



Bill date
21 Sep 2017

Your account number
GB0977 8627 M076 KQ

Keep your bill and account number safe from fraudsters.
More details at www.bt.com/scams

MR D ELFFERS
MRS ZELKA ELFFERS
16 THE CALDWELL BUILDING
10 LIME AVENUE TRUMPINGTON
CAMBRIDGE
CB2 9DE

> This bill is for

- ✓ **Phone**
01223 844929
- ✓ **Package**
01223 844929
Broadband and Calls
Unlimited BT Infinity 2 + Calls

Dear Mr Elffers

Your bill came to £55.79

You don't need to do anything - we'll take this amount from your bank account on or just after 29 September.

There have been changes to your products since your last bill which caused part monthly charges. We show these in a different section of the bill to help you see which charges are for a

- full month, and which charges are for part of a month.

Thank you for continuing to use BT at your new address. We'll send all future correspondence to this address. This bill covers charges that relate to both your old and new addresses.

🗨️ Helpful hints

- For information on BT's products and services for people with additional needs go to bt.com/includingyou
- 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

How we worked out your bill

Total £

Rental and other charges

Phone - 01223 844929

Line Rental - 21 Sep-20 Oct17 £ 0.00

This is the cost of your Line Rental at £0.00 a month, charged in advance from 21 Sep 2017 to 20 Oct 2017

International Freedom - 21 Sep-20 Oct17 £ 7.80

This is the cost of your International Freedom charged in advance at £7.80 a month

Inclusive calls to 36 international destinations

Package - 01223 844929

The following advance charge for your package includes your line and applies from 21 Sep 2017 to 20 Oct 2017

Broadband and Calls - 21 Sep-20 Oct17 £ 47.99

This is made up of:

> **Broadband and Calls** £ 56.49

This is the cost of your Package at £56.49 a month, charged in advance from 21 Sep 2017 to 20 Oct 2017. This gives you:

- Calling Plan: Unlimited Weekend Calls
- Broadband: Unlimited BT Infinity 2
- Line Rental is now included in your package

Yet to discover BT TV? See bt.com/bttv for a great TV service

> **Credit: Special offer discount** - £ 8.50 - 21 Sep-20 Oct 17

You get your Package at a special rate. We show this on your bill by giving you a refund of £8.50 a month

Your special offer discount lasts for 12 months

Total rental and other charges = £ 55.79

Need help understanding your Bill? Visit bt.com/helpwithmybill


continues over the page

Bill date
21 Sep 2017

Your account number
GB 0977 8627 M076 KQ

How we worked out your bill continued

What you used

		Total £ ▼
 Phone usage for 01223 844929 You didn't make any calls on this line	£ 0.00	
Total usage charges	=	£ 0.00
<hr/>		
TOTAL including any applicable taxes	=	£ 55.79

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Bill date
21 Oct 2017

Your account number
GB0977 8627 M077 06

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> This bill is for

- ✓ **Phone**
for 01223 844929
- ✓ **Package**
01223 844929
Broadband and Calls
Unlimited BT Infinity 2 + Calls

Dear Mr Elffers

Your bill came to £86.39

You don't need to do anything - we'll take this amount from your bank account on or just after 29 October.

On our website www.bt.com/includingyou you will find information about our standard and more specialised products and services. We hope it'll be useful for everyone, but it's especially aimed at our customers who find communication more challenging.

🗨️ Helpful hints

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How we worked out your bill

Total £



Rental and other charges



Phone - 01223 844929

Caller Redirect - 21 Oct-20 Jan 18 £ 30.60

This is the cost of your Caller Redirect charged in advance £30.60 a quarter

Line Rental - 21 Oct-20 Nov 17 £ 0.00

This is the cost of your Line Rental at £0.00 a month, charged in advance from 21 Oct 2017 to 20 Nov 2017

International Freedom - 21 Oct-20 Nov 17 £ 7.80

This is the cost of your International Freedom charged in advance at £7.80 a month
Inclusive calls to 36 international destinations

Need help understanding your Bill? Visit bt.com/helpwithmybill



Package - 01223 844929

The following advance charge for your package includes your line and applies from 21 Oct 2017 to 20 Nov 2017

Broadband and Calls - 21 Oct-20 Nov 17 £ 47.99

This is made up of:

> **Broadband and Calls** £ 56.49

This is the cost of your Package at £56.49 a month, charged in advance from 21 Oct 2017 to 20 Nov 2017. This gives you:

- Calling Plan Unlimited Weekend Calls
- Broadband Unlimited BT Infinity 2
- Line Rental is now included in your package

Yet to discover BT TV? See bt.com/bttv for a great TV service

> **Credit: Special offer discount** - £ 8.50 - 21 Oct-20 Nov 17

You get your Package at a special rate. We show this on your bill by giving you a refund of £8.50 a month

Your special offer discount lasts for 12 months

Total rental and other charges = £ 86.39

continues
over the page



Bill date
21 Oct 2017

Your account number
GB 0977 8627 M077 O&

How we worked out your bill continued

What you used

Total £
▼



Phone usage for 01223 844929
You didn't make any calls on this line

£ 0.00

◊ Need help understanding
your Bill? Visit
bt.com/helpwithmybill

Total usage charges

=

£ 0.00

TOTAL including any applicable taxes

=

£ 86.39



Bill date
21 Nov 2017

Your account number
GB0977 8627 M078 SF

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MRS ZELKA ELFFERS
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CAMBRIDGE
CB2 9DE

> This bill is for

- ✓ **Phone**
for 01223 844929
- ✓ **Package**
01223 844929
Broadband and Calls
Unlimited BT Infinity 2 + Calls

Dear Mr Elffers

Your bill came to **£55.79**

You don't need to do anything - we'll take this amount from your bank account on or just after 29 November.

On our website www.bt.com/includingyou you will find information about our standard and more specialised products and services. We hope it'll be useful for everyone, but it's especially aimed at our customers who find communication more challenging.

🗨️ Helpful hints

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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

How we worked out your bill

Total £
▼

Rental and other charges

Phone - 01223 844929

International Freedom * 21 Nov-20 Dec 17 £ 7.80

This is the cost of your International Freedom charged in advance at £7.80 a month

Inclusive calls to 36 international destinations

Package - 01223 844929

The following advance charge for your package includes your line and applies from 21 Nov 2017 to 20 Dec 2017

Broadband and Calls * 21 Nov-20 Dec 17 £ 47.99

This is made up of:

> **Broadband and Calls** £ 56.49

This is the cost of your Package at £56.49 a month, charged in advance from 21 Nov 2017 to 20 Dec 2017. This gives you:

- Calling Plan Unlimited Weekend Calls
- Broadband Unlimited BT Infinity 2
- Line Rental is now included in your package

Yet to discover BT TV? See bt.com/bttv for a great TV service

> **Credit: Special offer discount** - £ 8.50 * 21 Nov-20 Dec 17

You get your Package at a special rate. We show this on your bill by giving you a refund of £8.50 a month

Your special offer discount lasts for 12 months

Total rental and other charges = **£ 55.79**

Need help understanding your Bill? Visit bt.com/helpwithmybill

Bill date
21 Nov 2017

Your account number
GB 0977 8627 M078 SF

How we worked out your bill continued

What you used

Total £



Phone usage for 01223 844929
You didn't make any calls on this line

£ 0.00

Total usage charges

= £ 0.00

Need help understanding
your Bill? Visit
bt.com/helpwithmybill

TOTAL including any applicable taxes

= **£ 55.79**



Bill date
21 Dec 2017

Your account number
GB 0977 8627 M079 WX

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MR D ELFFERS
MRS ZELKA ELFFERS
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> This bill is for

- ✓ **Phone**
for 01223 844929
- ✓ **Package**
01223 844929
Broadband and Calls
Unlimited BT Infinity 2 + Calls

Dear Mr Elffers

Your bill came to £55.79

You don't need to do anything - we'll take this amount from your bank account on or just after **28 December**.

On our website www.bt.com/includingyou you will find information about our standard and more specialised products and services. We hope it'll be useful for everyone, but it's especially aimed at our customers who find communication more challenging.

🗨 Helpful hints

- You can pay your bill with the My BT app. Download via the Apple iTunes or Google Play app store or text 'MyBT' to 81192
- For information on BT's products and services for people with additional needs go to bt.com/includingyou

🏠 Manage your account online



www.bt.com/mybt

How we worked out your bill

Total £



Rental and other charges

 Phone - 01223 844929	
International Freedom * 21 Dec-20 Jan 18	£7.80
This is the cost of your International Freedom charged in advance at £7.80 a month Inclusive calls to 36 international destinations	
<hr/>	
 Package - 01223 844929	
The following advance charge for your package includes your line and applies from 21 Dec 2017 to 20 Jan 2018	
Broadband and Calls * 21 Dec-20 Jan 18	£47.99
This is made up of:	
> Broadband and Calls £56.49	
This is the cost of your Package at £56.49 a month, charged in advance from 21 Dec 2017 to 20 Jan 2018. This gives you:	
• Calling Plan Unlimited Weekend Calls	
• Broadband Unlimited BT Infinity 2	
• Line Rental is now included in your package	
Yet to discover BT TV? See bt.com/bttv for a great TV service	
> Credit: Special offer discount - £8.50 * 21 Dec-20 Jan 18	
You get your Package at a special rate. We show this on your bill by giving you a refund of £8.50 a month	
Your special offer discount lasts for 12 months	
Total rental and other charges	= £55.79




Bill date
21 Dec 2017

Your account number
GB 0977 8627 M079 WX

How we worked out your bill continued

What you used

Total £

 Phone usage for 01223 844929	£ 0.00	
You didn't make any calls on this line		
Total usage charges	=	£ 0.00
<hr/>		
TOTAL including any applicable taxes	=	£ 55.79

Need help understanding your Bill? Visit bt.com/helpwithmybill



Bill date
21 Jan 2018

Your account number
GB0977 8627 M081 5T

Keep your bill and account number
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> This bill is for

- ✓ **Phone**
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- ✓ **Package**
01223 844929
Broadband and Calls
Unlimited BT Infinity 2 + Calls

Dear Mr Elffers

Your bill is £61.63

Please pay by 31 January. You'll find how to pay on the back.

- There have been changes to your products since your last bill which caused part monthly charges. We show these in a different section of the bill to help you see which charges are for a full month, and which charges are for part of a month.

🗨 Helpful hints

- This bill includes price changes effective of 7th January 2018
- You can pay your bill with the **My BT** app. Download via the Apple iTunes or Google Play app store or text 'MyBT' to 81192

📱 Manage your account online

www.bt.com/mybt

✂ Your payment slip is on the back


How we worked out your bill

	Total £
From your previous bill	▼
Your previous bill	-£ 10.00
Total credit carried forward to this bill	= -£ 10.00


One-off charges

Cancellation charges ▶ 3 Feb 18	£ 12.00
This is the termination charge for your Route to Credit Control	
Total one-off charges	= £ 12.00

Rental and other charges

 Phone - 01223 844929	
International Freedom ▶ 21 Jan-20 Feb 18	£ 7.80
This is the cost of your International Freedom charged in advance at £7.80 a month	
Inclusive calls to 36 international destinations	


Need help understanding your Bill? Visit bt.com/helpwithmybill

 Package - 01223 844929	
> Credit: Special offer discount ▶ 21 Jan-20 Feb 18	-£ 6.00
You get your Package at a special rate. We show this on your bill by giving you a refund of £6.00 a month	
Your special offer discount lasts for 12 months	

Other rental charges

Multi Play. This gives you: ▶ 21 Jan-20 Feb 18	£ 58.49
Total rental and other charges	= £ 60.29


Changes since your last bill

 Phone - 01223 844929	
> Refund: Caller Redirect ▶ 13 Jan-20 Jan 18	-£ 2.66
This is the refund of the price of Caller Redirect which you paid in advance up to 20 Jan 2018	

How we worked out your bill continued

Changes since your last bill continued


Total £

 Package - 01223 844929	
> Refund: Broadband and Calls - 10 Jan - 20 Jan 18	-£ 20.04
This is a refund of the price of your Package which you paid in advance up to 20 Jan 2018	
> Recharge: Special offer discount - 7 Jan - 20 Jan 18	£ 1.13
Our prices have changed. We've refunded what you paid in advance and recharged you at the new price	
> Credit: Special offer discount - £ 2.71 - 7 Jan - 20 Jan 18	
You get your Package at a special rate. We show this on your bill by giving you a refund of £6.00 a month	
> Recharge: Special offer discount £ 3.84 - 7 Jan - 20 Jan 18	
We gave you a special offer discount on the full price of the product. We have adjusted the discount because it has either ended or changed.	

Other rental charges

Multi Play - 10 Jan - 20 Jan 18	£ 20.75
Total charges since your last bill	= -£ 0.82

What you used

 Phone usage for 01223 844929 - See page 5	£ 0.16
You made 2 call(s) - number of free call(s) 1	
Total usage charges	= £ 0.16
TOTAL including any applicable taxes	= £ 61.63

ⓘ Don't recognise a service number? - visit psauthority.org.uk to use the number checker and find out more details

What you used

Phone 01223 844929



Call Summary

Type of call	No of calls	Total duration	Cost
To a UK phone	1	0:33	£ 0.000
Other calls	1	0:15	£ 0.160
Totals	2	0:48	= £0.160

*Calls to service numbers starting 084, 087, 09 and 118 consist of a 13p per minute access charge from BT, plus a service charge set by the company you called. See bt.com/ukcalling for more details.

Your free calls included with your calling plan

Type of free call	No of free calls	Total duration	Total cost
To UK phone	1	0:33	Free
Totals	1	0:33	Free

*Calls up to an hour to 01, 02 & 03 numbers (except Channel Is & ISPs), 0845 & 0870 numbers (except Calling Card, Dial-through & ISPs). Charges apply if fair use limit exceeded.

Calls

Date	Time	Number	Destination	Duration	Cost
Fri 19 Jan	16:51	0844 2090008	Service No.	0:15	£ 0.160
					Total = £ 0.160