



Bill date
15 Nov 2023

Account number
GB 2241 1766

Bill reference
M050 RV

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Mrs E Jones
Flat 8 Imperial House
9 Victory Place
London
E14 8BQ

Hello Mrs Jones

Here's your bill for November. It includes some charges for additional usage.

Your last bill:
£69.59

✓ Thanks for paying
your bill in full

This bill:

£69.53

We'll take this on or just
after 23 Nov

Your recent bills:

Nov		£69.53
Oct		£69.59
Sep		£69.23

£57.49
Broadband Package

- > Your regular charges are £57.49
see page 3 for details

£12.04
BT Mobile

- > You sent 5 out of plan texts, so there's an extra £0.30 to pay
- > Your regular charges are £11.74
see page 3 for details

Manage all your BT services online

With My BT you can keep an eye on your bills and orders, get updates on your usage, and manage extras like Wi-Fi, email and cloud storage.

You'll need a BT ID to get started. If you haven't got one yet, don't worry. Create one now at bt.com/mybtlogin.

Use Our MyBT app

Want to keep track of what you're using and see how much data, minutes and texts you've got left in your BT Mobile plan?

Why not install our helpful MyBT app? You can find out more at bt.com/help/account-and-billing/how-to-use-the-my-bt-app



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How to get in touch

(You'll need this reference: GB 2241 1766)

Manage your account bt.com/mybt **0800 44 33 11**

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 bt.com/help **0330 1234 150**

Latest deals and anything else? **0330 1234 150**

Landline, TV & broadband bt.com/packages

Mobile bt.com/mobile

Accessible numbers bt.com/contactus **0330 1234 150**

If you use the Relay UK app or a textphone, please dial **18001** before the number you want e.g. **18001 0330 1234 150**. More information is available at www.relayuk.bt.com

Need to change your format?

Receive your bills and other important information in large print, braille or audio CD

bt.com/waystogetyourbill **0330 1234 150**

Need to write to us?

Our address is: BT plc, PO Box 334, SHEFFIELD S98 1BT

Please include your account number, day and evening contact number, name and address.

Calls to **0330 1234 150** are free when calling from the BT network, calls from other networks may be charged

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.

Our Customer Complaints Code can be seen at bt.com/complaintscode or call **0330 1234 150**.

British Telecommunications plc (registered in England no. 1800000)
Registered Office: 1 Braham Street, London, E1 8EE.



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Your services

Broadband Package

Broadband Package
Fibre Halo 3 and Complete Wi-Fi

Landline
020 7068 0064
Pay As You Go

BT Mobile

07969 964617
BT Mobile 6GB Single SIM 5G Plan

How we worked out your bill

Broadband Package £57.49

Your regular charges

15 Nov - 14 Dec

Broadband Package: £55.00/month £55.00

Pay As You Go: £2.49/month £2.49

Each call costs a set amount per minute, whether it's to a UK landline number or a UK mobile, day or night.

BT Mobile - 07969 964617 £12.04

Your regular charges

15 Nov - 14 Dec

BT Mobile 6GB Single SIM 5G Plan: £16.74/month £11.74

Includes discount of £5.00/month for BT Broadband Discount

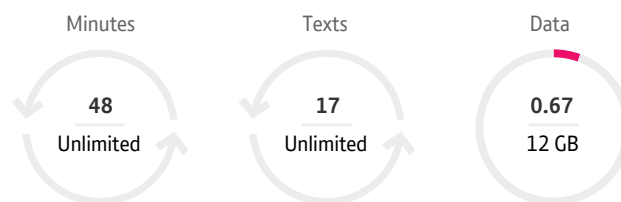
What you've used

Out of plan charges £0.30

Out of plan summary - view detailed usage on page 4

Type	Used	Cost (£)
Message	5	0.30
Totals	5	£0.30

In plan summary



This includes your 6 GB Mobile Data Boost for being a BT Halo customer

Your total £69.53

(Including applicable taxes)

As a BT Halo customer you get our:

- > Home Tech Experts
- > Wi-fi in every room
- > Keep Connected Promise
- > Mobile Data Boost

For more information visit bt.com/halo or log into My BT

With Roam Like Home you can use your mobile abroad in 47 destinations without paying extra roaming charges.



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What you used: the detail

BT Mobile - 07969 964617

Message details

When	To	Type	Cost (£)
02 Nov 06:19	+48510939755	International SMS	0.06
09:00	+48510939755	International SMS	0.06
09:00	+48510939755	International SMS	0.06
09:21	+48510939755	International SMS	0.06
08 Nov 13:02	+48510939755	International SMS	0.06
Total			£0.30