



Bill date
11 May 2022

Account number
GB 2624 6999

Bill reference
M003 L7

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Mr M Radosavljevic
Flat 136 Napier House
Bromyard Avenue
Acton
London
W3 7FJ

Hello Mr Radosavljevic
Here's your bill for May.

Your last bill:
£49.99

✓ Thanks for paying
your bill in full

This bill:

£49.99

We'll take this on or just
after 19 May

Your recent bills:

May		£49.99
Apr		£49.99
Mar		£49.99

£49.99
Broadband Package

> Your regular charges for Digital Voice are £49.99
see page 3 for details

Manage all your BT services online

My BT gives you access to view your bill, monitor your usage and manage your extras such as BT Cloud, BT Wi-fi and more.

To log in to My BT, you'll need your BT ID (your username and password).

Need a little help?

To find out more about the products and services we offer for those with accessibility needs, visit bt.com/help/here-for-you



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How to get in touch

(You'll need this reference: GB 2624 6999)

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 **0800 800 151**

Broadband bt.com/help/broadband

Landline bt.com/help/phone

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.

Need to change your format?

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

bt.com/waystogetyourbill **0800 800 150**

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.

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 **0800 800 150**.

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
Your package includes Fibre 2, Complete Wi-Fi, BT Cloud, BT Web Protect and BT Virus Protect

Landline

020 3971 4883

Pay As You Go Calling Plan

How we worked out your bill

Broadband Package	£49.99
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Your regular charges

11 May - 10 Jun

Broadband Package: £49.99/month	£44.99
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Includes discount of £5.00/month for Special offer discount

Pay As You Go Calling Plan: £5.00/month	£5.00
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Each call costs a set amount per minute, whether it's to a UK landline number or a UK mobile, day or night.

Your total	£49.99
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(Including applicable taxes)