



Bill date
18 Feb 2020

Account number
GB 1483 6378 F059 WR

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Miss J Bailey
Christmas Farm
Glebe Rd
Mears Ashby
Northampton
NN6 0DL

92918 018602 0073 E 34300



Hello Miss Bailey

We're really sorry to see you go. Here's your final bill. You don't need to do anything, we'll take the Direct Debit payment as usual.

Your last bill:
£54.31

✓ Thanks for paying
your bill in full

Final bill:
£1.13

We'll take this on or just
after 26 Feb

£2.10
Broadband & Landline

-£0.97
BT Mobile

see page 3 for details

see page 3 for details



How to get in touch

(You'll need this reference: GB 1483 6378)

Manage your account bt.com/mybt 0800 443 311

View, download & print bills • Make payments • Manage Direct Debit

• Check what you're using • Track orders

Chat to us bt.com/contactus

It's a quick and easy way to answer any questions you might have.

Faults and technical help 0800 800 151

Broadband bt.com/help/broadband

Landline bt.com/help/phone

Mobile bt.com/help/mobile

Latest deals and anything else? 0800 800 150

Landline, TV & broadband bt.com/packages

Mobile bt.com/mobile

Accessible numbers bt.com/contactus 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 www.ngts.org.uk.

Large print, Braille or audio bills

bt.com/billformats 0800 800 150

Need to write to us?

Our address is: BT Correspondence Centre, Providence Row, Durham, DH98 1BT. Please include your account number, day and evening contact number, name and address.

Everything OK?

If not, and we haven't been able to sort out your complaint by eight weeks of you making it, you can contact the 'Ombudsman Services: Communications'. They provide free and independent advice on dispute resolution. You can contact them on 0330 440 1614, or at www.ombudsman-services.org/complain-now.

For online purchases you can also contact the Online Dispute Resolution service at www.ec.europa.eu/odr.

Our Customer Complaints Code can be seen at bt.com/complaintscode or call 0800 800 150.

How you pay

You are paying by Direct Debit for your Standard Line Rental. If you change from Direct Debit we'd move you to Line Rental Plus which allows a wider variety of payment methods and provides additional calling features.

British Telecommunications plc (registered in England no. 1800000)
Registered Office 81 Newgate Street London EC1A 7AJ.



How we worked out your bill

Broadband & Landline

£2.10

What you've used - 01604 812228

Landline usage charges £0.00

Usage summary

Call Type	No. of calls	Min:Sec	Cost (£)
In plan	11	70:33	0.00
Totals	11	70:33	0.00

What's changed since your last bill

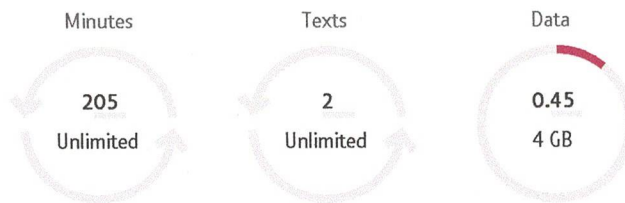
My Anytime Calls : £3.50/month	15 Jan - 13 Feb	£3.39
This is the cost of your calling plan at £3.50 a month. Standard price £9.00 with a loyalty discount of £5.50 a month.		
Broadband and Calls : £39.99/month	14 Feb	-£1.29

BT Mobile - 07712 644704

-£0.97

What you've used

In plan summary



What's changed since your last bill

12 Feb - 14 Feb

BT Broadband Discount : £5.00/month	£0.48
You get a discount on your mobile plan because you have broadband with us	
BT Mobile 2GB Plan : £15.00/month	-£1.45
Every month you'll get 2GB of data and unlimited minutes and texts	

Your total

£1.13

(Including applicable taxes)

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