



Bill date  
27 Feb 2026

Account number  
GB 2522 0058

Bill reference  
M056 5X

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Mr R Summerscales  
65 Hillcrest Drive  
Alloa  
FK10 1SD

## Hello Mr Summerscales

Here's your bill for February.

Keep your bill and account number safe from fraudsters. More details at [www.bt.com/scams](http://www.bt.com/scams)

Your last bill:  
**£86.50**

✓ Thanks for paying  
your bill in full

This bill:

**£86.50**

We'll take this on or just  
after 07 Mar

Your recent bills:

Feb		£86.50
Jan		£86.50
Dec		£86.50

**£86.50**  
Broadband Package

> Your regular charges are £86.50  
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).

## Digital Voice is coming

We'll be moving our existing phone lines to Digital Voice, BT's new digital home phone service delivered through a broadband connection. It's an update all providers will be making across the UK. When it's time to switch we'll be in touch or we'll discuss it with you if you call about your broadband plan. During the switch to Digital Voice, we'll give you all the information you need and you can find helpful FAQs at [bt.com/digitalvoice](http://bt.com/digitalvoice)



## How to get in touch

(You'll need this reference: GB 2522 0058)

**Manage your account**    [bt.com/mybt](https://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](https://bt.com/contactus)

It's a quick and easy way to answer any questions you might have.

**Faults and technical help**    [bt.com/help](https://bt.com/help)    **0330 1234 150**

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

Landline, TV & broadband    [bt.com/packages](https://bt.com/packages)

Mobile    [bt.com/mobile](https://bt.com/mobile)

**Accessible numbers**    [bt.com/contactus](https://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](https://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](https://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 'Communications Ombudsman'.

They provide free and independent advice on dispute resolution.

You can contact them on **0330 440 1614**,

or at [www.commsombudsman.org/raise-dispute](https://www.commsombudsman.org/raise-dispute).

Our Customer Complaints Code can be seen at [bt.com/complaintscode](https://bt.com/complaintscode) or call **0330 1234 150**.

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British Telecommunications plc (registered in England no. 1800000)

Registered Office: 1 Braham Street, London, E1 8EE.



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### Your services

**Broadband Package**  
Full Fibre 900

## How we worked out your bill

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<b>Broadband Package</b>	<b>£86.50</b>
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Your regular charges 27 Feb - 26 Mar

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Broadband Package: £86.50/month	£86.50
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<b>Your total</b>	<b>£86.50</b>
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(Including applicable taxes)