



Bringing it all together

Your account and bill number  
**WM 3492 2411 Q037 JR**



Date  
**27 January 2011**

If you have a query  
please see reverse for  
our contact details.



941

MR DAVID BIJL  
~~DICTASCRIBE LTD~~  
4 HIGHFIELD RD  
MALVERN  
WR14 1HS



## Internet Services

Bill for account number 3492 2411

Rental charges	£ 115.47
VAT	£ 23.09
Brought forward	- £ 345.68
Payments	- £ 140.96

**Credit balance £ 348.08**

### Improve your cost control and help save paper

With paper-free billing you'll not only  
help to reduce wasted paper, but you'll  
also benefit from improved cost control:

- Call Analysis - by type, destination  
and frequency
- Less Paper-work - downloadable online  
bills, including VAT invoices
- Email Alerts - set up alerts to  
monitor unusually high call costs
- View calls since last bill

Sign up at [www.bt.com/business/lesspaper](http://www.bt.com/business/lesspaper)

#### New VAT rate

From January 2011, the standard  
VAT rate of 17.5% increased to  
20%.

For more information, go to  
[www.bt.com/business/vat](http://www.bt.com/business/vat)

No payment is required.

## Bill enquiries for BT Business Broadband

# 0845 600 7020

## Bill enquiries for BT Business Connect

# 0845 600 7020

Your account and bill number  
**WM 3492 2411 Q037 JR**

Please quote this account number if asking for information on your account. Please keep it safe.

### We'll do our best to help you now and in the future

We promise that we'll always do our best to help you, but sometimes some issues are beyond our control. But we do value your feedback, which is taken into consideration when we review our products and services. This means that while we may not be able to help you straightaway, we'll do our best to help you in future.

### Paying this BT Business bill

If you're paying your BT Business account at the same time as any other BT bills, please make sure that you separate the payment slips from all your bills and enclose them with your payment. This will help us allocate your payments quickly. If paying by cheque, please remember to write your account number on the back.

### To view a sample bill explanation

**BT Business Connect** customers visit :

[www.btbusinessoffice.com/samplebill](http://www.btbusinessoffice.com/samplebill)

**BT Business Broadband** customers visit :

[www.btbroadbandoffice.com/samplebill](http://www.btbroadbandoffice.com/samplebill)

### BT Business - our commitment to you

You are important to us. We are committed to offering you a first-rate service and we're happy only if you are. We want to hear from you, so please give us your feedback - good or bad.

#### Monthly Payment Plan

You can spread the cost of your bills by paying a set amount each month by Direct Debit on the day you choose. This means you know when payments will be taken, helping you manage your cashflow. Monthly Payment Plan is subject to status.

#### Whole Bill Direct Debit

You can pay the whole amount of your bill by Direct Debit. We give the date on your bill when we'll collect payment (normally 10 working days after the bill date).

#### Set up Direct Debit

You can set up Direct Debit options for this and future bills at [www.bt.com/billonline](http://www.bt.com/billonline). Alternatively call our automated service on 0800 44 33 11. You will need your bank account details when you call.

#### Payment processing fee

If you do not pay by Direct Debit or Monthly Payment Plan, a payment processing fee will be charged by BT Payment Services Ltd, a BT Group company, for processing your payment.

### Please call us on

BT business Broadband enquiries **0845 600 7020**

BT business Connect enquiries **0845 600 7020**

### Or contact us by

E-mailing us on

BT business Broadband:  
[billing@btbroadbandoffice.com](mailto:billing@btbroadbandoffice.com)  
BT Connect: [billing@btbroadbandoffice.com](mailto:billing@btbroadbandoffice.com)

Faxing us on

BT business Broadband: **01908860139**  
BT business Connect: **01977 598689**

### Our commitment to our customers

For any **enquiry or complaint**, you should first contact your appropriate technical or billing team (either via email or telephone).

If, at any time you are unhappy with the way your complaint is being handled, please ask to speak to a manager, who will transfer you to our Complaint Management and Resolution Team if he or she is unable to resolve the complaint for you.

If after this you remain dissatisfied, you can ask for our Complaint Review Service to investigate. This is a specialist, impartial team that will work closely with you to find a solution to any outstanding problems.

If you are unhappy with the final outcome, you may want to consider contacting Otelo (see below for contact details), who will decide whether or not to accept your complaint. Before contacting Otelo, you must have given us the opportunity to resolve the matter as outlined above.

**Office of Telecommunications Ombudsman (Otelo)**, PO Box 730, Wilderspool Park, Warrington, WA4 6WU. Tel: **0845 0501614** (local rate). [www.otelo.org.uk](http://www.otelo.org.uk)

**If you have a complaint about premium rate calls please contact PhonepayPlus, Freepost WC5468, London SE1 2BR or [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)**

The Office of Communications (Ofcom) regulates the communications industry, which includes telecommunications providers, and approves the dispute resolution scheme run by Otelo. Should you wish to contact Ofcom please visit their website [www.ofcom.org.uk](http://www.ofcom.org.uk) or write to Ofcom Contact Centre, 2a Southwark Bridge Road, London SE1 9HA

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

#### To pay by debit or credit card

You can pay your latest bill online using your debit or credit card at [www.bt.com/fastpay](http://www.bt.com/fastpay). Alternatively, you can call our automated service on 0800 44 33 11.

#### To pay by BACS

Please contact your bank or building society quoting the BT Barclays bank account number 00835757 sort code 20-00-00. You must send your bill details to us so that we can allocate your payments. You can send your remittance advice and/or BT payment slips by post to BT Payment Services Ltd, BT Telephone Payment Centre, Durham, DH98 1BT. Alternatively you can send these to us by email to [bacs1.sth@bt.com](mailto:bacs1.sth@bt.com) or by electronic fax to 01908 862289. Each BT bill has its own 16-digit account and bill number that appears on the top left hand side of the bill. You must include these details for each BT account that you are paying.

#### To pay by cheque

Make your cheque payable to BT Payment Services Ltd, cross it A/C payee only and write your account number on the back.

Send cheque and completed payment slip to BT Telephone Payment Centre, Durham, DH98 1BT (or use the envelope provided). We don't accept post-dated cheques. Do not send cash by post.

#### Late payment charges

Please pay your bill promptly as failure to do so could lead to a late payment charge and/or interest charges. Switching to Monthly Payment Plan or Direct Debit will ensure you are at no risk of this charge.






Date  
27 January 2011

Your account and bill number  
WM 3492 2411 Q037 JR

Your account number  
3492 2411

## Summary and detail

### Bill totals

 This is a summary of your main bill totals including VAT, where applicable, and where to find information of each total.

Rental charges	£ 115.47
VAT	£ 23.09
Brought forward	- £ 345.68
Payments	- £ 140.96
Credit balance	£ 348.08

see page 3  
see pages 3 to 4  
see page 3  
see page 3

### Rental charges £ 115.47

#### Line rental £ 115.47

Date/period	Description	Quarterly charge	Cost
1 Jan-31 Mar	Charges in advance for BT Business Total Broadband Optn 2 1 Year Re-sign	85.47	85.47
1 Jan-31 Mar	Charges in advance for Internet Business Pack @ 5.00 p/m	15.00	15.00
1 Jan-31 Mar	Charges in advance for BT Business Static IP Address	15.00	15.00

Total 115.47

### Brought forward - £ 345.68 deducted from your bill

This credit amount has been deducted from your bill/statement total.

Date	Description	Amount
27 Oct	Brought forward	- 345.68

### Payments - £ 140.96 deducted from your bill

#### Payments in advance - £ 140.96

These are the payments you've made that have been set against the total of this bill/statement.

Description	Amount
PAYMENT IN ADVANCE - THANK YOU	- 140.96

### VAT £ 23.09

This section is your VAT invoice  
You should keep this section for tax purposes

VAT rate	Charge (ex VAT)	Total VAT
20%	£ 115.47	£ 23.09

see page 4

Summary and detail

VAT continued

VATable charges

£ 115.47

Charges at 20%

£ 115.47

Date/period	Description	Charge (ex VAT)
1 Jan-31 Mar	Rental charges	115.47

VAT invoice number

WM34922411Q0371

Tax point

27 January 2011

British Telecommunications plc

Registered Office 81 Newgate Street

LONDON EC1A 7AJ

Registered in England number 1800000

VAT registration number 245 7193 48

MR DAVID BIJL

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