Account enquiries

0800 150111

Your account and bill number
WE 3765 2384 Y002 4R

Phone us free on	
Customer service and sales	**150 or 0800 800 150** 8am to 8pm, Mon to Sat
Faults	**151 or 0800 800 151** 24 hours, 7 days a week
24-hour self-service line	**0800 44 33 11** (Friends & Family number change, Paid My Bill, fault reporting)
Customers with a textphone	**0800 243 123** 8am to 6pm, Mon to Sat

Or contact us by	
Writing to us at	BT UK Customer Billing, BT plc, Correspondence Centre, T.V.T.E, Gateshead NE11 0ZZ
Faxing us on	01227 451800

How we charge for calls
We measure the duration of each local, national and international call to a fraction of a second so you`re charged only for the time your call lasts*. Summarised and itemised call costs are calculated in the same way.
*Minimum call charge is 4.2p (ex VAT). For each call category there are different rates of charging, according to the time of day and the day of week:
daytime: 8am to 6pm Mon to Fri
evenings/night-time: before 8am after 6pm Mon to Fri
weekend: midnight Fri to midnight Sun.
To calculate the cost of individual calls:
identify day, time and type of call to determine call rate
multiply call rate by duration of call
round call cost to nearest tenth of penny (see price list for specific rules)
add the VAT.

Pricing Information Service
If you`d like to receive information about our main price changes before they occur, rather than wait for the general information included with your bill, call us between 8am and 4pm, Monday to Friday, on Freefone **0800 800 891** or visit our website at www.bt.com/price_frm.htm

Our commitment to our customers
Our aim is to provide you with a first-class service, and our Code of Practice for Customers (see the phone book) sets out full details of this. To obtain a free copy of our Code, visit our website at www.bt.com/World/corpfin/regulatory/code_of_practice/ or call **0800 800 150.**

If you have a complaint
If you`re unhappy with the service you`ve received, please contact us. You can tell us free on Freefone **0800 800 150**. We1l do all we can to resolve the matter quickly and satisfactorily.
If you`re not satisfied with the way we`ve handled your complaint, please ask for the manager of the Customer Service team who will then work with you to try to resolve the complaint.
If you`re still not happy that we`ve handled your complaint satisfactorily, ask for your case to be reviewed by a more senior manager.
If, after following the above steps, you`d still like to take the matter further, we offer an independent Complaint Review Service which will review all aspects of your complaint and strive to resolve the matter to your satisfaction.
If you are still unhappy with the result, you can contact Oftel, the regulator for the telecoms industry. Before contacting Oftel, please make sure you have details of why you are still unhappy with the answer given by BT`s Complaint Review Service.
You may telephone Oftel on **0845 7145 000** (local rate) or write to 50 Ludgate Hill, London, EC4M 7JJ.

British Approvals Board for Telecommunications
BT`s call charging accuracy has BABT approval.
BABT approval MET 0001 and MET 0015 apply.

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

Direct Debit
If you`d like to take advantage of one of our Direct Debit options for future bills please call 0800 150 111. Alternatively you can set up your Direct Debit online by visiting www.bt.com/billing-payments.

Monthly Payment Plan
You can spread the cost of your bills over the year by paying a set amount each month by Direct Debit on the day you choose. Monthly Payment Plan is subject to status.

Whole bill Direct Debit
You can pay the whole amount of this and future bills by Direct Debit. We give the date on your bill when we`ll collect payment (normally 10 days after the bill date).

Internet
You can view your latest bill summary and have the opportunity to pay it online using your debit card by visiting our website at www.bt.com/billing-payments.

Homebanking
Most banks and building societies offer a hombanking service. To make a payment contact your bank or building society and quote BT`s bank account number 31507346, BT`s sort code 40-37-25, and your BT account and bill number shown on this bill. Please remember if currently pay by this method, and have recently changed address you should tell your bank you new BT account and bill number.

BT Payment Card
You can use your BT Payment Card to pay your bill in full or make payments towards it, providing you pay the full balance by the date stated. You can do this at any PayPoint outlet or Post Office. When making payments, please retain your receipts. To request a Payment Card please call 0808 1000595.

By post
Make your cheque payable to British Telecommunications plc, cross it A/C payee only and write your account number on the back. Send cheque and completed slip to BT Telephone Payment Centre, Durham, DH98 1BT (or use the envelop provided). We don`t accept post-dated cheques.
Don`t send cash by post.

Post Office or PayPoint outlet
Please take your bill and barcoded payment slip to any Post Office making cheques payable to Post Office Ltd, or to any PayPoint outlet (cash payments only). Please retain your receipts.