



Bill date
23 Aug 2012

Bill reference
Q007 9E

Your account number
GB 0919 8053

Mr D.A Baxter
84 Godfrey Way
Dunmow
CM6 2SE

169

> This bill is for

✓ **Phone line**

Line rental
for 01371 879772

✓ **Package**

Broadband and Calls

Broadband Option 3 and Anytime
Calls



Dear Mr Baxter

Your account is £22.24 in debit

You don't need to do anything Even though your monthly payments don't quite cover your charges, we'll still only take £65.50 on or just after the 7th day of each month

Helpful hints

- You can access answers to your most frequently asked questions by going online at www.bt.com/helpwithmybill

View your account online

www.bt.com/mybt

Your bill and account number are valuable to scammers - please keep them safe.
For more info log onto www.bt.com/yoursecurity

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included

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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 and download your bills, set up/manage your Direct Debit or Monthly Payment Plan, make an extra payment, check your usage since your last bill and track your 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
VISION www.bt.com/help/tv or 0800 111 4567

SALES

PHONE LINE/BROADBAND www.bt.com/packages or 0800 800 150
VISION www.bt.com/packages or 0800 800 900

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 please use BT TextDirect by dialling 18001 before the number you want, for example 18001 0800 800 150

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 cannot resolve the issue between us within 8 weeks, you can then contact Ombudsman Services: Communications on 0330 440 1614, or visit www.os-communications.org Ombudsman Services: Communications offer a free and independent dispute resolution service.

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