



Bill date
23 Apr 2016

Your account number



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

MR M MINDEL
APOLLO STUDIOS
12 CHARLTON KINGS ROAD
LONDON
NW5 2SB

P This bill is for

Q Phone line

Line rental

for



Q Package

Broadband and Calls

Unlimited Broadband + Calls

Q Broadband

NetProtect Plus

h Helpful hints

- If you need any help, see the back for how to contact us
- Search for numbers online at www.thephonebook.bt.com

| View your account online

www.bt.com/mybt

Dear Mr Mindel

Your first bill came to £60.94

Thank you for arranging to pay by Direct Debit. You don't need to do anything else we'll take this amount from your bank account on or just after 1 May.

- Welcome to BT. Thank you for choosing us.
- Thank you for taking out Broadband and Calls.
- Thank you for taking out NetProtect Plus.

Your Direct Debit payments

Thank you for arranging to pay by Whole Bill Direct Debit.

You've agreed to pay your bills by Direct Debit. You'll have the peace of mind of knowing that your bills are paid on time without having to do anything else. We'll still send you a bill each time, but that's just for information. If you prefer, you can opt for paper-free billing and we'll email your bills to you. To sign up, just go to www.bt.com/paperfree

If you want to change any arrangements - such as your bank account details or your payment date - just let us know, using the contact details on the right.

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

G 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 £
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One-off charges

Your line installation W22 Apr 16	£ 130.00
This is the standard charge for installing a new line	
Your line installation W22 Apr 16	- £ 100.00
You get your line installation at a special rate. We show this on your bill by giving you a discount This is the discount for your Connection Charge	
Other one-off charges W22 Apr 16	£ 7.95
This is the charge for the delivery of your BT product	
Total one-off charges	= £ 37.95

Rental and other charges

K Phone line 020 7482 6376

Thank you for adding a package. Because line rental isn't included in this package, we now need to charge you separately for this - as below.

Line Rental W22 Apr-21 May 16	£ 17.99
This is the cost of your Line Rental at £17.99 a month, charged in advance from 22 Apr 2016 to 21 May 2016	

A Package

Broadband and Calls W22 Apr-21 May 16	£ 5.00
This is made up of:	

P Broadband and Calls 18.00

This is the cost of your Package at £18.00 a month, charged in advance from 22 Apr 2016 to 21 May 2016. 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

P Credit: Special offer discount £ 13.00 W22 Apr-21 May 16

You get your Package at a special rate. We show this on your bill by giving you a refund of £13.00 a month

Your special offer discount lasts for 12 months

h You'll only be charged for your package from the date all your package services become available.

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over the page

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How we worked out your bill continued

Rental and other charges continued

Total £
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B Broadband	
NetProtect Plus	£ 0.00

h Get help with your BT Broadband, go to www.bt.com/help/broadband or call 0800 111 4567 free from your BT phone.

Total rental and other charges = £ 22.99

What you used

K Phone usage for 020 7482 6376	£ 0.00
You didn't make any calls on this line	

Total usage charges = £ 0.00

TOTAL including any applicable taxes = £ 60.94