

Paying your bill 0870 240 5566

Your payment is due by 14 March

By Faster Payments via your Bank

Faster payments can be made direct from your bank or Building Society to our Bank Account number 00835757, Sort Code 20-00-00. Please ensure that you quote your BT Account reference number which you will find in the top right hand corner of your bill e.g. NE12345678 Q001, in the Faster Payment reference field.

Online using your Debit or Credit card,

visit www.bt.com/fastpay

By BACS or CHAPS Please make payments into our Bank Account number 00835757, Sort Code 20-00-00 and send your remittance details to bacs1.sth@bt.com or post them to BT Payment Centre, Durham, DH98 1BT. If paying multiple bills, please ensure that you quote each of your BT Account Reference number(s) that you are paying on your remittance. The BT Account Reference number appears in the top right corner of the bill e.g. NE12345678 Q001.

Pay by Phone You can call our automated payment service 24 hours a day on 0870 240 5566.

Next time...It's easier to pay by Direct Debit

Most companies are moving to Direct Debit for fast and secure payment of their bill(s). Direct Debit also avoids Late Payment charges and the Payment Processing Fee. Payments are collected a minimum of 8 calendar days after we send out your bill(s).

At a Bank Counter Please complete the payment slip and take with your payment to your bank branch counter. If using a cheque write your BT Account Reference number on the reverse. Some banks will charge a fee.

By post Please make your cheque payable to British Telecommunications plc and write your BT Account Reference number(s) on the reverse, complete the payment slip and send to; BT Payment Centre, Durham, DH98 1BT. We don't accept post-dated cheques.

Contacting BT

Please have your account number ready. It's in the top right hand corner.

Billing enquiries

0845 600 6156

or www.bt.com/billing

Sales, Product information

0800 400 400

or www.bt.com/bill/productsandservices

Faults and service problems

0800 800 154

or www.bt.com/bill/help



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 ngts.org.uk

Our commitment to our customers

We aim to give an excellent service and our Code of Practice (available on www.bt.com) sets out full details of what you can expect from BT.

If you have a complaint:-

Please call 0845 600 6156 for the quickest response. If you decide you want to write to us, the address is BT Correspondence Centre, Durham, DH98 1BT.

If we do not answer your complaint within 8 weeks, or if we write to you saying that we cannot agree an outcome, you can ask the ombudsman to investigate: Ombudsman Services: Telecommunications, PO Box 730, Wilderspool Park, Warrington WA4 6WU, www.os-communications.org 0845 050 1614

Paper bill reminders

BT reserve the right not to send further paper reminders for payment of this invoice. To prevent late payment charges and possible restriction of service please ensure that payment is made by the due date shown.