



Account number **VP 1665 0470**

Bill reference M036 0P

Bill issue date 4 Mar 2017

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FLAIR OFFICE SUPPLIES  
78 WARFIELD ROAD  
KELLYTHORPE INDUSTRIAL ESTATE  
DRIFFIELD  
YO25 9DJ

## BT Business bill

The total owed on this account is **£1,105.77** including VAT.

Thank you for paying by **Direct Debit** - this payment will be taken from your bank account on or just after 18 March.

- Any new charges and credits and any amounts brought forward from outstanding bills are shown on page 5.

- **Welcome to your new style paper bill.**

You told us our bills needed to be easier to understand. It's now shorter with just the important information you need. The rest of the detail is online - take a look now. Simply register or log on at [bt.com/billingonline](http://bt.com/billingonline)

**If there's anything you need, we're here to help**

Your BT Business Team

### This bill is for

> **Phone services** including

- 01377259222
- 01377259190
- 01377259223

> **Broadband services** including  
- 1 broadband service(s)

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**Online billing -  
available now.**



You can make payments, switch off your paper bill to go completely paper-free, analyse your bill to see if any savings can be made and much more.  
**[bt.com/business/billoptions](http://bt.com/business/billoptions)**

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## Contacting BT

Please have your account number ready. It's in the top right hand corner.

<b>Billing enquiries</b>	0800 032 8751 or <a href="http://www.bt.com/billing">www.bt.com/billing</a>
<b>Sales, Product information</b>	0800 800 152 or <a href="http://www.bt.com/bill/productsandservices">www.bt.com/bill/productsandservices</a>
<b>Faults and service problems</b>	0800 800 154 or <a href="http://www.bt.com/bill/help">www.bt.com/bill/help</a>

**Customers who use a textphone or the NGT Lite App** can dial us on any of our listed numbers, simply dial 18001 before the number. More information is available at [ngts.org.uk](http://ngts.org.uk)

## Our commitment to our customers

We aim to give an excellent service and our Code of Practice (available on [www.bt.com](http://www.bt.com)) sets out full details of what you can expect from BT. If you have a complaint:-

Please call 0845 600 6156 for the quickest response. If you decide you want to write to us, the address is BT Correspondence Centre, Durham, DH98 1BT.

If we do not answer your complaint within 8 weeks, or if we write to you saying that we cannot agree an outcome, you can ask the ombudsman to investigate: Ombudsman Services: Telecommunications, PO Box 730, Wilderspool Park, Warrington WA4 6WU, [www.os-communications.org](http://www.os-communications.org) 0845 050 1614

## Paying your bill

### Your payment will be collected by Direct Debit on or just after 18 March

Thank you for paying by Direct Debit. If you need to make a payment by any other method, or change direct debit details, please call our Billing Enquiries number **0800 032 8751**.

Whole bill Direct Debit Terms of Agreement:

BT reserves the right, from time to time, to bill separately any charges due in respect of any service provided or equipment supplied.

Either you or BT may terminate the Direct Debit agreement by giving 7 days' written notice.

Should you fail to make payments as agreed or fail to accept amendments to your payments when requested, BT reserves the right to cancel the Direct Debit Agreement and recover any monies due.

BT reserves the right to represent any failed payment at its discretion without notification to the customer.

Failure to make this payment may result in a charge being levied to your account as well as restriction of your service.

BT may amend the terms and conditions of this agreement by giving not less than 7 days' written notice.

#### Paper bill reminders

BT reserve the right not to send further paper reminders for payment of this invoice. To prevent late payment charges and possible restriction of service please ensure that payment is made by the due date shown.

Bill issue date  
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# BT Business bill

## Summary of charges this month

Regular charges	£ 478.78
The fixed charges for your services (eg line rental, package price)	
One-off charges and credits	£ 15.00
The costs for single items or services, or single credits we may make to you	
Adjustments	- £ 12.00
Changes or corrections made to one or more items, usually from previous bills	
Usage charges	£ 24.30
What you used this month (eg minutes or data outside any inclusive packages)	

**TOTAL not including VAT** £ 506.08

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Total VAT - see VAT summary page 4 £ 101.21

**Total for this bill** = £ 607.29

## Summary of charges for this account

Total for this bill £ 607.29

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Total outstanding from previous bills £ 498.48

**Please pay now** = £ 1,105.77



Did you know?  
You can look into all  
your charges in detail  
online and make your bill  
work for your business.  
Just go to  
[www.bt.com/billing](http://www.bt.com/billing)

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# Your VAT summary

## VAT summary

Total for items where VAT is charged at 20%	£ 506.08	
<b>Total excluding VAT</b>	<b>£ 506.08</b>	
VAT at 20%	£ 101.21	
<b>Total VAT</b>	<b>£ 101.21</b>	
<b>TOTAL</b> which includes total VAT of £ 101.21	=	<b>£ 607.29</b>

## Important information

Your VAT invoice number  
VP166504700361

BT VAT registration number  
GB245 7193 48

Tax point  
4 March 2017

## VAT calculation

### Items where VAT is charged at 20%

These figures exclude VAT

**Regular charges - 1 Feb-31 May 17** £ 478.78

- Phone services : £ 338.28
- Broadband services : £ 140.50
- Other account related items : £ 0.00

This is the charge in advance for your BT Broadband Prompt Care at £0.00 per month

**One-off charges and credits - 12 Feb 17** £ 15.00

- Other account related items : £ 15.00
- Debt Management OCB(Featureline)

**Adjustments - 20 Dec-26 Jan 17** - £ 12.00

- Other account related items : - £ 4.00
- Miscellaneous Credit BT Ref: ENQ5-0005370806
- Other account related items : - £ 4.00
- Miscellaneous Credit BT Ref: ENQ5-0005374978
- Other account related items : - £ 4.00
- Standard Payment Invoice fee refund BT Ref: ENQ5-0005830758

**Usage charges - 13 Jan-10 Feb 17** £ 24.30

- Phone services : £ 24.30

**TOTAL** for items where VAT is charged at 20% = £ 506.08

**Total VAT** at 20% £ 101.21

British Telecommunications plc  
Registered Office  
81 Newgate Street  
London EC1A 7AJ  
Registered in England  
1800000

FLAIR OFFICE SUPPLIES  
UNIT 78  
KELLETHORPE INDUSTRIAL ESTATE,  
KELLYTHORPE  
DRIFIELD  
YO25 9DJ