



Account number **GP 0031 0998**

Bill reference M003 YC

Bill issue date 18 Oct 2017

MR R COMPTON
CENTRE FOR RESOLUTION LIMITED
22 BORROWDALE DRIVE
WORCESTER
WR4 9HW

This bill is for

- > **Phone services** including
 - 01905 21717

BT Business bill

The total owed on this account is **£32.28** including VAT.

Thank you for paying by Direct Debit - this payment will be taken from your bank account on or just after 1 November.

- Any new charges and credits and any amounts brought forward from outstanding bills are shown on page 3.

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

Your BT Business Team

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

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Your account number

GP 0031 0998

Paying your bill

Your payment will be collected by Direct Debit on or just after 1 November

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, 0845 600 6156 .

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.

Contacting BT

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

Billing enquiries

0845 600 6156

or www.bt.com/billing

Sales, Product information

0800 400 400

or www.bt.com/bill/productsandservices

Faults and service problems

0800 800 154

or www.bt.com/bill/help



If you have a textphone or use the Next Generation Text Lite App

Please dial 18001 before the number you want e.g. 18001 0800 800 150.

More information is available at 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) 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 0845 050 1614

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.

BT Business bill

Summary of charges this month

Regular charges	£ 26.90
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The fixed charges for your services (eg line rental, package price)

Usage charges	£ 0.00
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What you used this month (eg minutes or data outside any inclusive packages)

TOTAL not including VAT	£ 26.90
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Total VAT - see VAT summary page 4	£ 5.38
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Total for this bill	=	£ 32.28
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Summary of charges for this account

Total for this bill	£ 32.28
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Total outstanding from previous bills	£ 0.00
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Please pay now	=	£ 32.28
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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

Bill issue date
18 Oct 2017

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Your account number
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Your VAT summary

VAT summary

Total for items where VAT is charged at 20%	£ 26.90
Total excluding VAT	£ 26.90
VAT at 20%	£ 5.38
Total VAT	£ 5.38
TOTAL which includes total VAT of £ 5.38	= £ 32.28

Important information

Your VAT invoice number
GP003109980031

BT VAT registration number
GB245 7193 48

Tax point
18 October 2017

VAT calculation

Items where VAT is charged at 20%

These figures exclude VAT

Regular charges ▶ 1 Oct 17-31 Oct 17	£ 26.90
• Phone services : £ 26.90	
Usage charges ▶ 22 Sep 17-12 Oct 17	£ 0.00
• Phone services : £ 0.000	
TOTAL for items where VAT is charged at 20%	= £ 26.90
Total VAT at 20%	£ 5.38

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

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