



Bill date
12 Jul 2016

Your account number
CL 4823 5985 M139 4J

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

MR J P ARMSTRONG & MISS S BAXTER
A
10 WILLOW BRIDGE ROAD
LONDON
N1 2LA

> This bill is for

- ✓ **Phone line**
Line rental
for 020 7354 5159
- ✓ **Package**
Broadband and Calls
Unlimited BT Infinity 2 + Calls
- ✓ **BT Sport**

Dear Mr Armstrong

Your bill came to **£35.75**

You don't need to do anything - we'll take this amount from your bank account on or just after 20 July.

- On our website www.bt.com/includingyou you will find information about our standard and more specialised products and services. We hope it'll be useful for everyone, but it's especially aimed at our customers who find communication more challenging.
- **Line Rental Saver.** You've paid your line rental in advance until 17 Aug 2016, making it easy for you and saving you money.

🗨 Helpful hints

- This bill includes price changes effective of 3rd July 2016
- From 3 July, your Line Rental comes with Faster Fault Fixes

📄 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 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

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)
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