May-6 Jun 16 - £ 2.50
for 12 months
You get your TV at a special rate. We show this on your bill by giving you a refund of £2.50 a month

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over the page

How we worked out your bill continued

Rental and other charges continued

Total £

BT Sport

BT Sport Pack ▶ 7 May-6 Jun 16 £ 5.00

This is made up of:

> **BT Sport Pack** £ 0.00

This is the cost of your BT Sport on BT TV at £0.00 a month, charged in advance from 7 May 2016 to 6 Jun 2016

> **Monthly BT TV out of contract fee** £ 5.00 ▶ 7 May-6 Jun 16

This is the standard monthly BT TV out of contract fee for BT Sport Pack customers who are no longer in the minimum term of their BT TV

Total rental and other charges = £ 44.34

What you used

 **Phone usage** for 01253 424799 £ 0.00

You didn't make any calls on this line

Total usage charges = £ 0.00

TOTAL including any applicable taxes = £ 44.34