

28th August 2015

Tariff Guide for Residential Customers

Your guide to BT's prices for:

- Telephone Lines and Calls (UK, International and Operator Connected)
- Discount Plans
- BT Mobile
- BT Broadband
- BT Infinity
- BT TV
- BT Sport
- Packaged Services



General introduction and contents

This brochure is designed so you can quickly and easily find out about our main product, service and call prices.

A Glossary explaining some of the words used in this document can be found on page 55.

If you've any questions about pricing or on any aspect of BT's service, please call the relevant number listed in the Useful Telephone Numbers section - particularly if you're interested in BT public payphones, BT Chargecards or mobile phones.

The information contained in this brochure is also available on our website which you can access by clicking on the following address:

www.bt.com/pricing

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For a full listing of BT's prices, and terms and conditions, please refer to the BT Price List which can be accessed on the internet at: www.bt.com/pricing/

All prices in this brochure are quoted inclusive of VAT (VAT rate 20%) unless otherwise

Getting a Residential Phone Line

Connecting a new residential phone line

The residential phone line connection charges are:

- £130.00 for a single line
- A connection charge will not be payable for a single line when taken with BT Basic – BT's social telephony service.
- A connection charge will not be payable for a single line when ordered with any Broadband & Calls package*

See pages 52-54 for package descriptions and charges.

* If you cancel your Broadband & Calls package before your package start date you must pay the full connection charge of £130.00 for a single line that was ordered with your Broadband & Calls package.

Excess Construction Charges

The charges detailed above are our normal connection charges and we will usually quote these when you place an order, but your order is always subject to survey. The price may be higher if special plant or works (like ducts or poles or construction work) are required. We will tell you if the charge will be higher before we start any work. For details of excess construction charges refer to Section 45 Part 1 of the BT Price List.

Taking over an existing residential phone line

If you take over an existing line where no changes are needed to the wiring inside or outside the home, and no work is required at the exchange to reconnect to BT, the charge will be £50.00. A connection charge will not be payable for taking over an existing line when ordered with any Broadband & calls package* or when you're moving home and transferring your service with us .

* If you cancel your Broadband & calls package before your package start date you must pay the full take-over charge of £50 for a single line that was ordered with your Broadband & Calls package

Reconnection of a residential phone line following disconnection

Customers disconnected for non-payment of a BT bill will be charged £36.00 for reconnection.

Line Rental

BT's standard telephone service is provided over a Public Switched Telephone Network (PSTN) line.

Standard Line Rental

Standard Line Rental is £16.99 per month. It is payable monthly, quarterly or 12 months in advance. Standard Line Rental paid monthly or quarterly is only payable by Direct Debit following receipt of your bill. You can obtain an early payment discount of £20.40 by choosing to pay 12 months in advance by credit or debit card when taking our Line Rental Saver option. Line Rental Saver is £183.48 and gives 10% off the annual cost of Standard Line Rental. This discounted charge is non-refundable if you leave within the period that the payment covers and is subject to terms and conditions.

Line Rental Plus

Line Rental Plus is £18.99 per month. It is payable monthly or quarterly in advance. Line Rental Plus is payable by direct debit, credit or debit card, bank transfer, cheque or cash and includes these handy extra features:

- Priority phone line fault fixes – tell us about a problem on your phone line and we'll prioritise fixing it for you. We'll aim to fix it at least a day earlier than customers on Standard Line Rental
- Bill alerts to your home phone – so you know when your bill is ready and when we've got your payment.
- Call barring* – so no-one can dial international or premium rate numbers from your phone
- Choose to Refuse* – stop unwanted calls from up to 10 numbers

* Opt-in required

Standard Calling Plans

With Calling Plans you pay a monthly charge which lets you make inclusive calls of up to an hour to UK local and national numbers at Weekends, Evenings & Weekends or Anytime depending on the calling plan you choose. Call charges that are not inclusive within your chosen calling plan are as detailed elsewhere in this guide.

Calling Plans also include 0845 and 0870 calls of up to an hour (excluding calls to dial-up Internet, Calling Card and Dial-through access numbers). Fair Usage Policy applies. Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

*UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, national and all non-geographic numbers used to dial up ISPs, other non-voice calls and calls to the Channel Islands.

Standard Calling Plan Rentals per month

Unlimited Weekend Calls ¹	£0.00
Unlimited Evening & Weekend Calls	£3.00
Unlimited Anytime Calls	£7.50
Home Phone Saver ²	£19.99
Unlimited Evening & Weekend Calls ³	£2.12
Unlimited Anytime Calls ³	£7.45
Unlimited Weekend Plan ¹	£0.00
Unlimited Evening & Weekend Plan	£3.72
Unlimited Anytime Plan	£5.83
Unlimited Anytime Plan Plus	£9.06

¹ Included at no extra cost with BT line rental

² Includes Standard BT line rental

³ Price for customers who signed up before 20th June 2014

Other Calling Plans/Packages

Home Phone Saver 2018

The Home Phone Saver 2018 package is available for £20.99 per month and includes:

- Unlimited calls to UK* landlines at any time, for up to an hour
- Inclusive calls to 0845 and 0870 numbers at any time, for up to an hour (Fair Usage Policy applies)
- Get BT Privacy Caller Display and Anonymous Call Reject at no extra cost when you opt-in
- Free 1471 Call Return – lets you find out the number of the last person who called you
- Inclusive 1571 Call Return if you have the BT Answer 1571 voicemail service
- Line rental included
- The package price won't change before January 2018

BT Basic

BT Basic is a social telephony scheme for customers who are in receipt of certain state benefits and who meet set criteria. A customer has to make an application for the service which will be verified by the Department for Work & Pensions. If an application is refused for any reason a customer will not be able to re-apply for BT Basic for a minimum period of six months.

If your circumstances change and you are no longer in receipt of one of the qualifying state benefits, you must notify BT so we can review your entitlement to BT Basic. For full details of eligibility, exclusions and other terms and conditions please refer to <http://www.bt.com/btbasic>

BT Basic includes:

- BT Basic line rental £5.10 a month (£15.30 a quarter including a £4.50 inclusive call allowance)
- UK¹ landline calls at 11.3p per minute with a call set up fee of 3.3p
- Calls to 0845 and 0870 numbers free at weekends (Fair Usage Policy applies)
- Calls to service numbers starting 084, 087, 09 and 118 consist of a 0 pence per minute Access Charge from BT plus a Service Charge set by the company you call
- Free BT Privacy with Caller Display

¹ UK means calls to Local and National numbers beginning 01 and 02, calls to the Channel Islands, calls from Northern Ireland to the Republic of Ireland, calls to internet service providers on numbers beginning 01 and 02 and to any number range charged at g21 rates in Section 2, Part 11, sub-part 1 of the BT Price List. All other calls are charged at Unlimited Weekend Call rates.

Other Calling Plans/Packages (continued)

BT Basic + Broadband

BT Basic + Broadband is a package exclusively for eligible BT Basic customers. There is no minimum contract term associated with the service. BT will provide a Home Hub if required (Postage & packing charge applies)

Option	Monthly Usage Allowance (Gb)	Quarterly Rental
BT Basic + Broadband	10	£29.85

Call charges are as per for the BT Basic Telephony only service.

Additional Usage Charges

If you exceed the monthly usage allowance for BT Basic + Broadband, you'll be charged for any additional usage in units of 5 gigabytes (Gb), at £5.60 per 5Gb or part thereof.

Ending the Service

If you end the service, Early Termination Charges, Broadband cease charge or Deferred Payment Charges will not apply.

Special Offers

From time to time BT has special offers on its products and services. For more detail on these offers please go to: www.bt.com/offertterms

Ending your service

Your contract for service for either a new line or a line that you take over is intended to last for a minimum term of at least 12 months from the date we provide the service. If you end the service during that minimum term, you must pay a charge for any remaining part of the minimum term that you haven't already paid for - either by payment of Standard Line Rental, Line Rental Plus or the discounted Line Rental Saver charge. This extra charge is by way of compensation to us because you are ending the service early and is not subject to VAT. The amount you're charged depends on how much of the minimum term is left when you end the service and how much of that period you have already paid for. The tables below show the charge per line for each month remaining. So for example, if you have six months left on your Unlimited Weekend Calls contract and you haven't paid in advance for any part of those 6 months, you'll have to pay a charge of £6.75 multiplied by six, which is £40.50. You may also have to pay a charge for any equipment provided with the service that you are ending.

Current Calling Plans (includes Line Rental)

	Monthly charge for remaining contract term
Line Rental Only	£6.75
Unlimited Weekend Calls	£6.75
Unlimited Evening & Weekend Calls	£7.75
Unlimited Anytime Calls	£11.50
Home Phone Saver 2018	£8.75

Previous Calling Plans (includes Line Rental)

	Monthly charge for remaining contract term
Unlimited Weekend Plan	£7.00
Unlimited Evening & Weekend Plan	£9.00
Unlimited Anytime Plan	£10.50
Unlimited Anytime Plan Plus	£13.25
Home Phone Saver	£7.25

Paying your BT bill

Standard Line Rental is only payable by Direct Debit. However, with Line Rental Plus you can choose from a variety of straightforward payment options that you can set up at your convenience:

- Monthly Payment Plan or Whole Bill Direct Debit..
- An easy one-off payment online with your credit or debit card when you get your bill
- A simple bank transfer from your account arranged over the phone or online
- Cash or cheque at your bank or Post Office

Paper bill fee for Broadband customers

Residential broadband customers who receive a paper bill will be charged a fee of £1.59 for each paper bill received. The charge applies to both monthly and quarterly billed customers. Exclusions apply to certain customer or bill types, for example you will not be charged a paper bill fee if you are a Line Rental Plus or BT Basic customer. For full details of exclusions see paragraph 30 of the Residential Standard terms at bt.com/terms. To avoid the paper bill fee, just switch to paper-free billing at bt.com/paperfree.

Payment Processing Fee

On 1 December 2014, we stopped charging a separate Payment processing Fee to customers who don't pay by Direct Debit. If you previously paid this fee, your contract with BT Payment Services Limited, for the collection of payments on behalf of BT, would have ended on 30 November 2014.

Paying for your Calls

Most call charges vary according to the time and day on which you make the call. In this Tariff Guide unless otherwise stated, the following definitions apply:

Daytime	-	7am – 7pm, Monday to Friday
Evening	-	7pm – 7am, Monday to Friday
Week Day	-	Midnight Sunday to Midnight Friday
Weekend	-	Midnight Friday to Midnight Sunday

Call Set Up Fees

Call set up fees payable in addition to any pence per minute rates apply to most non-inclusive calls as follows:

BT Basic & non-BT Calling Plans	3.3p
All other current Calling Plans	15.97p
Unlimited Evening and Weekend Calls & Unlimited Anytime Calls (price for customers that signed up before 20 th June 2014)	15.97p
All other previous Calling Plans	15.71p

Applicable Set-Up Fee call types

A set-up fee will apply to the following Residential fixed line, Private Payphone and Operator Assisted (specially assessed) calls:

- Inland geographic Calls (including g21 rate and ISDN64k calls)
- Calls from Northern Ireland to the Irish Republic
- Calls to Channel Islands
- Fixed-to-mobile calls (excluding ISDN 64k)
- International Calls (including calls to international mobiles but excluding ISDN 64k and satellite calls e.g. Inmarsat)

A set-up fee will not apply to the following calls unless otherwise stated in this Tariff Guide:

- UK Day, Evening and Weekend geographic, g21 rate calls where the pence per minute (ppm) rate has been set to zero for the first hour of each call (or to such calls which start within the uncharged period but end after the uncharged period) Inland geographic Calls (including g21 rate and ISDN64k calls)
- Fixed rate UK calls on Unlimited Weekend Plan
- Fixed free calls
- Calls charged by Time duration and which start with a fixed fee
- Personal Numbering, Paging, Multimedia, Fixed to WiFi Services and dq118 Services for which a minimum call charge of 5.5 pence applies.
- Calls to Service Numbers commencing 084, 087, 09 and 118

How we round the Price of a Call

Duration Rounding - All Residential Customers

The duration of the following call types will be rounded up to the next whole minute.

- Inland geographic Calls (including g21 rate, and ISDN64k calls)
- Calls from Northern Ireland to the Irish Republic
- Calls to Channel Islands
- Fixed-to-mobile calls (excluding ISDN 64k)
- International Calls (including calls to international mobiles but excluding ISDN 64k and satellite calls e.g Inmarsat)
- Calls from Private Payphones
- The above Call types via Operator Assistance (specially assisted)

Calls to Service Numbers commencing 084, 087, 09 and 118

Calls to service numbers starting 084, 087, 09 and 118 consist of a pence per minute Access Charge from BT, plus a Service Charge set by the company you call. When the duration of the call is under one minute the Access Charge is rounded up to the whole minute. For call durations exceeding one minute the Access Charge is rounded up to the next whole second. Duration based Service Charges are always rounded up to the next whole second.

All other call types will be rounded up to the next whole second unless otherwise stated in this Tariff Guide

Call Charge Rounding

Duration based calls

The VAT exclusive set-up fee and charge of each call will be added together and rounded up to the next whole penny, except for calls to non-Mobile 07X numbers, which will be rounded up to a tenth of a penny. For BT Basic customers only, all calls (except calls to Service Numbers), including calls to mobiles using Number Translation Services (NTS), will be rounded up to half a penny. VAT (rounded up in the same way as the call charge) will be added to the rounded cost of each call.

Fixed fee calls

The VAT inclusive charge of Fixed Fee calls where duration charges do not apply will not be rounded.

Duration based calls with an initial fixed fee element

Where the duration of the call is covered by the initial fixed fee, the call charge will be rounded in the same way as a standard fixed fee call. Where the duration of the call exceeds the period covered by the initial fixed fee, the VAT inclusive charge for the fixed fee and duration based parts of the

call will be added together and the total charge will be rounded up to the next whole penny. (up to the next half penny for BT Basic).

Duration based calls with an additional fixed call charge

The VAT inclusive charge for the fixed fee and duration based parts of the call (as calculated in accordance with the relevant sections above) will be added together and the total charge will be rounded up to the next whole penny (up to the next half penny for BT Basic).

Calls to Service Numbers commencing 084, 087, 09 and 118

Duration based calls

The VAT exclusive Access Charge will be rounded up to the next whole penny. VAT (rounded up in the same way as the Access Charge) will be added to the rounded cost of the Access Charge. The VAT exclusive Service Charge will be rounded up to a tenth of a penny. VAT (rounded up in the same way as the Service Charge) will be added to the rounded cost of the Service Charge. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

Fixed Fee calls

The advertised VAT inclusive Service Charge will not be rounded.

The VAT inclusive Access Charge will be rounded up to the next whole penny. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

Duration based calls including an initial fixed fee element

Where the duration of the call is covered by the initial fixed fee, the Access and Service Charges will be rounded in the same way as a standard Fixed Fee call to a Service number. Where the duration of the call exceeds the period covered by the initial fixed fee, the VAT inclusive fixed fee and duration based service charge parts of the call (as calculated in accordance with the relevant parts of this section) will be added together and the total charge will be rounded up to a tenth of a penny. The VAT inclusive Access Charge will be rounded up to the next whole penny. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

Duration based calls with an additional fixed call charge

The VAT exclusive Access Charge will be rounded up to the next whole penny. VAT (rounded up in the same way as the Access Charge) will be added to the rounded cost of the Access Charge. The VAT exclusive charge for the fixed fee and duration based service charge parts of the call (as calculated in accordance with the relevant parts of this section) will be added together and the total charge will be rounded up to the next tenth of a penny. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

Total call bill

The total call bill will be rounded to the nearest whole penny.

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(Prices shaded in grey are for products/services that are no longer available for new supply)

UK Call Prices for Calling Plans available (If you are on any other Calling Plan please see page 8)

UK* Call Prices			Pence per minute	
			Week Day	Weekend
Unlimited Weekend Calls	Calls – up to 1 hour	All Day	9.58	0
	Calls – thereafter	All Day	9.58	9.58
Unlimited Evening & Weekend Calls	Calls – up to 1 hour	Daytime	9.58	0
		Evening	0	0
	Calls – thereafter	All Day	9.58	9.58
Unlimited Anytime Calls	Calls – up to 1 hour	All Day	0	0
	Calls – thereafter	All Day	9.58	9.58
Home Phone Saver 2018	Calls – up to 1 hour	All Day	0	0
	Calls – thereafter	All Day	9.58	9.58
No Inclusive Calls	Calls – up to 1 hour	All Day	9.58	9.58
	Calls – thereafter	All Day	9.58	9.58

* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 (including any number range charged at g21 rates in Section 2, Part 11, sub-part 1 of the BT Price List). Excluded calls include other non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, national and all non-geographic numbers used to dial up ISP's, other non-voice calls and calls to the Channel Islands.

Customers with Unlimited Anytime Calls will be entitled to 200 free texts per calendar month and customers with Unlimited Evening & Weekend Calls will be entitled to 100 free texts per calendar month.

The above charges do not apply to Internet Service Providers using geographic numbers

Calls to the Channel Islands and Calls to Internet Service Providers using Geographic numbers - All Calling Plans

Call Type	Pence per minute		
	Daytime	Evening	Weekend
Local	9.58	1.25	1.25
National	9.58	2.34	1.25

Calls to service numbers starting 084, 087, 09 and 118

Calls to service numbers starting 084, 087, 09 and 118 consist of a 9.58 pence per minute Access Charge from BT, plus a Service Charge set by the company you call.

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

UK Call Prices for Previous Calling Plan Customers

UK* Call Prices		Pence per minute		
		Daytime	Evening	Weekend
Unlimited Weekend Plan	Calls – up to 1 hour	9.53	1.25	0
	Calls – thereafter	9.53	1.25	9.53
Unlimited Evening & Weekend Plan	Calls – up to 1 hour	9.53	0	0
	Calls – thereafter	9.53	9.53	9.53
Unlimited Anytime Plan	Calls – up to 1 hour	0	0	0
	Calls – thereafter	9.53	9.53	9.53
Unlimited Anytime Plan Plus	Calls – up to 1 hour	0	0	0
	Calls – thereafter	9.53	9.53	9.53
Home Phone Saver	Calls – up to 1 hour	0	0	0
	Calls – thereafter	9.58	9.58	9.58

* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 (including calls to any number range charged at g21 rates in Section 2, Part 11, sub-part 1 of the BT Price List). Excluded calls include other non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, national and all non-geographic numbers used to dial up ISPs, other non-voice calls and calls to the Channel Islands.

Customers with Unlimited Anytime Plan and Unlimited Anytime Plan Plus will be entitled to 200 free texts per calendar month and customers with Unlimited Evening & Weekend Plan will be entitled to 100 free texts per calendar month.

Unlimited Anytime Plan customers on contracts before 10th July 2009 also receive Friends and Family Mobile rates - see page 19-21.

The above charges do not apply to Internet Service Providers using geographic numbers

Calls to the Channel Islands and Calls to Internet Service Providers using Geographic numbers - All Previous Calling Plans

Call Type	Pence per minute		
	Daytime	Evening	Weekend
Local	9.53	1.25	1.25
National	9.53	2.34	1.25

Calls to the Channel Islands and Calls to Internet Service Providers using Geographic numbers – Home Phone Saver

Call Type	Pence per minute		
	Daytime	Evening	Weekend
Local	9.58	1.25	1.25
National	9.58	2.34	1.25

Calls to service numbers starting 084, 087, 09 and 118

Calls to service numbers starting 084, 087, 09 and 118 consist of a 9.53 pence per minute Access Charge from BT, plus a Service Charge set by the company you call.

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(Prices shaded in grey are for products/services that are no longer available for new supply)

Calls to 0845 and 0870 numbers – Calling Plan Customers

Calls up to one hour made in the inclusive periods of the Calling Plan are charged at 0p per minute. Redial before 60 minutes to avoid being charged. A Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

For charges for the parts of calls that exceed an hour, calls made outside of the inclusive periods of the Calling Plan and calls to identified Internet Service Providers or Calling Card and Dial-through service access numbers, please see the Special Number tariff Guide at www.bt.com/specialnumbers

Calls to Specialised Numbers and UK Mobile Phones

When you make a call from an ordinary fixed telephone line to another fixed telephone line, the price you pay for the call will depend upon where the two lines are located -that is, they are geographically based charges. Calls to some numbers, however, are charged at prices that are the same irrespective of where you are calling. That is, the charges are not geographically based. These calls are usually to mobile telephones, and Service numbers beginning 084, 087, 09 (Premium rate) and 118 (Directory Enquires) numbers.

To find out the prices for calls to such number look up the number in the Specialised Numbers brochure at www.bt.com/specialnumbers. The first few digits of the number (e.g. 07850), will tell you at which rate your call will be charged (e.g. “fm1”). Then look for that rate within the table of charges also contained in that brochure.

Fixed Line to Mobile

For your convenience, the Calling Plan fixed to mobile prices can be seen in the tables on pages 11 and 12 of this guide.

Please note that calls to mobile phones will be charged at the original network operator rate, regardless of whether the number has been transferred to another network.

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(Prices shaded in grey are for products/services that are no longer available for new supply)

Current Calling Plan Call charges – Fixed Line to Mobile & Wi-Fi in the UK

Fixed to Mobile Charge Band	Pence per minute			
	All times of day			
	Unlimited Weekend Calls	Unlimited Evening & Weekend Calls	Unlimited Anytime Calls	Home Phone Saver 2018
FM1 – FM17	12.77	12.77	6	12.77

Fixed to Wi-Fi Charge Band	Pence per minute		
	Daytime	Evening	Weekend
FW1	15.048	15.048	7.341
FW2	14.25	11.856	6.042
FW3	15.846	12.654	6.384
FW4	15.39	9.405	4.709
FW5	14.364	11.628	6.498
FW6	12.54	10.032	6.042
FW7	11.97	11.97	11.97
FW8	18.24	14.25	6.042
FW9	15.96	15.96	15.96
FW10	9.543	9.543	9.543
FW11	13.20	13.2	13.2
FW12	13.20	13.2	13.2

Current Calling Plan Call Charges - ISDN 64Kbit/s Data Calls to Mobile & Wi-Fi

Fixed to Mobile Charge Band	Pence per minute	
	Monday - Sunday 7am – 7pm	Monday - Sunday Before 7am & after 7pm
	FM1	44.962
FM3	51.225	38.698
FM4	32.435	32.435
FM5	32.435	32.435
FM6	44.962	44.962
FM7	51.225	38.698
FM13	44.962	44.962

Fixed to Wi-Fi Charge Band	Pence per minute	
	Monday - Sunday 7am – 7pm	Monday – Sunday Before 7am & after 7pm
	FW1	44.962
FW7	44.962	44.962
FW8	44.962	44.962

Calls to Personal Numbering Services

Personal Numbering Charge Band	Pence per minute		
	Daytime	Evening	Weekend
d	16.211	9.554	9.554
e	4.788	4.788	4.788
f	29.105	19.404	9.702
j	31.043	21.341	10.181
k	36.378	24.249	12.119
m	39.821	27.474	27.474
pn1	23.285	15.523	7.761
pn2	48.51	48.51	48.51
pn3	47.54	37.839	37.839
pn4	25.225	25.225	25.225
pn5	16.494	16.494	16.494
pn6	19.404	19.404	19.404
pn8	19.38	19.38	19.38
pn9	22.80	22.80	22.80
pn10	33.958	33.958	33.958
pn11	37.837	28.136	28.136
pn12	26.196	26.196	26.196
pn13	37.837	37.837	37.837
pn14	28.621	28.621	28.621
pn15	12.613	12.613	12.613
pn16	13.584	13.584	13.584
pn17	14.554	14.554	14.554
pn18	15.523	15.523	15.523
pn19	9.702	9.702	9.702
pn20	23.285	23.285	23.285
pn21	39.90	39.90	39.90
pn22	10.012	6.444	5.452

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(Prices shaded in grey are for products/services that are no longer available for new supply)

Previous Calling Plan Call charges – Fixed Line to Mobile & Wi-Fi in the UK

Fixed to Mobile Charge Band	Pence per minute		
	Monday - Sunday 7am – 7pm	Monday – Sunday Before 7am & after 7pm	
FM1 – FM9	12	5.6	
FM12	12	5.6	
FM16	12	5.6	
Fixed to Wi-Fi Charge Band	Pence per minute		
	Daytime	Evening	Weekend
FW1	15.048	15.048	7.341
FW2	14.25	11.856	6.042
FW3	15.846	12.654	6.384
FW4	15.39	9.405	4.709
FW5	14.364	11.628	6.498
FW6	12.54	10.032	6.042
FW7	11.97	11.97	11.97
FW8	18.24	14.25	6.042
FW9	15.96	15.96	15.96
FW10	9.543	9.543	9.543
FW11	13.20	13.2	13.2
FW12	13.20	13.2	13.2

Friends & Family Mobile

Fixed to Mobile Charge Band	Pence per minute
	All times of day
FM1 – FM17	7

The above rates were available to all previous Calling Plan customers for an additional rental of £1.81 per month.

Previous Calling Plan Call Charges - ISDN 64Kbit/s Data Calls to Mobile & Wi-Fi

Fixed to Mobile Charge Band	Pence per minute	
	Monday - Sunday 7am – 7pm	Monday – Sunday Before 7am & after 7pm
FM1	44.962	44.962
FM3	51.225	38.698
FM4	32.435	32.435
FM5	32.435	32.435
FM6	44.962	44.962
FM7	51.225	38.698
FM13	44.962	44.962

Fixed to Wi-Fi Charge Band	Pence per minute	
	Monday - Sunday 7am – 7pm	Monday – Sunday Before 7am & after 7pm
FW1	44.962	44.962
FW7	44.962	44.962
FW8	44.962	44.962

Unlimited Anytime Plan Plus Call Charges - Fixed to Mobile

Fixed to Mobile Charge Band	Pence per minute	
	Monday - Sunday 7am – 7pm	Monday – Sunday Before 7am & after 7pm
FM1 – FM17	5.65	2.65

Home Phone Saver

Fixed to Mobile Charge Band	Pence per minute
	All times of day
FM1 – FM17	6

Calls to Personal Numbering Services

Personal Numbering Charge Band	Pence per minute		
	Daytime	Evening	Weekend
d	16.211	9.554	9.554
e	4.788	4.788	4.788
f	29.105	19.404	9.702
j	31.043	21.341	10.181
k	36.378	24.249	12.119
m	39.821	27.474	27.474
pn1	23.285	15.523	7.761
pn2	48.51	48.51	48.51
pn3	47.54	37.839	37.839
pn4	25.225	25.225	25.225
pn5	16.494	16.494	16.494
pn6	19.404	19.404	19.404
pn8	19.38	19.38	19.38
pn9	22.80	22.80	22.80
pn10	33.958	33.958	33.958
pn11	37.837	28.136	28.136
pn12	26.196	26.196	26.196
pn13	37.837	37.837	37.837
pn14	28.621	28.621	28.621
pn15	12.613	12.613	12.613
pn16	13.584	13.584	13.584
pn17	14.554	14.554	14.554
pn18	15.523	15.523	15.523
pn19	9.702	9.702	9.702
pn20	23.285	23.285	23.285
pn21	39.90	39.90	39.90
pn22	10.012	6.444	5.452

Other Schemes

BT Text

BT Text allows you to send and receive text messages from your home phone. You can text UK landlines and mobiles from your home phone for only 10.5p per text. You need a text-enabled phone and to subscribe to BT's Caller Display service.

This service is not available;

- a) between Northern Ireland and the Republic of Ireland.
- b) via the operator, a Chargecard. Some BT payphones allow you to send text messages for only 20p per text.
- c) when sent to UK roaming mobiles.
- d) when sent to or from Featureline Customers
- e) to customers with the Call Barring service who have selected barring of operator calls.
- f) to customers who withhold their numbers on outgoing calls (unless they release their number prior to sending the SMS message). BT's 'Terms and Conditions for Residential Service' apply.

BT reserves the right to withdraw the BT Text service from a customer where this service is being used for purposes that, in BT's opinion, are not in keeping with those reasonably expected of a Residential customer. e.g. Telemarketing, Computer generated texts or where in excess of 5000 texts are sent in any one hour period.

International Call Prices

The price of International calls – All Calling Plan Customers

These tables show you the Calling Plan prices in pence per minute for International direct-dialled calls made on ordinary telephone lines. A call set-up fee applies to all calls to the countries listed in the following tables. Please refer to page 6 for details of the call set-up fee payable.

Lower rates are available to all International Calls direct-dialled destinations with our Friends & Family International and International Freedom options – see below.

For Operator Connected International calls please refer to the Operator Services section.

Standard BT International Rate Bands (pence per minute)

Price Band	To Landlines	To Mobiles
A	20	50
B	40	70
C	80	110
D	120	150

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
A Afghanistan	120	150	D
Albania	80	110	C
Algeria	80	110	C
Andorra	80	110	C
Angola	120	150	D
Anguilla	120	150	D
Antarctica Australian Territory	120	120	D
Antigua & Barbuda	40	70	B
Antilles (Netherlands)	120	150	D
Argentina	120	150	D

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
A Armenia	120	150	D
Aruba	120	150	D
Ascension Island	120	120	D
Australia (incl. Christmas Is. & Cocos Is.)	40	70	B
Austria	40	70	B
Azerbaijani Republic	80	110	C
Azores	40	70	B
B Bahamas	120	120	D
Bahrain	120	150	D
Bangladesh	40	70	B
Barbados	40	70	B
Belarus	80	110	C
Belgium	40	70	B
Belize	120	150	D
Benin	120	150	D
Bermuda	40	70	B
Bhutan	120	150	D
Bolivia	120	150	D
Bosnia-Herzegovenia	80	110	C
Botswana	120	150	D
Brazil	20	50	A
Brunei Darussalam	120	150	D
Bulgaria	80	110	C
Burkina Faso	120	150	D
Burundi	120	150	D
C Cambodia (Kingdom of)	120	150	D
Cameroon	120	150	D
Canada	20	20	A

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
Canary Islands	40	70	B
Cape Verde	120	150	D
Cayman Islands	120	150	D
Central African Republic	120	120	D
Chad	120	120	D
Chile	120	150	D
China	40	70	B
Colombia	120	150	D
Comoros	120	150	D
Congo	120	150	D
Cook Islands	120	120	D
Costa Rica	120	150	D
Cote d'Ivoire	120	150	D
Croatia	80	110	C
Cuba	120	150	D
Cyprus (excluding northern Cyprus) *	40	70	B
Czech Republic	40	70	B
Democratic Republic of the Congo (formerly Zaire)	120	150	D
Denmark	40	70	B
Diego Garcia **	150	150	D
Djibouti	120	150	D
Dominica	120	150	D
Dominican Republic	120	150	D
East Timor	120	150	D
Ecuador	120	150	D
Egypt	120	150	D
El Salvador	120	150	D
Equatorial Guinea	120	150	D

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
Eritrea	120	150	D
Estonia	80	110	C
Ethiopia (Federal Democratic Republic of)	120	150	D
Falkland Islands	120	120	D
Faroe Islands	80	110	C
Fiji	120	150	D
Finland	40	70	B
France	40	70	B
French Guiana	120	150	D
French Polynesia	120	150	D
Gabon	120	150	D
Gambia	120	150	D
Georgia	120	150	D
Germany	40	70	B
Ghana	120	150	D
Gibraltar	40	70	B
Greece	20	50	A
Greenland	120	150	D
Grenada (inc Carriacou)	40	70	B
Guadeloupe	120	150	D
Guam	120	120	D
Guatemala	120	150	D
Guinea	120	150	D
Guinea Bissau	120	120	D
Guyana	120	150	D
Haiti	120	150	D
Honduras	120	150	D
Hong Kong	20	20	A

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
Hungary	40	70	B
Iceland	80	110	C
India	40	70	B
Indonesia	120	150	D
Iran	120	150	D
Iraq	120	150	D
Ireland (Republic of) ***	20	50	A
Israel	80	110	C
Italy (inc. Vatican City)	40	70	B
Jamaica	40	70	B
Japan	20	50	A
Jordan	120	150	D
Kazakhstan	120	150	D
Kenya	120	150	D
Kiribati	120	120	D
Korea PDR (North)	120	120	D
Korea Republic (South)	120	150	D
Kuwait	120	150	D
Kyrgyz Republic	120	150	D
Laos	120	150	D
Latvia	80	110	C
Lebanon	120	150	D
Lesotho	120	150	D
Liberia	120	150	D
Libya	80	110	C
Liechtenstein	40	70	B
Lithuania	80	110	C
Luxembourg	40	70	B

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
Macao	120	150	D
Macedonia	80	110	C
Madagascar	120	150	D
Madeira	40	70	B
Malawi (The Republic of)	120	150	D
Malaysia	80	110	C
Maldives	120	150	D
Mali	120	150	D
Malta	40	70	B
Marshall Island	120	120	D
Martinique	120	150	D
Mauritania	120	150	D
Mauritius	120	150	D
Mayotte	120	150	D
Mexico	20	50	A
Micronesia	120	120	D
Moldova	120	150	D
Monaco	80	110	C
Mongolia	120	150	D
Montenegro	80	110	C
Montserrat	120	150	D
Morocco	80	110	C
Mozambique	120	150	D
Myanmar (formerly Burma)	120	150	D
Namibia	120	150	D
Nauru	120	120	D
Nepal	120	150	D
Netherlands	40	70	B

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
New Caledonia	120	150	D
New Zealand (inc Chatham Islands)	40	70	B
Nicaragua	120	150	D
Niger	120	150	D
Nigeria	120	150	D
Niue	120	120	D
Norfolk Island	120	120	D
Northern Marianas	120	120	D
Norway	40	70	B
Oman	120	150	D
Pakistan	40	70	B
Palau (The Republic of)	120	120	D
Palestinian National Authority	80	110	C
Panama	120	150	D
Papua New Guinea	120	150	D
Paraguay	120	150	D
Peru	120	150	D
Philippines	120	150	D
Poland	40	70	B
Portugal	40	70	B
Puerto Rico	80	80	C
Qatar	120	150	D
Reunion	120	150	D
Rodriguez Islands	120	120	D
Romania	80	110	C
Ross Island	120	120	D
Russian Federation	20	50	A
Rwandese Republic	120	150	D

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
Samoa (US)	120	120	D
Samoa (Western)	120	150	D
San Marino	80	80	C
Sao Tome & Principe	120	150	D
Saudi Arabia	120	150	D
Senegal	120	150	D
Serbia	80	110	C
Seychelles	120	150	D
Sierra Leone	120	150	D
Singapore	40	70	B
Sint Maarten	120	150	D
Slovak Republic	40	70	B
Slovenia	80	110	C
Solomon Islands	120	120	D
Somalia	120	150	D
South Africa	80	110	C
South Sudan	120	150	D
Spain (inc the Balearic Islands)	40	70	B
Sri Lanka	120	150	D
St Helena	120	120	D
St Kitts & Nevis (formerly St Christopher)	120	150	D
St Lucia	40	70	B
St Pierre & Miquelon	120	150	D
St Vincent & the Grenadines	120	150	D
Sudan	120	150	D
Suriname	120	150	D
Swaziland	120	150	D
Sweden	40	70	B

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Country	Standard BT International Rate (pence per minute)		
	To Landlines	To Mobiles	Price Band
Switzerland	40	70	B
Syria	120	150	D
Taiwan	120	150	D
Tajikstan	120	150	D
Tanzania	120	150	D
Thailand	120	150	D
Togolese Republic (The)	120	150	D
Tokelau	120	120	D
Tonga	120	150	D
Trinidad & Tobago	40	70	B
Tunisia	80	110	C
Turkey	40	70	B
Turkmenistan	120	150	D
Turks & Caicos Is	120	150	D
Tuvalu	120	120	D
Uganda	120	150	D
Ukraine	80	110	C
United Arab Emirates	120	150	D
Uruguay	120	150	D
USA	20	20	A
Uzbekistan	120	150	D
Vanuatu	120	150	D
Venezuela	120	150	D
Vietnam	80	110	C
Virgin Islands (UK)	120	150	D
Virgin Islands (US)	120	120	D
Wallis & Futuna	120	120	D
Yemen (formerly Yemen AR and Yemen PDR)	120	150	D
Zambia	120	150	D
Zimbabwe	120	150	D

* For prices to northern Cyprus see Turkey.

** All calls to Diego Garcia are charged at Band D mobile rate.

*** Calls from Northern Ireland to the Republic of Ireland are charged at the Calling Plan UK rates. Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as calls from the rest of the United Kingdom to mobile telephones registered in the Republic of Ireland.

Friends & Family International

Available with BT Calling Plans only for an additional charge of £1.20 per month.

You can make calls 24 hours a day, 7 days a week at the rates indicted to any of the countries in the following tables:

A Call Set-up Fee of 15.71 pence per call will be charged for all calls to the countries shown in the following tables:

	Country	Pence per minute			Country	Pence per minute			
		Calls to Fixed Lines	Calls to Mobiles and other Special and Higher Rate Services			Calls to Fixed Lines	Calls to Mobiles and other Special and Higher Rate Services		
A	Afghanistan	40.7	70.1	C	Cape Verde	40.7	70.1		
	Albania	18.1	46.9		Cayman Islands	18.1	46.9		
	Algeria	30.5	59.6		Central African Republic	40.7	40.7		
	Andorra	9	37.9		Chad	40.7	40.7		
	Angola	18.1	46.9		Chile	5.6	33.3		
	Anguilla	30.5	59.6		China	2.8	33.7		
	Antarctica Australian	61.1	61.1		Colombia	18.1	46.9		
	Antigua & Barbuda	18.1	46.9		Comoros	61.1	91.3		
	Antilles (Netherlands)	30.5	59.6		Congo	30.5	59.6		
	Argentina	5.6	33.3		Cook Islands	82.7	82.7		
	Armenia	24.2	53.3		Costa Rica	18.1	46.9		
	Aruba	18.1	46.9		Cote d'Ivoire	30.5	59.6		
	Ascension Island	61.1	61.1		Croatia	2.7	33.6		
	Australia (incl. Christmas & Cocos Islands)	2.9	33.8		Cuba	103.6	132.7		
	Austria	2.9	33.8		Cyprus (not including the north of Cyprus)	2.9	33.8		
	Azerbaijani Republic	24.2	53.3		Czech Republic	2.8	33.7		
	Azores	2.8	33.7		D	Democratic Republic of the Congo (formerly Zaire)	40.7	70.1	
	B	Bahamas	9			9	Denmark	2.9	33.8
		Bahrain	30.5			59.6	Diego Garcia	103.6	103.6
Bangladesh		5.8	10.9	Djibouti		40.7	70.1		
Barbados		9.9	38.9	Dominica		18.1	46.9		
Belarus		32.2	61.3	Dominican Republic		18.1	46.9		
Belgium		2.9	33.8	E	East Timor	103.6	132.7		
Belize		30.5	59.6		Ecuador	30.5	59.6		
Benin		30.5	59.6		Egypt	20	48.9		
Bermuda		9	37.9		El Salvador	30.5	59.6		
Bhutan		30.5	59.6		Equatorial Guinea	40.7	70.1		
Bolivia		30.5	59.6		Eritrea	40.7	70.1		
Bosnia-Herzegovina		18.1	46.9		Estonia	5.6	33.3		
Botswana		18.1	46.9		Ethiopia (Federal Democratic Republic of)	30.5	59.6		
Brazil		6.1	33.8		F	Falkland Islands	61.1	61.1	
Brunei Darussalam		18.1	46.9			Faroe Islands	30.5	59.6	
Bulgaria		9.4	38.3	Fiji		40.7	70.1		
Burkina Faso		30.5	59.6	Finland		5.8	33.6		
Burundi		30.5	59.6	France		2.9	33.8		
C		Cambodia (Kingdom of)	61.1	91.3		French Guiana	30.5	59.6	
	Cameroon	18.1	46.9	French Polynesia		40.7	70.1		
	Canada	2.9	2.9						
	Canary Islands	2.9	33.8						

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Country	Pence per minute	
	Calls to Fixed Lines	Calls to Mobiles and other Special and Higher Rate Services
Gabon	30.5	59.6
Gambia	32.2	61.3
Georgia	18.1	46.9
Germany	2.9	33.8
Ghana	9.9	38.9
Gibraltar	5.6	33.3
Greece	2.9	33.8
Greenland	61.1	91.3
Grenada (incl.Carriacou)	18.1	46.9
Guadeloupe	18.1	46.9
Guam	30.5	30.5
Guatemala	30.5	59.6
Guinea	30.5	59.6
Guinea Bissau	82.7	82.7
Guyana	40.7	70.1
Haiti	30.5	59.6
Honduras	30.5	59.6
Hong Kong	2.8	2.8
Hungary	2.8	33.7
Iceland	5.6	33.3
India	6.1	11.1
Indonesia	18.1	46.9
Iran	9.4	38.3
Iraq	18.1	46.9
Ireland (Republic of)	2.9	33.8
Israel	2.9	33.8
Italy (Inc. Vatican City)	2.9	33.8
Jamaica	6.1	33.8
Japan	2.8	33.7
Jordan	18.1	46.9
Kazakhstan	30.5	59.6
Kenya	20	48.9
Kiribati	82.7	82.7
Korea PDR (North)	82.7	82.7
Korea Republic (South)	5.6	33.3
Kuwait	18.1	46.9
Kyrgyz Republic	30.5	59.6
Laos	40.7	70.1
Latvia	5.6	33.3
Lebanon	19	48

Country	Pence per minute	
	Calls to Fixed Lines	Calls to Mobiles and other Special and Higher Rate Services
Lesotho	30.5	59.6
Liberia	30.5	59.6
Libya	30.5	59.6
Liechtenstein	9	37.9
Lithuania	5.6	33.3
Luxembourg	2.7	33.6
Macao	24.2	53.3
Macedonia	18.1	46.9
Madagascar	30.5	59.6
Madeira	2.8	33.7
Malawi (Republic of)	18.1	46.9
Malaysia	5.8	33.6
Maldives	40.7	70.1
Mali	40.7	70.1
Malta	9.4	38.3
Marshall Island	40.7	40.7
Martinique	18.1	46.9
Mauritania	30.5	59.6
Mauritius	32.2	61.3
Mayotte	30.5	59.6
Mexico	9	37.9
Micronesia	30.5	30.5
Moldova	18.1	46.9
Monaco	5.6	33.3
Mongolia	40.7	70.1
Montenegro	18.1	46.9
Montserrat	30.5	59.6
Morocco	19	48
Mozambique	24.2	53.3
Myanmar (formerly Burma)	40.7	70.1
Namibia	18.1	46.9
Nauru	103.6	103.6
Nepal	61.1	91.3
Netherlands	2.9	33.8
New Caledonia	40.7	70.1
New Zealand (inc Chatham	2.9	33.8
Nicaragua	30.5	59.6
Niger	18.1	46.9
Nigeria	9.9	38.9
Niue	82.7	82.7

Country	Pence per minute	
	Calls to Fixed Lines	Calls to Mobiles and other Special and Higher Rate Services
Norfolk Islands	103.6	103.6
Northern Marianas	61.1	61.1
Norway	2.9	33.8
Oman	32.2	61.3
Pakistan	6.1	11.1
Palau (The Republic of)	61.1	61.1
Palestinian National	18.1	46.9
Panama	18.1	46.9
Papua New Guinea	82.7	111.7
Paraguay	24.2	53.3
Peru	40.7	70.1
Philippines	9.9	38.9
Poland	2.9	33.8
Portugal	2.8	33.7
Puerto Rico	5.6	5.6
Qatar	25.6	54.7
Reunion	18.1	46.9
Rodriguez Islands	30.5	30.5
Romania	5.8	33.6
Ross Island	30.5	30.5
Russian Federation	6.1	33.8
Rwandese Republic	24.2	53.3
Samoa (US)	30.5	30.5
Samoa (Western)	40.7	70.1
San Marino	2.7	2.7
Sao Tome & Principe	103.6	132.7
Saudi Arabia	20	48.9
Senegal	30.5	59.6
Serbia	18.1	46.9
Seychelles	18.1	46.9
Sierra Leone	25.6	54.7
Singapore	2.8	33.7
Sint Maarten	30.5	59.6
Slovak Republic	2.7	33.6
Slovenia	2.7	33.6
Solomon Islands	103.6	103.6
Somalia	61.1	91.3
South Africa	2.9	33.8

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

	Country	Pence per minute		
		Calls to Fixed Lines	Calls to Mobiles and other Special and Higher Rate Services	
S	South Sudan	24.2	53.3	
	Spain (inc. Balearic Islands)	2.9	33.8	
	Sri Lanka	19	48	
	St Helena	103.6	103.6	
	St Kitts & Nevis (formerly St Christopher)	18.1	46.9	
	St Lucia	9	37.9	
	St Pierre & Miquelon	30.5	59.6	
	St Vincent & the Grenadines	18.1	46.9	
	Sudan	24.2	53.3	
	Suriname	40.7	70.1	
	Swaziland	18.1	46.9	
	Sweden	2.9	33.8	
	Switzerland	2.9	33.8	
	Syria	61.1	91.3	
	T	Taiwan	5.6	33.3
		Tajikistan	24.2	53.3
		Tanzania	18.1	46.9
Thailand		6.1	33.8	
Togolese Republic (The)		30.5	59.6	
Tokelau		82.7	82.7	
Tonga		40.7	70.1	
Trinidad & Tobago		5.8	33.6	
Tunisia		19	48	
Turkey (and northern		8.6	37.6	
Turkmenistan		24.2	53.3	
Turks & Caicos Is		18.1	46.9	
Tuvalu		61.1	61.1	
U		Uganda	18.1	46.9
	Ukraine	18.1	46.9	
	United Arab Emirates	20	48.9	
	Uruguay	18.1	46.9	
	USA	2.9	2.9	
	Uzbekistan	18.1	46.9	
V	Vanuatu	82.7	111.7	
	Venezuela	9	37.9	
	Vietnam	61.1	91.3	
	Virgin Islands (UK)	30.5	59.6	
	Virgin Islands (US)	9	9	

	Country	Pence per minute	
		Calls to Fixed Lines	Calls to Mobiles and other Special and Higher Rate Services
W	Wallis & Futuna	103.6	103.6
Y	Yemen (formerly Yemen AR and Yemen PDR)	40.7	70.1
Z	Zambia	2.7	33.6
	Zimbabwe	9.9	38.9

Other Calling Plan International destinations will be charged at the appropriate Calling Plan pence per minute rate. Full details of exclusions and other terms and conditions can be found in the BT Price List at www.bt.com/pricing

The Friends & Family International price for calls to fixed lines in the Republic of Ireland does not apply for Customers in Northern Ireland as calls from Northern Ireland to the Republic of Ireland are charged at the appropriate Calling Plan rates. The price for calls to mobile telephones in the Republic of Ireland applies to all customers with Friends & Family International.

The Friends & Family International pence per minute rate only applies to calls to International mobiles and does not apply to calls to mobile phones that are on International roaming within the selected Calling Plan destinations.

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

International Freedom

International Freedom is an opt-in package available to Calling Plan customers.

The option fee is £6.20 per month.

For all destinations shown in the table the pence per minute rate for a normal call to a fixed line is zero (subject to a fair use policy limit of 600 minutes a month). Any additional minutes are charged at the rates shown. Rates for calls to mobiles and to other Special or Higher Rate services are also shown. These rates apply to calls at all times.

For destinations not shown in this table Friends and Family International rates apply (see above).

The prices for calls to mobiles apply only for mobiles based in the country shown. They do not apply to mobiles from other countries (including the UK) which may be operating on a roaming basis. Calls to UK mobiles abroad are charged at Calling Plan mobile rates. Calls to mobiles from other countries not covered by International Freedom are charged at the International call prices for calls to mobiles in Friends & Family International.

The zero pence per minute price for calls to fixed lines in the Republic of Ireland does not apply for customers in Northern Ireland as calls from Northern Ireland to the Republic of Ireland are charged at the appropriate BT Calling Plan option rates for Local and National calls. The price for calls to mobile telephones in the Republic of Ireland applies to all customers with this option.

A Call Set-up Fee of 15.71 pence per call will be charged for all chargeable calls.

For full details of exclusions and terms and conditions please refer to the BT Price List at: www.bt.com/pricing

Country	Pence per minute	
	Calls to fixed lines over the 600 minute limit	Calls to Mobiles and other Special and Higher Rate Services
Australia (inc. Christmas & Cocos Islands)	2.9	33.8
Austria	2.9	33.8
Bahamas (Mobiles same as fixed)	2.9	2.9
Belgium	2.9	33.8
Canada (Mobiles same as fixed)	2.9	2.9
China	2.9	33.8
Croatia	2.9	33.8
Cyprus (not including the north of Cyprus)	2.9	33.8
Czech Republic	2.9	33.8
Denmark	2.9	33.8
Finland	2.9	33.8
France	2.9	33.8
Germany	2.9	33.8
Gibraltar	2.9	33.8
Greece	2.9	33.8
Hong Kong (Mobiles same as fixed)	2.9	2.9
Hungary	2.9	33.8
Ireland (Republic of)	2.9	33.8
Italy (Inc. Vatican City)	2.9	33.8
Japan	2.9	33.8
Luxembourg	2.9	33.8
Malaysia	2.9	33.8
Netherlands	2.9	33.8
New Zealand (inc Chatham Islands)	2.9	33.8
Norway	2.9	33.8
Poland	2.9	33.8
Portugal (inc calls to Madeira & Azores)	2.9	33.8
San Marino (Mobile same as Fixed)	2.9	2.9
Singapore	2.9	33.8
Slovenia	2.9	33.8
Spain (inc Balearic Islands & Canary Islands)	2.9	33.8
Sweden	2.9	33.8
Switzerland (excludes Liechtenstein)	2.9	33.8
USA (Mobiles same as fixed)	2.9	2.9

Calls from BT Fixed Lines to International Mobiles and other Special and Higher Rate Services

Calls from BT fixed lines to some international mobiles and other special and higher rate services (excluding UK based roaming mobiles) are charged at 30p per minute above the price of an equivalent International Direct Dialled call to a fixed line.

The charges do not apply to all destinations. The countries affected are detailed in the table below. Full details are shown in the BT Price List, which can be viewed at www.bt.com/pricing/

The above also applies to calls made via the operator.

International Mobile and other Special and Higher Rate Number Destination Codes

Destination	Destination Code
Afghanistan	93
Albania	355
Algeria	213
Andorra	376
Angola	244
Antigua & Barbuda	1268
Antilles (Netherlands)	599
Argentina	54
Armenia	374
Aruba	297
Australia	61
Austria	43
Azerbaijan	994
Azores	351
Bahrain	973
Bangladesh	880
Barbados	1246
Belarus	375
Belgium	32
Belize	501

Destination	Destination Code
Benin	229
Bermuda	1441
Bhutan	975
Bolivia	591
Bosnia and Herzegovina	387
Botswana	267
Brazil	55
Brunei	673
Bulgaria	359
Burkina Faso	226
Burundi	257
Cambodia	855
Cameroon	237
Canary Islands	34
Cape Verde	238
Cayman Islands	1345
Chile	56
China	86
Colombia	57
Comoros	269
Congo	242
Costa Rica	506
Côte d'Ivoire	225
Croatia	385
Cuba	53
Cyprus	357
Czech Republic	420
Democratic Republic of the Congo	243
Denmark	45
Djibouti	253
Dominica	1767
Dominican Republic	1809
East Timor	670
Ecuador	593
Egypt	20
El Salvador	503
Equatorial Guinea	240
Eritrea	291
Estonia	372
Ethiopia	251

Destination	Destination Code
Faroe Islands	298
Fiji	679
Finland	358
France	33
French Guiana	594
French Polynesia	689
Gabon	241
Gambia	220
Georgia	995
Germany	49
Ghana	233
Gibraltar	350
Greece	30
Greenland	299
Grenada (inc. Carriacou)	1473
Guadeloupe	590
Guinea	224
Guyana	592
Haiti	509
Honduras	504
Hungary	36
Iceland	354
India	91
Indonesia	62
Iran	98
Ireland	353
Israel	972
Italy	39
Ivory Coast	225
Jamaica	1876
Japan	81
Jordan	962
Kazakhstan	7
Kenya	254
Korea (South)	82
Kuwait	965
Kyrgyzstan	996
Laos	856
Latvia	371
Lebanon	961

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Destination	Destination Code
Lesotho	266
Liberia	231
Libya	218
Liechtenstein	423
Lithuania	370
Luxembourg	352
Macao	853
Macedonia	389
Madagascar	261
Madeira	351
Malawi	265
Malaysia	60
Maldives	960
Mali	223
Malta	356
Martinique	596
Mauritania	222
Mauritius	230
Mayotte	262
Moldova	373
Monaco	377
Mongolia	976
Montenegro	382
Montserrat	1664
Morocco	212
Mozambique	258
Myanmar	95
Namibia	264
Nepal	977
Netherlands	31
New Caledonia	687
New Zealand	64
Nicaragua	505
Niger	227
Nigeria	234
Norway	47
Oman	968
Pakistan	92
Palestinian National Authority	970
Panama	507

Destination	Destination Code
Papua New Guinea	675
Paraguay	595
Peru	51
Philippines	63
Poland	48
Portugal (incl. Azores & Madeira)	351
Qatar	974
Reunion	262
Romania	40
Russia	7
Samoa (Western)	685
Sao Tome and Principe	239
Saudi Arabia	966
Senegal	221
Serbia	381
Seychelles	248
Sierra Leone	232
Singapore	65
Sint Maarten	1721
Slovak Republic	421
Slovenia	386
Somalia	252
South Africa	27
South Sudan	211
Spain (incl. Canary Islands)	34
Sri Lanka	94
St Kitts & Nevis	1869
St. Lucia	1758
St Vincent & the Grenadines	1784
Sudan	249
Suriname	597
Swaziland	268
Sweden	46
Switzerland	41
Syria	963
Taiwan	886
Tajikistan	992
Tanzania	255
Thailand	66
Togo	228

Destination	Destination Code
Tonga	676
Trinidad & Tobago	1868
Tunisia	216
Turkey (inc. north Cyprus)	90
Turkmenistan	993
Turks & Caicos Islands	1649
UAE	971
Uganda	256
Ukraine	380
Uruguay	598
Uzbekistan	998
Vanuatu	678
Venezuela	58
Vietnam	84
Virgin Islands (UK)	1284
Yemen	967
Zambia	260
Zimbabwe	263

Billed itemised calls to international mobile numbers are shown with the suffix “mbl” after the country name.

Billed itemised calls to international special and higher rate numbers are shown with the suffix “Spc” after the country name.

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

UK Call Prices for Non-Calling Plan Customers

Chargeband/Call Type	Pence per minute		
	Daytime	Evening	Weekend
Local	4.032	1.021	1.021
National	8.076	4.032	1.524

Normal charges apply on all Bank Holidays. Note that operator-connected calls are priced differently - see pages 28 and 29 for further details. The above table does not include prices for calls made using a BT public payphone or BT Chargecard. For details of these prices, call free on **0800 661 610** for BT public payphones, and **0800 345 144** for BT Chargecards.

Some BT call prices are related to the distance of the call, but others, such as those to mobile phones or information and premium rate services, are charged at the appropriate rate irrespective of the destination of the call.

Calls to service numbers starting 084, 087, 09 and 118

Calls to service numbers starting 084, 087, 09 and 118 consist of a 9.53 pence per minute Access Charge from BT, plus a Service Charge set by the company you call.

Personal Numbering Services/Fixed-Mobile Calls for Non-Calling Plan Customers

Charge Band	Pence per minute		
	Daytime	Evening	Weekend
d	17.063	10.055	10.055
e	5.04	5.04	5.04
f	30.635	20.423	10.211
fm1- fm9	11.576	6.47	3.406
fm10	19.2	14.999	6.359
fm11	16.8	16.8	16.8
fm12	11.576	6.47	3.406
fm13	17.969	17.969	17.969
fm14	11.52	11.52	11.52
fm15	12.82	12.82	12.82
fm16	11.576	6.47	3.406

Personal Numbering Services/Fixed-Mobile Calls for Non-Calling Plan Customers (Continued)

Charge Band	Pence per minute		
	Daytime	Evening	Weekend
fm17	11.4	11.4	11.4
fw1	15.84	15.84	7.728
fw2	14.999	12.48	6.359
fw3	16.679	13.319	6.72
fw4	16.199	9.899	4.955
fw5	15.12	12.24	6.839
fw6	13.2	10.56	6.359
fw7	12.599	12.599	12.599
fw8	19.2	14.999	6.359
fw9	16.8	16.8	16.8
fw10	10.046	10.046	10.046
fw11	13.2	13.2	13.2
fw12	13.2	13.2	13.2
j	32.675	22.464	10.715
k	38.291	25.523	12.855
pn1	24.509	16.339	8.169
pn2	51.062	51.062	51.062
pn3	50.041	39.828	39.828
pn4	26.552	26.552	26.552
pn5	17.36	17.36	17.36
pn6	20.424	20.424	20.424
pn8	20.40	20.40	20.40
pn9	24.00	24.00	24.00
pn10	35.743	35.743	35.743
pn11	39.828	29.617	29.617
pn12	27.574	27.574	27.574
pn13	39.828	39.828	39.828
pn14	30.126	30.126	30.126
pn15	13.276	13.276	13.276
pn16	14.297	14.297	14.297
pn17	15.319	15.319	15.319
pn18	16.339	16.339	16.339
pn19	10.211	10.211	10.211
pn20	24.509	24.509	24.509
pn21	42.00	42.00	42.00
pn22	10.539	6.782	5.739

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Charges for ISDN 64Kbit/s Data to Mobile Calls for Non-Calling Plan Customers

Charge Band	Pence per minute		
	Daytime	Evening	Weekend
fm1	44.962	44.962	44.962
fm3	51.225	38.698	22.416
fm4	32.435	32.435	32.435
fm5	32.435	32.435	32.435
fm6	44.962	44.962	44.962
fm7	51.225	38.698	22.416
fm13	44.962	44.962	44.962
fw1	44.962	44.962	44.962
fw7	44.962	44.962	44.962
fw8	44.962	44.962	44.962

Daytime means 7am - 7pm, Monday to Friday.

Evening means after 7pm and before 7am Monday to Friday

Weekend means midnight Friday to midnight Sunday

International Charge Bands & Call Prices for Non-Calling Plan Customers

Charge Band	Pence per minute		
	Daytime	Evening	Weekend
IR (Republic of Ireland)*	23.376	20.16	18.13
1	36.288	30.24	25.519
1a	29.027	27.216	23.603
2	39.36	35.376	33.047
3	68.88	58.464	55.44
4	24.119	22.919	21.299
5	79.632	67.2	63.84
6	50.039	42.803	39.936
7	59.639	56.64	53.76
8	103.824	83.255	76.56
8a	81.143	74.928	68.903
9	129.024	110.819	101.04
10	133.979	112.896	101.04
11	78.624	74.688	70.955
12	136.08	129.024	101.04
12a	66.371	61.271	61.271
13	138.096	131.975	122.4
14	110.4	104.88	97.92
15	107.184	101.04	90.839
16	122.4	116.099	101.04
16a	66.371	61.271	61.271
17	204.251	199.139	194.039
18	178.715	173.616	168.503

*Calls from Northern Ireland to the Republic of Ireland are charged at the UK Call Prices for Non-Calling Plan Customer rates detailed on page 26. Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as calls from the rest of the United Kingdom to mobile telephones registered in the Republic of Ireland. Calls to the Channel Islands are charged at National Rate.

For full details of exclusions, terms and conditions visit our website at: www.bt.com/pricing/

BT Calling Features

If you're connected to a digital telephone exchange and have either a tone or pulse dial phone, then you can use BT Calling Features. BT Calling Feature packs enable you to package together the most appropriate Calling Features to meet your needs. You can choose to take a pack of from one to eight Calling Features from the following:

- Call Waiting
- Call Diversion
- Three-Way Calling (unlimited usage)
- Caller Display
- Ring Back (unlimited usage)
- Call Sign
- Reminder Call (unlimited usage)
- Call Barring

Prices for BT Calling Feature Packs

Calling Feature Pack	Number of Features Included	Monthly Price
Pack 1	1 Feature	£3.70
Pack 2	2 to 4 Features	£7.45
Pack 3	5 to 8 Features	£9.95

Call Diversion - The diverted part of the call is charged to the renter of the service.

Three-Way Calling - Each participant dialing into a three-way call is charged at the rate appropriate to the number they dialled.

Caller Display - Caller display equipment, available from BT and other suppliers, is needed to take advantage of this service. This Calling Feature is subject to availability.

Calling Features available on a Pay-per-use basis

Calling Feature	Price per use
1470 (Release Number)	Free
1471	Free
Call Return (1471)	21.1p
Call Return (1571)	21.1p
Timeline	38.9p
Ring Back	46.1p
Three-way Calling	69.0p
Reminder Call	46.1p

Calling Features available on a Rental basis

Calling Feature	Rental per month
Anonymous Call Reject	£5.05
Choose to Refuse	£4.15
BT Call Minder*	£3.70
BT Call Minder Extensions*	£3.22
BT Answer (1571)*	£1.85
BT Privacy with Caller Display	£1.75

* Some social alarm and burglar alarm equipment may not be compatible with BT's Messaging services, please check with your supplier.

For further information please visit www.bt.com/callingfeatures or call us free on 0800 800 150

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

UK Operator Services - 100

Calls to the 100 operator for advice or help are free. You are only charged when you have a call connected or use one of the other services from the operator.

If you need the operator to connect your call because you have difficulty getting through, your call is charged in pence per minute or part thereof at the rate shown in the table below.

If you ask for an operator-connected call without having had any difficulty, there is an extra connection charge of £3.98 per call

Operator connected Inland calls from Residential lines

Type of Call	Pence per minute or part thereof (Minimum Charge 1 minute)
	At all Times
Local & National	132.00
Mobile	132.00
Other (including calls to 084 & 087) *	132.00

* Calls other than Local, National and Mobile where the Operator can connect. The operator cannot connect calls to certain types of number, including numbers beginning with 09.

The call charge is rounded up to a whole penny. The timed duration of a call includes the time to set up and disconnect the call on the BT network.

Operator connected calls to service numbers starting 118

Operator connected calls to Directory Enquiry service numbers starting 118 will be charged as if you had dialled the number yourself. Charges for 118 calls can be found at www.bt.com/specialnumbers

Operator connected calls to Republic of Ireland from Northern Ireland from Residential lines

Calls from Northern Ireland to fixed lines in the Republic of Ireland are charged as Inland calls. Calls to mobiles cost the same as from the rest of the UK.

Operator connected calls to the Channel Islands & Isle of Man

Calls are charged at National rate.

Special Assistance Operator – 198

The Special Assistance Operator is for people who need help to make a call because of a disability. Calls can be connected to most destinations in the UK and abroad. There is no charge for making a call to the 198 operator. You are only charged when a call is connected.

Reverse-Charge Calls

The charge is billed to the number receiving the call. Calls from payphones cost £2.65 for each 30 seconds, or part of 30 seconds, plus a £2.65 service charge per call.

Calls from other lines cost £1.32 per minute or part of a minute plus a £3.98 service charge per call, and the minimum charge is for 1 minute.

Alarm Calls

The charge to set up an alarm call is £12.09 per call.

International Operator Services - 155

Calls to the 155 International Operator for advice or help are free. If you want the operator to connect your call there is a call charge as set out in the table below. A connection charge of £7.25 will also apply to any call connected by the International operator.

Operator connected International calls from Residential lines

Chargeband	Pence per minute or part thereof (Minimum Charge 1 minute)
	At all times
Republic of Ireland	132.00
A	132.00
B	265.00
C	398.00
D	531.00
E	199.00

To check which countries are in each chargeband please see www.bt.com/pricing/

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

International Operator Connected calls from BT Public Payphones

If you need the operator to connect your call because you have difficulty getting through, your call is charged in pence per 58.75 seconds or part thereof at the rate shown in the table below. A service charge of £3.10 will also apply to any call connected by the International operator.

Charge Band	Pence per 58.75 seconds or part thereof		
	Daytime	Evening	Weekend
1	80	70	70
1a	70	70	70
2	80	80	80
3	100	100	100
4	80	80	80
5	160	140	140
6	110	110	110
7	110	110	110
8	220	180	180
8a	280	240	240
9	280	240	240
10	280	240	240
11	150	150	150
12	290	290	290
13	290	290	290
14	290	290	290
15	280	240	240
16	290	290	290
17	290	290	290
18	290	290	290

Operator connected calls to Republic of Ireland from BT Public Payphones (Except those located in Northern Ireland)

If you need the operator to connect your call because you have difficulty getting through, your call is charged in pence per 176.25 seconds or part thereof at the rate shown in the table below. A service charge of £3.10 will also apply to any call connected by the International operator

Charge Band	Pence per 176.25 seconds or part thereof		
	Daytime	Evening	Weekend
Republic of Ireland	230	170	170

Daytime means 7am - 7pm, Monday to Friday.

Evening means after 7pm and before 7am Monday to Friday

Weekend means midnight Friday to midnight Sunday

Calls to Mobiles and Other Services

International calls to some mobiles and other special and higher rate services are charged at 35.00 pence per minute more than the equivalent call to a fixed line.

Collect Calls

Collect calls are International reverse-charge calls, which are billed to the number receiving the call.

Charges are for each minute or part thereof at the rate shown in the table below. A service charge is also payable for each call as set out in the table below. The minimum call charge is for 5 minutes.

Option	At all times	
	Pence per minute <i>(Minimum Charge 5 minutes)</i>	Service charge per call
Republic of Ireland	168	£12.21
A	459	£19.95
B	664	£19.95
C	1064	£19.95
D	1160	£19.95

UK Directory Enquiry Calls

Calls to 118 500 cost £3.99 per call plus £1.39 per minute, plus your applicable Access Charge. It should be noted that this service attracts a maximum charge of £20 irrespective of call duration.

You can ask for as many codes or numbers as you like. Welsh speaking customers can call 118 404, which is charged the same. If you want to be put straight through to the required number, the call carries on being charged at £1.39 per minute.

International Directory Enquiry Calls

Calls to 118 505 cost £4.99 per call plus £1.35 per minute, plus your applicable Access Charge.

You can ask for as many codes or numbers as you like. If you want to be put straight through to the required number, the call carries on being charged at £1.35 per minute.

Public Payphone calls to Directory Enquiries

Calls to 118 500 are charged at 10p for 1.5 seconds, with a minimum charge of 60p (which includes a 40p connection charge). If you want to be put through to the number required, your call carries on being charged at 10p for 1.5 seconds.

Another service you can call from BT public payphones is 118 141. You can ask for a single UK number or code. Calls to 118 141 are charged at 10p for 4 seconds, with a minimum charge of 60p (which includes a 40p connection charge).

Directory Enquiries are free for customers who are blind or can't use a phone book because of a disability. For details, please see the BT Price List at: www.bt.com/pricing

Charges for other directory enquiry services are shown in the "Specialised Numbers" guide.

BT Mobile (For new customers from 25th March 2015)

Monthly Rental Charges – BT Mobile

Plan features	BT Mobile 500MB Plan	BT Mobile 2GB Plan	BT Mobile 20GB Plan
Inclusive Minutes	200	500	Unlimited
Inclusive Texts	Unlimited	Unlimited	Unlimited
Inclusive Data Allowance	500MB	2GB	20GB
Minimum Contract Period	12 months	12 months	12 months
Monthly Rental ¹	£10	£17	£25

¹ £5.00 monthly discount will be applied to these rates if BT Broadband is installed at the address to which your BT Mobile account is registered.

Inclusive Allowance

The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wifi hotspot.

Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable

The inclusive call allowance is reduced by a minute for the first minute and then per second then after. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

Calls to Standard UK Numbers

Calls made outside of, or excluded from, the inclusive call allowance are charged at the pence per minute rate stated in the following table with the duration of each call rounded up to the next whole second. Minimum call duration of 1 minute applies to each call.

Calls to	Pence per minute
Local and National numbers	35
Mobile numbers	35
Freephone numbers	Free

Calls to Emergency Services

Calls charged at the per call rate stated with no minimum or maximum call duration.

Calls to	Pence per call
Emergency Services (999, 111, 112, 116)	Free
Non-Emergency Services (101)	15

Calls to Service Numbers commencing 084, 087, 09 and 118

Calls to service numbers starting 084, 087, 09 and 118 consist of 30 pence per minute Access Charge from BT, plus a Service Charge set by the company you call.

Duration Rounding

When the duration of the Access Charge is under one minute it is rounded up to the whole minute. Access charge durations exceeding one minute are rounded up to the next whole second. Duration based Service Charges are rounded up to the next whole second.

Call Charge Rounding

The VAT inclusive Access Charge cost will be rounded up to the whole penny.
The VAT inclusive Service Charge cost will be rounded to the nearest penny.

The resulting Access Charge and Service charge costs will then be added together to form the call charge.

BT Mobile Optional Add-ons

The charges detailed below are payable in addition to the standard monthly rental charge for the Plan they are added to. Add-ons may be removed at any time on 30 days' notice.

USA Data

Additional data bundles are available for the following one-off charges

USA Data Bundle	Monthly Charge
20MB	£3.00
100MB	£15.00

These data bundles expire 30 days after purchase or until used. A single bundle per order. Multiple orders can be made. Not available to SIM's restricted from roaming .

Europe* Data

Additional data bundles are available for the following one-off charges

Europe Data Bundle	Monthly Charge
20MB	£2.00
100MB	£10.00

These data bundles expire after 30 days after purchase or until used. A single bundle per order. Multiple orders can be made. Not available to SIM's restricted from roaming. If you take the data roaming add on you are opting out of the EU roaming tariff and EU data caps.

- * Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Canary Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion, Saint Barthelemy, Saint Martin, Isle of Man, Monaco, Guernsey, Jersey, Switzerland

Directory Enquiry Access Groups

Directory Enquiry service numbers that can be dialed using BT Mobile are divided into 3 groups.

For charges for calls to the Directory Enquiry Service numbers listed in the following tables, please see the Specialised Number tariff Guide at www.bt.com/specialnumbers

Band	Directory Enquiry Service Numbers													
BT UK Directory Enquiries	118-404; 118-500													
BT International Directory Enquiries	118-505													
Other Directory Enquiry services	118-000;	118-001;	118-002;	118-003;	118-004;	118-005;	118-006;	118-008;	118-009;	118-010;	118-012;	118-013;	118-017;	118-018;
	118-020;	118-022;	118-023;	118-031;	118-033;	118-039;	118-040;	118-044;	118-050;	118-055;	118-058;	118-059;	118-077;	118-080;
	118-081;	118-088;	118-097;	118-098;	118-099;	118-101;	118-102;	118-105;	118-106;	118-108;	118-109;	118-110;	118-111;	118-113;
	118-114;	118-115;	118-117;	118-118;	118-119;	118-120;	118-122;	118-124;	118-126;	118-127;	118-128;	118-129;	118-130;	118-131;
	118-132;	118-133;	118-136;	118-137;	118-138;	118-140;	118-143;	118-144;	118-146;	118-147;	118-148;	118-149;	118-156;	118-157;
	118-158;	118-160;	118-164;	118-165;	118-166;	118-169;	118-170;	118-172;	118-174;	118-175;	118-176;	118-178;	118-180;	118-181;
	118-182;	118-183;	118-187;	118-188;	118-189;	118-190;	118-194;	118-199;	118-200;	118-201;	118-202;	118-212;	118-213;	118-214;
	118-215;	118-218;	118-220;	118-221;	118-224;	118-225;	118-226;	118-227;	118-228;	118-229;	118-232;	118-233;	118-234;	118-240;
	118-241;	118-242;	118-246;	118-247;	118-248;	118-252;	118-255;	118-258;	118-260;	118-262;	118-277;	118-278;	118-284;	118-287;
	118-288;	118-298;	118-299;	118-300;	118-301;	118-303;	118-308;	118-310;	118-312;	118-313;	118-318;	118-321;	118-323;	118-328;
	118-331;	118-332;	118-333;	118-334;	118-338;	118-339;	118-343;	118-348;	118-350;	118-354;	118-355;	118-357;	118-358;	118-359;
	118-360;	118-361;	118-362;	118-363;	118-364;	118-365;	118-366;	118-373;	118-374;	118-376;	118-383;	118-386;	118-390;	118-392;
	118-393;	118-400;	118-402;	118-412;	118-414;	118-415;	118-424;	118-425;	118-426;	118-429;	118-432;	118-434;	118-438;	118-440;
	118-441;	118-442;	118-444;	118-448;	118-449;	118-450;	118-452;	118-453;	118-455;	118-456;	118-458;	118-463;	118-467;	118-468;
	118-469;	118-480;	118-485;	118-488;	118-499;	118-501;	118-502;	118-503;	118-504;	118-505;	118-506;	118-507;	118-508;	118-509;
	118-510;	118-511;	118-515;	118-518;	118-520;	118-522;	118-525;	118-526;	118-528;	118-529;	118-543;	118-544;	118-547;	118-548;
	118-550;	118-551;	118-553;	118-555;	118-558;	118-559;	118-560;	118-561;	118-567;	118-575;	118-577;	118-580;	118-582;	118-583;
	118-585;	118-586;	118-588;	118-590;	118-592;	118-595;	118-598;	118-599;	118-600;	118-606;	118-613;	118-616;	118-626;	118-628;
	118-629;	118-632;	118-633;	118-639;	118-644;	118-647;	118-648;	118-661;	118-662;	118-666;	118-667;	118-675;	118-678;	118-680;
	118-686;	118-696;	118-700;	118-701;	118-707;	118-708;	118-722;	118-723;	118-724;	118-726;	118-733;	118-737;	118-738;	118-739;
	118-742;	118-743;	118-744;	118-747;	118-750;	118-751;	118-754;	118-759;	118-764;	118-770;	118-772;	118-773;	118-774;	118-776;
	118-777;	118-783;	118-786;	118-795;	118-799;	118-800;	118-801;	118-802;	118-803;	118-805;	118-806;	118-807;	118-808;	118-810;
	118-811;	118-813;	118-814;	118-815;	118-817;	118-818;	118-819;	118-821;	118-825;	118-826;	118-827;	118-829;	118-831;	118-833;
	118-838;	118-841;	118-844;	118-845;	118-846;	118-847;	118-850;	118-851;	118-855;	118-856;	118-864;	118-865;	118-866;	118-868;
	118-869;	118-872;	118-875;	118-876;	118-877;	118-878;	118-879;	118-880;	118-885;	118-886;	118-887;	118-888;	118-889;	118-891;
	118-897;	118-899;	118-900;	118-901;	118-902;	118-905;	118-908;	118-909;	118-911;	118-918;	118-927;	118-929;	118-932;	118-940;
	118-942;	118-944;	118-948;	118-949;	118-950;	118-955;	118-956;	118-958;	118-960;	118-961;	118-962;	118-970;	118-976;	118-977;
	118-978;	118-986;	118-987;	118-989;	118-990;	118-993;	118-995							

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Calls to UK Premium Rate and other UK Specialised Numbers

Charges for calls to Premium Rate Services, Personal Numbering Ranges, Internet and WiFi services, Message Services and other specialised numbers are shown in the “Specialised Numbers Tariff Guide”

UK Message, Data and other charges

Data Usage	Pence per MB Data used
Data	10
Other Charges	
Call Forwarding	Allowance deducted if call forwarded to any number categorised as included in mobile plan. Out of bundle charges based on number forwarded to.
Video Calling	Not Supported
Collect Calls (Reverse charge to Mobile)	1000 pence per 20 minute
Premium Rate Numbers	The call will be charged at between 10 pence and 400 pence per minute or as a fixed charge. Minimum call duration of 1 minute applies to calls charged on a pence per minute basis. Refer to the Specialised Numbers Tariff Guide.
Sending Messages	Pence per Message
SMS Messages	12
MMS Messages	40
Voicemails	Free

International Call Charges from the UK

Calls to	Pence per minute
International Zone 1	60
International Zone 2	46
International Zone 3	90
International Zone 4	90
International Zone 5	120
International Zone 6	766

International Text Charges from the UK

Texts to	Pence per Text
International Zones 1 - 6	25.2

BT Mobile (cont.)

International Zones

International Zone 1	Ireland (Republic of), Isle of Man.
International Zone 2	Guernsey, Jersey.
International Zone 3	Andorra, Austria, Azores (Portugal), Balearic Islands (Spain), Belgium, Bulgaria, Canada, Canary Islands (Spain), Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, French West Indies, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira (Portugal), Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, USA, Vatican City.
International Zone 4	Australia, Christmas Islands, Cocos Islands, New Zealand
International Zone 5	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bangladesh, Bahamas, Bahrain, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Comoros, Congo (Democratic Republic of), Cook Islands, Costa Rica, Cuba, Diego Garcia, Djibouti, Dominica, Dominican Republic, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Midway Islands, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Marianas, Oman, Pakistan, Palestinian Authority, Palau, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Rodriguez Island, Ross Island, Russia, Rwanda, Samoa (US), Samoa (Western), Sao Tome & Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, Sri Lanka, St Helena, St. Kitts & Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (Incl. North Cyprus), Turkmenistan, Turks & Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wake Island, Yemen, Zambia, Zimbabwe,
International Zone 6	Maritime, Ships, Ferries and Planes (AeroMobile, MCP, OnAir, Seonet Maritime Communications AB, Thuraya)

BT Mobile (cont.)

BT Mobile Roaming Charges

The following charges are applicable when mobile roaming within one of the following international roaming zones:

Roaming Zones	Calls made within Zone and from Zone to UK mobile and standard landline numbers	Calls made from Zone to the rest of the world and premium numbers	Calls received in Zone	Texts sent within Zone and from Zone to UK mobile and standard landline numbers	Texts sent from Zone to the rest of the world and premium numbers	Data used in Zone
Zone 1a*	16.6	140	4.3	5.2	30	17.4
Zone 1b	13.8	140	3.6	4.3	30	14.5
Zone 2a*	24	140	7.2	7.8	30	45.8
Zone 2b	24.5	140	7	7.8	30	45.9
Zone 3	140	140	125	40	40	500
Zone 4	170	170	80	40	40	500
Zone 5	140	140	130	40	40	500
Zone 6	165	165	130	40	40	500
Zone 7	170	170	130	40	40	500
Zone 8	165	165	150	40	40	500
Zone 9	540	540	280	87	87	920

* Roaming charges in zones 1a and 2a are inclusive of UK VAT. All other roaming charges are not subject to UK VAT.

Roaming Voicemail Charges

Retrieving voicemail within roaming zone is charged on a per minute basis at the rate applicable for roaming calls made from the same roaming zone. There is no charge for receiving voicemails whilst roaming.

BT Mobile (cont.)

International Roaming Zones

Roaming Zone 1a	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden
Roaming Zone 1b	Canary Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion, Saint Barthelemy, Saint Martin
Roaming Zone 2a	Isle of Man, Monaco
Roaming Zone 2b	Guernsey, Jersey
Roaming Zone 3	Australia, Canada, China, Hong Kong, India, Japan, Singapore, Turkey, United States of America
Roaming Zone 4	Albania, Bermuda, Bosnia & Herzegovina, Burkina Faso, Central African Republic, Chad, Georgia, Ghana, Greenland, Guatemala, Guinea - Equatorial, Guinea Bissau, Lebanon, Lesotho, Madagascar, Malawi, Morocco, Nepal, Niger, Pakistan, San Marino, Swaziland, Syria, Taiwan, Tajikistan, Togo, Uruguay
Roaming Zone 5	Argentina, Armenia, Bostwana, Colombia, Dominican Republic, Ecuador, Faroe Islands, Gabon, Guinea, Indonesia, Israel, Ivory Coast, Jordan, Kenya, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montserrat, New Zealand, Nicaragua, Nigeria, Peru, Saudi Arabia, Senegal, Serbia, Sierra Leone, South Africa, Sri Lanka, Tunisia, Uganda
Roaming Zone 6	Brazil, Dutch Antilles, Egypt, Guyana, Kuwait, Montenegro, Russia, Switzerland, Tanzania, Thailand, Ukraine
Roaming Zone 7	Afghanistan, Algeria, Andorra, Angola, Anguilla, Antigua & Barbuda, Aruba, Ascension Island, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bhutan, Bolivia, British Virgin Islands, Brunei, Burundi, Cambodia, Cameroon, Cayman Islands, Chile, Christmas Islands, Cocos Islands, Comoros, Cook Islands, Costa Rica, Diego Garcia, Dominica, East Timor, El Salvador, Eritrea, Ethiopia, Fiji, French Polynesia, Gambia, Grenada, Guam, Haiti, Honduras, Iran, Iraq, Jamaica, Kazakhstan, Kiribati, Kosovo, Kyrgyzstan Republic, Liberia, Libya, Macau, Mali, Marshall Islands, Mauritania, Mauritius, Mayotte, Micronesia, Midway Islands, Mozambique, Myanmar, Namibia, Nauru, New Caledonia, Niue, Norfolk Island, North Korea, Northern Marianas, Oman, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Philippines, Puerto Rico, Qatar, Rodriguez Island, Ross Island, Rwanda, Samoa, Samoa (Western), Sao Tome & Principe, Seychelles, Solomon Islands, Somalia, South Korea, St Helena, St. Kitts and Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Surinam, Tokelau, Tonga, Trinidad & Tobago, Turks & Caicos, Tuvalu, United Arab Emirates, US Virgin Islands, Vanuatu, Venezuela, Vietnam, Wake Island, Yemen, Zambia, Zimbabwe
Roaming Zone 8	Cape Verde, Congo, Congo (Dem Rep of), Cuba, Djibouti, Falkland Islands, Laos, Maldives, Palau, Turkmenistan, Uzbekistan
Roaming Zone 9	Maritime, Ships, Ferries and Planes (AeroMobile, MCP, OnAir, Seonet Maritime Communications AB, Thuraya)

Ending the BT Mobile service

Unless we have made a change to the prices or terms and conditions for BT Mobile in a way that you feel is to your material disadvantage, you must pay a charge for ending your BT Mobile contract within the minimum contract period by way of compensation to us. This charge is not subject to VAT and will be calculated by multiplying the number of months remaining in your minimum contract period by the amounts shown in the tables at www.bt.com/termcharges

BT Total Broadband & BT Infinity

Please note that a range of packages which include BT Total Broadband or BT Infinity are also available, please see pages 53 - 55. For the very latest information on BT Total Broadband or BT Infinity visit www.bt.com/btbroadband

BT Total Broadband and BT Infinity offer a choice of options - each comes with an inclusive monthly usage allowance, varying from 10GB to Unlimited (exclusions apply). This is the amount of data you can download or upload each month.

Line connection required and telephone line rental is payable in addition to BT Total Broadband or BT Infinity rentals.

Orders for new connection and conversion to fibre technology are subject to survey. Connection charges may be higher and conversion charges may apply if special plant or works (like ducts or poles or construction work) are required. We will tell you if a charge will apply or be higher before we start any work. For details of excess construction charges refer to Section 45 Part 1 of the BT Price List.

Monthly Rental Charges – BT Total Broadband

Option	Usage Allowance (Gb)	Minimum Contract Period (Months)	Rental (Monthly)
BT Total Broadband Option 1	10	12	£21.36
BT Total Broadband Option 2	40	12	£26.97
BT Total Broadband Option 3 (incl. BT Total Broadband Option 3 over fibre)	Unlimited	12	£32.12
BT Total Broadband Option 4	50	N/A	£38.59

Monthly Rental and Activation Charges – BT Infinity

Option	Usage Allowance (Gb)	Minimum Contract Period (Months)	Activation Charge	Rental (Monthly)
BT Infinity Option 1	40	18	£50	£25.15
BT Infinity Option 2	Unlimited	18	£0	£32.12
BT Infinity Option 3	Unlimited	18	£0	£44.10
BT Infinity Option 4	Unlimited	18	£0	£51.80

Additional usage charges

If you exceed the usage allowance for your chosen BT Total Broadband or BT Infinity option, you'll be charged for any additional usage in units of 5 gigabytes (Gb), at £5.60 per 5Gb or part thereof.

The BT Home Hub

We'll supply a BT Home Hub to all new BT Total Broadband or BT Infinity customers. The standard price of the BT Home Hub is up to £129.00 (depending on model supplied). We may let you delay paying for the BT Home Hub for up to 12 months from the date that we accept your order. If you don't pay for the BT Home Hub in full when you place your order, you'll normally have to pay the full price either 12 months after we accept your order or at the point that you end the service – whichever is the earlier. But if you keep the service for at least 12 months from the date that we accept your order, we'll waive that payment. If you end the service within 12 months of us accepting your order, we'll waive part of the payment, but you'll still have to pay up to £65.00 (depending on model supplied) towards the full cost of your BT Home Hub. Existing BT Broadband customers requesting a replacement hub may be supplied with a reconditioned hub. A reconditioned hub is one which has been reconditioned to an "as new" standard and is supplied with the same 12 month warranty that would apply to a brand new hub.

Ending the service

Unless we have made a change to the prices or terms and conditions for a service you take that is to your material disadvantage, you must pay a charge for ending your BT Total Broadband or BT Infinity contract within the minimum contract period by way of compensation to us. This charge is not subject to VAT and will be calculated by multiplying the number of months remaining in your minimum contract period by the amounts shown in the tables below:

BT Total Broadband			BT Infinity			
Option1	Option 2	Option 3	Option 1	Option 2	Option 3	Option 4
£17.25	£20.25	£22.50	£15.75	£14.25	£24.50	£19.25

Further information is available at www.bt.com/termcharges

Cease Charge

A cease charge of £30.00 (not subject to VAT) is payable if you cease your BT Total Broadband or BT Infinity service and do not request and use a migration access code or another recognised transfer process to move to another service provider. This charge is not raised if you are moving home and BT is unable to provide the service at the new address. For more information please visit www.bt.com/ceasecharge

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

BT Broadband Talk (No longer available for new supply)

Monthly Rental Charges - BT Broadband Talk

There are two call packages available - BT Broadband Talk Evening and Weekend Plan and BT Broadband Talk Anytime Plan.

Rental charges depend on whether or not you are a BT Total Broadband customer:

Customer type	Call Plan	Rental (Monthly)
Customers with BT Total Broadband	Evening & Weekend Plan	£3.72
	Anytime Plan	£6.20
Customers without BT Total Broadband	Evening & Weekend Plan	£3.10
	Anytime Plan	£8.20

Call Prices - BT Broadband Talk

Calls using BT Broadband Talk are charged as follows:

UK* Call Prices		Pence per minute		
		Daytime	Evening	Weekend
BT Broadband Talk Evening & Weekend Plan	Calls – up to 1 hour	9.53	0	0
	Calls – thereafter	9.53	9.53	9.53
BT Broadband Talk Anytime Plan	Calls – up to 1 hour	0	0	0
	Calls – thereafter	9.53	9.53	9.53

* UK means BT Broadband Talk calls to UK local and national numbers beginning with 01, 02, 03 and 056, (not including calls to internet service providers) and to BT Broadband numbers beginning with 055114, 055116, and 055554 depending on your choice of plan and the time period in which you make the call. Excludes calls to the Channel Islands, calls to non-BT Broadband 055 (excluding those listed above) numbers and calls from 05x BT Broadband lines in Northern Ireland to fixed phones in the Republic of Ireland, are not charged at these rates. Details of these and all other calls not specified above are set out elsewhere in this guide.

International Call Prices - BT Broadband Talk

Calls to International destinations using BT Broadband Talk are charged as follows:

Country	Pence per minute	
	Calls to fixed lines	Calls to Mobiles and other Special and Higher Rate Services
Antigua & Barbuda	11.8	14.2
Argentina	2.3	13.5
Australia (incl. Christmas Island and Cocos)	1.69	15.9
Austria	1.69	21.4
Bangladesh	6.3	10.6
Barbados	9.4	15.3
Belgium	1.69	20.6
Bermuda	5.8	8.1
Canada	1.69	1.69
Chile	1.69	16.6
China	1.69	1.69
Croatia	2.8	32.5
Cyprus (excluding northern Cyprus)	2.8	7.6
Czech Republic	2.8	32.5
Denmark	1.69	19.5
France	1.69	15.9
Germany	1.69	19.5
Ghana	9.4	12.9
Greece	1.69	18.3
Grenada (inc Carriacou)	11.8	15.3
Hong Kong	1.69	1.69
Hungary	1.69	17.1
Iceland	2.3	23.1
India	6.3	10.6
Ireland (Republic)	1.69	15.3
Israel	1.69	10.6
Italy (inc Vatican City)	1.69	24.2
Jamaica	6.3	17.7
Japan	1.69	11.8
Kenya	11.8	27.2
Luxembourg	1.69	18.9

International Call Prices - BT Broadband Talk (continued)

Country	Pence per minute	
	Calls to fixed lines	Calls to Mobiles and other Special and Higher Rate Services
Malawi (The Republic of)	6.3	6.3
Mexico	7.6	24.9
Mozambique	11.8	12.9
Netherlands	1.69	21.4
New Zealand (inc Chatham Islands)	1.69	24.2
Nigeria	8.8	8.8
Norway	1.69	16.6
Pakistan	6.3	10.6
Poland	1.69	19.5
Portugal (including Madeira and the Azores)	1.69	22.4
Puerto Rico	1.69	1.69
Russia	3.4	3.4
Sierra Leone	11.8	23.7
Singapore	2.3	2.3
Slovenia	2.8	32.5
South Africa	2.8	18.3
Spain (includes the Balearic Islands and the	1.69	21.4
St Lucia	9.4	19.5
Sweden	1.69	23.1
Switzerland	1.69	29
Taiwan	1.69	7.6
Trinidad & Tobago	6.3	11.8
Turkey (and northern Cyprus)	8.8	16.6
Uganda	11.8	11.8
USA	1.69	1.69
Zambia	2.8	12.4
Zimbabwe	5.8	23.7

For destinations not shown in this table, Calling Plan International rates apply (see above).

Ending the Broadband Talk service

There is no charge for ending the service.

Value Added Services

BT Home IT Call (Subscription Service)

Subscription Service	Minimum Term (Months)	Monthly Price
BT Home IT Call	3	£10
	12	£9
BT Home IT Call Frequent User	12	£20

BT Home IT Call (Pay-as-you-go Service)

Pay-as-you-go Service	Support Level*	One-off Charge
BT Home IT Call Pay-as-you-go	1	£15
	2	£30
	3	£50

* We will agree the level of support required with you before we provide any support.

BT Home IT Call Virus & Malware

Subscription Service	Minimum Term (Months)	Monthly Price
BT Home IT Call Virus & Malware	12	£3.99

BT Tech Experts (Subscription Service)

Subscription Service	Minimum Term (Months)	Monthly Price
BT Tech Experts Membership	12	£6
BT Tech Experts Total Tech Support	3	£10
BT Tech Experts Computer Support	3	£8

BT Tech Experts (Pay-as-you-go Service)

Pay-as-you-go Service	Support Level*	One-off Charge
BT Tech Experts Call Pay-as-you-go	1	£15
	2	£30
	3	£80

* We will agree the level of support required with you before we provide any support.

Value Added Services (continued)

BT Cloud Extra Storage

Total Storage (with inclusive allowance)	Introductory Price (Month 1 only)	Inclusive Storage (When taken with the Broadband options listed)	
		2Gb	50Gb
		Monthly Price	
		Broadband Option 1 Broadband Option 2 Unlimited Broadband Infinity 1 Unlimited Infinity 1	Broadband Option 3* Infinity 2* Infinity 3* Infinity 4 Unlimited Broadband Extra Unlimited Infinity 2 Extra Unlimited Faster Broadband
50Gb	£0	£5	
100Gb	£0	£8	£3
250Gb	£0	£15	£10
500Gb	£0	£25	£20

* Customers that took these Broadband options before 2nd February 2013 have inclusive BT Cloud storage of 2Gb only. These customers can re-contract or upgrade to obtain the higher 50Gb inclusive storage. The monthly prices shown for BT Cloud Extra Storage for customers on these Broadband options are the same irrespective of the available inclusive storage.

BT NetProtect Plus

Subscription Service	Minimum Term (Months)	Monthly Price**
BT NetProtect Plus	1	£3.70

** BT NetProtect Plus is available at no extra charge when taken with certain BT Broadband options.

Broadband Installation Service

Broadband Installation Service	One-off Charge
Broadband Installation Service	£49

TV Aerial Installation Service

TV Aerial Installation Service	One-off Charge
TV Aerial Installation Service	£120

Data Cabling Installation Service

Data Cabling Installation Service	One-off Charge
Data Cabling Installation Service	£35

BT Premium Mail

BT Premium Mail Subscription	Monthly Price
BT Premium Mail Subscription	£1.60

BT Yahoo! Premium Mail

BT Yahoo! Premium Mail Subscription	Monthly Price
BT Yahoo! Premium Mail Subscription	£1.60

BT TV

Installation, Activation & Equipment Charges

Activation Fee

Except as set out below, all new BT TV customers will be charged a £35 activation fee unless the customer is signing up to BT Infinity Option 1 at the same time, in which case the BT TV activation fee may be reduced to £19. Except as set out below, any existing BT TV customers taking a new set top box will also be charged a £35 activation fee. There is no BT TV activation fee when new BT TV customers sign up to the BT TV Entertainment Plus subscription. There is no BT TV activation fee when new or existing customers sign up to the BT TV Entertainment Ultra HD subscription.

Engineer Install (Box service only)

The charge for the engineer install option if you choose to take it or it is required is £44.

Optional Broadband Extenders (Box service only)

The charge for one set of optional Broadband Extenders is £29.

Equipment Charges (Box service only)

We will always offer customers a YouView+ box or a YouView box, unless you want Sky Sports 1, Sky Sports 2 and Sky Sports 5 in which case we will give a BT Vision+ box, or you want Ultra HD in which case we will give you a YouView+ Ultra HD box. Customers ordering Extra Box will be offered an additional YouView+ or YouView box if they are an existing TV customer with an existing YouView+ box provided by BT or they will be offered an additional YouView box only if they are an existing TV customer with an existing YouView box provided by BT. If a new to TV customer is ordering Extra Box they will be offered either two YouView+ boxes, a YouView+ and a YouView box, or two YouView boxes depending on which promotion they have selected. The standard price for the BT Vision+ box or for the YouView+ box is £199.00. The standard price for the YouView box is £99. We may allow you to defer payment of some or all of the price for each set top box we supply for up to 12 months from the date that we accept your order for each set top box. The amount you will be charged when you place your order depends on the BT TV and Broadband contracts you choose, which set top box you get and whether you are a new or an existing BT TV customer.

If we allow you to defer payment of any part of the standard price of the set top box and you then end a subscription for which a set top box was supplied within 12 months of BT accepting your order for that set top box then except where you cancel the service within the cancellation period (as detailed in paragraphs 10 and 11 of the Residential Standard Terms), you will be liable to pay a charge. We will charge you, for each month remaining of the 12 month period from the date we accepted your order, one 12th of the balance – that is, the price of the set top box as set out in the Tariff Guide, less any amount which you paid upfront for that set top box when you placed your order. If you keep a subscription for which we supplied a set top box for 12 months or more, you will not have to pay anything for that set top box if you later end the subscription for which the set top box was supplied.

The tables on the next page show how much you will be charged when you place your order. Any balance may be deferred for up to 12 months.

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

BT Vision+ box: (not available for new supply unless you take Sky Sports 1, Sky Sports 2 and Sky Sports 5)

Contract type		Contract(s) you choose					
BT Broadband Contract (Minimum 12/18 months)		✓	✓	✓			
BT TV Unlimited Contract (Minimum 12months)		✓					
BT TV Lite Contract (Minimum 12months)				✓			
BT TV Essential/Entertainment/Entertainment Plus/Entertainment Max Contract (Minimum 12 months)			✓				
Existing BT TV special offer contract							✓
Upfront Charge*	New BT TV Customer	£0	£0	£90*	£199		
	Existing BT TV Customer	£0	£0	£0	£199	£199	

* Existing BT TV customers taking a YouView+ or BT Vision+ box may get a reconditioned box unless they choose to pay £199 upfront. Existing BT TV customer taking a YouView box may get a reconditioned box unless they choose to pay £99 upfront. A reconditioned set top box is one which has been reconditioned to an “as new” standard and is supplied with the same 12 month warranty that would apply to a brand new set top box..

YouView+ Box or YouView Box from BT:

Contract type		Contract(s) you choose					
BT Broadband Contract (Minimum 12/18 months)		✓	✓	✓	✓		
BT TV Unlimited Contract (Minimum 12months)		✓					
BT TV Lite Contract (Minimum 12months)					✓		
BT TV Essential/Entertainment/Entertainment Plus/Entertainment Max Contract (Minimum 12 months)			✓				
BT TV Starter/Entertainment Starter (Minimum 12/18 months)				✓			
Existing BT TV special offer contract							✓
Upfront Charge for YouView+ box*	New BT TV Customer	£0**	£0	N/A	£0	£199	
	Existing BT TV Customer	£0**	£0	N/A	£0	£199	£199
Upfront Charge for YouView box*	New BT TV Customer	N/A	N/A	£0	N/A	£99	N/A

**Not available for new supply

YouView+ Ultra HD Box from BT:

Contract type		Contract(s) you choose	
BT Broadband Contract (Minimum 12/18 months)		✓	
BT TV Entertainment Ultra HD Contract (Minimum 12 months)		✓	
Upfront Charge for YouView+ Ultra HD box	New BT TV Customer	£0	£249
	Existing BT TV Customer	£49	£249

YouView+ or YouView Box from BT when taken with TV Everywhere with Extra Box at the same time:

Contract type		Contract(s) you choose	
BT Broadband Contract (Minimum 12/18 months)		✓	
BT TV Contract (Unlimited, Unlimited Extra, TV Starter, Essential, Entertainment, Entertainment Starter, Entertainment Plus, Entertainment Max or Lite) plus TV Everywhere with Extra Box (Minimum 12 months)		✓	
Upfront Charge for second YouView+ box	New BT TV Customer	£99	£199
	Existing BT TV Customer	£99	£199
Upfront Charge for second YouView box	New BT TV Customer	£49	£99
	Existing BT TV Customer	£49	£99

BT TV Monthly Subscription Charges

	Promotion	Set-Top Box Type	Promotion Description	Price (Monthly)
PLAYER SERVICE	Unlimited ¹	YouView Box not provided by BT	All Viewing Packs – 1 month term	£8.50
	Unlimited ¹	YouView Box not provided by BT	All Viewing Packs + access to catch up TV – 12 month term	£11.00
	Essential ¹	YouView Box not provided by BT	Essential On Demand + access to catch up TV – 12 month term	£5.00

¹ No other viewing bundle or viewing packs are available with the Player service. Add-ons are not currently available with any Player subscription except for the Sky Movies Video On Demand Add-on.

BT TV Monthly Subscription Charges (cont.)

BOX SERVICE	Promotion	Set-Top Box Type	Promotion Description	Price (Monthly)
	Unlimited ²	YouView+ [®] Box	All Viewing Packs + access to catch up TV – 12 month term	£11.00
		BT Vision+ Box*	All Viewing Packs + TV Replay – 12 month term	
	Unlimited Extra ³	YouView+ [®] Box	All Viewing Packs + access to catch up TV + Extra TV channels – 12 month term	£13.50
		BT Vision+ Box*	All Viewing Packs + TV Replay + Extra TV channels – 12 month term	
	TV Starter (before 29 th April 2015)	YouView Box	Access to catch up TV – minimum 12 /18 month term	£5.00
	TV Starter (from 29 th April 2015)	YouView Box	Access to catch up TV – minimum 12 month term	£4.00
	Essential	YouView+ [®] Box	Essential On Demand + access to catch up TV – 12 month term	£5.00
		BT Vision+ Box*	Essential On Demand + TV Replay – 12 month term	
	Entertainment ³	YouView+ [®] Box	Essential On Demand + access to catch up TV + Extra TV channels – minimum 12/18 month term	£7.50
BT Vision+ Box*		Essential On Demand + TV Replay + Extra TV channels – minimum 12/18 month term		
Entertainment Starter ⁴	YouView Box	Access to catch up TV + Extra TV channels – minimum 12 month term	£5.00	
Entertainment Plus ⁴	YouView+ [®] Box	Essential On Demand + access to catch up TV + Extra TV channels (same channels as for Entertainment Starter) + additional channels + TV Everywhere (without Extra Box) – minimum 12 month term	£10.00	
	BT Vision+ Box*	Essential On Demand + TV Replay + Extra TV channels (same channels as for Entertainment Starter) + additional channels + TV Everywhere (without Extra Box) – minimum 12 month term		
Entertainment Max ⁴	YouView+ [®] Box	Essential On Demand + access to catch up TV + same Extra TV channels as for Entertainment Plus + TV Everywhere (without Extra Box) + Kids Extra (channels and Video on Demand) + HD Extra (channels) – minimum 12 month term	£15.00	
	BT Vision+ Box*	Essential On Demand + TV Replay + same Extra TV channels as for Entertainment Plus + TV Everywhere (without Extra Box) + Kids Extra (channels and Video on Demand) + HD Extra (channels) – minimum 12 month term		
Entertainment Ultra HD ⁵	YouView+ Ultra HD Box	Essential On Demand + access to catch up TV + same Extra TV channels as for Entertainment Plus + TV Everywhere (without Extra Box) + Kids Extra (channels and Video on Demand) + HD Extra (channels) + Ultra HD – minimum 12 month term	£20.00	
Lite	YouView+ [®] Box	1 or more Viewing Packs – 12 month term	From £7.95	
	BT Vision+ Box*	1 or more Viewing Packs – 12 month term		

² Previously known as Gold Value Pack

³ Unlimited Extra and Entertainment are only available to BT Infinity Fibre Broadband customers and they are only available on certain BT Vision+ boxes and on YouView+ boxes provided by BT and on a YouView box supplied by BT for customers upgrading from TV Starter. Unlimited Extra and Entertainment are not available on a YouView box purchased from a third party. Customers with older Vision+ set top boxes may require a replacement box in order to receive these promotions.

⁴ Entertainment Starter, Entertainment Plus and Entertainment Max are only available to BT Infinity Fibre Broadband customers who are eligible to receive channels on their set top box. They are not available on a YouView box or a YouView+ box purchased from a third party. Entertainment Max is only available to existing BT TV customers. TV Starter is also not available on a YouView box or a YouView+ box purchased from a third party.

⁵ Entertainment Ultra HD is only available to BT Infinity Fibre Broadband customers with a fast enough line speed and is only available on YouView+ Ultra HD boxes provided by BT.

* Box not available for new supply unless you take Sky Sports 1, Sky Sports 2 and Sky Sports 5

**BT TV Monthly Subscription Charges – Viewing Packs & Add-ons*
(All BT TV Services)**

*With the exception of the Sky Movies Video on Demand Add-on, no Viewing Packs or Add-ons are available with any Player promotion.

VIEWING PACKS	Price (Monthly)
BT TV Music	£7.95 each
BT TV Kids	
BT TV Sport	£5.00

ADD-ONS AVAILABLE WITH ENTERTAINMENT, ENTERTAINMENT STARTER AND ENTERTAINMENT PLUS ONLY	Price (Monthly)
Kids Extra (Video on Demand and channels)	£3.00 each
Music (Video on Demand only)	
HD Extra ⁶	£4.00

⁶ If you take the BT Sport HD Pack there will be no charge for BT Sport HD if you have HD Extra. Sky Movies and Sky Sports Add-ons are not available in HD.

ADD-ONS AVAILABLE WITH ENTERTAINMENT MAX ONLY	Price (Monthly)
Music (Video on Demand only)	£3.00

ADD-ONS AVAILABLE WITH TV STARTER AND ESSENTIAL ONLY	Price (Monthly)
Kids (Video on Demand only)	£3.00 each
Music (Video on Demand only)	

TV & FILM ADD-ONS	Price (Monthly)
TV Catch Up	£5.00
Picturebox	£5.10

SKY SPORTS 1, SKY SPORTS 2, SKY SPORTS 1, 2 AND 5, SKY SPORTS 1 AND 2 ADD-ONS ⁷	Price (Monthly) ⁸
Sky Sports 1 or 2	£16.50
Sky Sports 1, 2 and 5 ⁹	£22.00
Sky Sports 1 and 2	£22.00

⁷ Customers with older set top boxes may require a replacement box (See box prices above). Sky Sports 1, Sky Sports 2, Sky Sports 1, 2 and 5 Add-ons are not available for new supply to customers who are not within a BT Infinity fibre broadband area. Customers with a YouView+ box or a YouView box provided by BT can get Sky Sports 1 and/or Sky Sports 2 Add-ons provided they have BT Infinity Fibre Broadband. Sky Sports Add-ons are not available to customers who subscribe to TV Everywhere with Extra Box.

⁸ Existing customers that took a Sky Sports Add-On as part of TV, Broadband & Calls package with a 24 month minimum contract period will continue to receive a £5.00 per month discount on the standard Sky Sports Add-on price.

⁹ Customers with a BT Vision+ box taking both Sky Sports 1 and Sky Sports 2 will automatically get access to Sky Sports 5. Sky Sports 5 is not available with a YouView+ box or a YouView box or a YouView+ Ultra HD box provided by BT.

SKY MOVIES ADD-ONS**	Price (Monthly)
Sky Movies Video on Demand	£13.50
Sky Movies Video on Demand & Channels ¹⁰	£13.50

** Cannot be taken with some legacy promotions. The Sky Movies add-ons are not available on a YouView box and are not available to customers who subscribe to TV Everywhere with Extra Box.

¹⁰ 11 Sky Movies channels only available to BT Infinity Fibre Broadband customers

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

TV EVERYWHERE WITH EXTRA BOX ADD-ON*** (Not available with any Player promotion)		Minimum term	Price (Monthly)
TV Everywhere with Extra Box	Gives access to the customer's BT TV subscription on a second BT YouView+ or YouView box and gives access to the BT TV	12 months	£5

***Only available to BT Infinity Fibre Broadband customers (with a minimum line speed of 23 Mb) who have a BT TV subscription (Unlimited, Unlimited Extra, Essential, Entertainment, Entertainment Plus, Entertainment Max or Lite) and a BT YouView+ box. Also available to TV Starter and Entertainment Starter customers but they can only have a BT YouView box as an Extra Box (TV Starter customers also need BT Infinity Fibre Broadband with a minimum line speed of 23 Mb). Cannot be taken with some legacy promotions. TV Everywhere with Extra Box is not available to customers who subscribe to Sky Movies and/or Sky Sports Add-ons. Rented or purchased on-demand content can only be watched on the set top box where that content was rented or purchased. Only a selection of the same channels available through the Box service can be viewed via the BT TV app. No on demand content can be accessed via the BT TV app.

BT TV (continued)

Box and Player service

We may vary the viewing pack and bundle charges at any time. We will tell you before we do this. From time to time we may include additional content or viewing packs as part of any viewing pack/bundle at no extra charge, or reduce the subscription charge for any viewing pack/bundle for a limited period as part of any promotional activity. For more details of current promotions go to www.bt.com/tv

You need to pay any monthly subscription charges in advance.

BT TV Pay-Per-View Content Charges

The charge for the Pay-Per-View service and the available period will be set out on your programme information screen.

Service charges

If there is a charge for content or interactive and communications services, you can pay for these either by Pay Per View or by monthly subscription depending on the service that you select.

BT TV Charges for Purchased BT TV Content

The charges for purchased BT TV content will be set out on your programme information screen.

Minimum Period for Subscriptions

The minimum period that you may subscribe to any viewing pack/bundle/add-on is one month.

To qualify for certain offers or deals, you may need to subscribe to a viewing pack/bundle for 12/18/24 months. Not all viewing packs are available with every subscription. Details of viewing pack availability, current offers and deals are set out at: www.bt.com/tv

Ending a Subscription

Standard one month minimum term (Box and Player service)

If you end your subscription to a viewing pack/bundle/add-on at any time before the end of the first month, you will have to pay for the full month. If you end your subscription to a viewing pack/bundle/add-on at any time after the end of the first month, then unless you are ending your BT TV service under paragraph 21 of the Residential Standard Terms, we will credit you the pro rata amount of your subscription charge for the remainder of that month.

Twelve month or longer minimum term (Box and Player service)

If you end your subscription to a viewing pack/bundle/add-on within the minimum term, you will have to pay a single charge of:

- a) £3.75 for each month of the minimum period remaining for any Essential contract that you signed up to prior to 29th April 2015; or
- b) £2.50 for each month of the minimum period remaining for any Essential contract that you signed up to on or after 29th April 2015; or
- c) £5.50 for each month of the minimum period remaining for any viewing bundle or Unlimited contract; or
- d) £5.25 for each month of the minimum period remaining for each viewing pack (within a Lite contract), or
- e) £2.75 for each month of the minimum period remaining for any Entertainment contract, or
- f) £4.75 for each month of the minimum period remaining for any Unlimited Extra contract; or
- g) £3.76 for each month of the minimum period remaining for any TV Everywhere with Extra Box contract; or
- h) £1.25 for each month of the minimum period remaining for any Entertainment Starter contract; or
- i) £4 for each month of the minimum period remaining for any Entertainment Plus contract; or
- j) £5.50 for each month of the minimum period remaining for any Entertainment Max contract; or
- k) £9 for each month of the minimum period remaining for any Entertainment Ultra HD contract;

as compensation to us for ending it early. This charge will not be subject to VAT

BT Sport

Monthly Subscription – BT Sport Pack

BT Sport Pack on BT TV

- BT Sport Pack is £0 if you're a BT Sport on BT TV customer and you:
 - a) Take BT TV for the first time, have recontracted since 1st January 2015, or
 - b) Recontract your existing BT TV and BT Broadband services for a minimum of 12 months
- At the end of your BT TV minimum term, or if you don't want to renew your BT TV and BT Broadband at the point of sale, BT Sport Pack will cost £5
- BT Sport Pack on the BT TV has a minimum term of 30 days.

BT Sport Pack on the Sky Digital Satellite Platform (with BT Broadband)

- BT Sport Pack is £5 if you're a BT Broadband customer and you:
 - a) Take BT Broadband for the first time, or
 - b) Recontract your existing BT Broadband service for a minimum of 12 months
- At the end of your BT Broadband minimum term, BT Sport Pack will cost £11.75, unless you renew your BT Broadband minimum term, in which case it will continue to cost £5.
- BT Sport Pack on the Sky Digital Satellite Platform has a minimum term of 30 days, 12 months or 18 months. This is dependent on the promotion you select and your BT Broadband minimum term.

BT Sport Pack on the BT Sport app and online player

- BT Sport Pack is £5 if you're a BT Broadband customers and you:
 - a) Take BT Broadband for the first time, or
 - b) Recontract your existing BT Broadband service for a minimum of 12 months
- At the end of your BT Broadband minimum term, BT Sport Pack will continue to cost £5.
- BT Sport Pack on the BT Sport app and online player has a minimum term of 30 days, 12 months or 18 months. This is dependent on the promotion you select and your BT Broadband minimum term.

BT Sport Pack on the BT Mobile app

- BT Sport Pack on the BT Mobile App is £5 if you're a BT Mobile customer and you don't have BT Broadband.
- BT Sport Pack has a minimum term of 30 days

BT Sport Pack on the Sky Digital Satellite Platform (without BT Broadband)

- BT Sport Pack is £19.99 if you're a BT Sport customer on the Sky Digital Satellite Platform and you don't have BT Broadband.
- BT Sport Pack on the Sky Digital Satellite Platform has a minimum term of 30 days with an activation fee of £39, or 12 months with an activation fee of £27.

Monthly Subscription – BT Sport Lite

BT Sport Lite on BT TV

- BT Sport Lite is £0 if you're a BT Sport on BT TV customer and you:
 - a) Take BT Broadband for the first time, or
 - b) Recontract your existing BT Broadband service for a minimum of 12 months

BT Sport Lite on the Sky Digital Satellite Platform (with BT Broadband)

- BT Sport Lite is £0 if you're a BT Broadband customer and you:
 - a) Take BT Broadband for the first time, or
 - b) Recontract your existing BT Broadband service for a minimum of 12 months
- At the end of your BT Broadband minimum term, BT Sport Lite will cost £6.75, unless you renew your BT Broadband minimum term, in which case it will continue to cost £0.
- BT Sport Lite on the Sky Digital Satellite Platform has a minimum term of 30 days.

BT Sport Lite on the BT Sport app and online player

- BT Sport Lite is £0 if you're a BT Broadband customers

BT Sport Lite on the BT Mobile app

- BT Sport Lite is £0 if you're a BT Mobile customer and you don't have BT Broadband.

BT Sport Lite on the Sky Digital Satellite Platform (without BT Broadband)

- BT Sport Lite is £13.50 if you're a BT Sport customer on the Sky Digital Satellite Platform and you don't have BT Broadband, i.e., if you choose to end your BT Broadband contract (BT Sport Lite is not available for sale to Sky Digital Satellite Platform customers who don't have BT Broadband.)
- BT Sport Lite on the Sky Digital Satellite Platform has a minimum term of 30 days.

BT Sport (continued)

Monthly Subscription – BT Sport Second Box

BT Sport Second Box can only be taken with a BT Sport subscription.

Subscription	Price (Monthly)
BT Sport Second Box	£5

Monthly Subscription – BT Sport HD Pack

BT Sport HD Pack subscription, giving access on available platforms to BT Sport content in high definition, must be taken in addition to a standard BT Sport Pack or BT Sport Lite subscription.

Subscription	Price (Monthly)
BT Sport HD Pack ⁴	£4

⁴ If you take the BT Sport HD Pack there will be no charge for BT Sport HD if you have HD Extra.

Packages

You may choose from a range of Packages which feature specific combinations of Calling Plans and Broadband or Infinity Options for a specific package price. Please note these charges exclude line rental, which currently has a standard cost of £16.99 per month. Line connection required. Orders for new connection and conversion to fibre technology are subject to survey. Connection charges may be higher and conversion charges may apply if special plant or works (like ducts or poles or construction work) are required. We will tell you if a charge will apply or be higher before we start any work. For details of excess construction charges refer to Section 45 Part 1 of the BT Price List.

Currently available Standard Packages

Package	Calling Plan	Broadband/Infinity Option	Contract Length (months)	Monthly Price after Discount Period	Initial Discount Monthly Price	Initial Discount Period (months)	Subsequent Discount Monthly Price	Subsequent Discount Period (months)	Early Termination Charge (per month)	Deferred Payment for Home Hub (up to)	Infinity Activation Charge
Broadband & Calls	UWC	BB	12	£13.00	£5.00	12	-	-	£15.25	£55.00	-
Broadband & Calls	NIC	BB	12	£12.50	£4.75	12	-	-	£12.75	£55.00	-
Broadband & Calls	UWC	UBB	12	£18.00	£13.00	12	-	-	£18.00	£55.00	-
Broadband & Calls	UEWC	UBBx	12	£26.00	£20.00	12	-	-	£21.50	£55.00	-
Broadband & Calls	UWC	INF1	12	£18.00	£10.00	12	-	-	£14.25	£65.00	£35.00
Broadband & Calls	NIC	INF1	12	£17.50	£9.75	12	-	-	£12.50	£65.00	£35.00
Broadband & Calls	UWC	UINF1	12	£23.00	£20.00	12	-	-	£17.00	£65.00	£35.00
Broadband & Calls	UEWC	UINF2	12	£30.00	£30.00	12	-	-	£18.25	£65.00	£35.00

Product Abbreviations

Please refer to the tables below for a list of product abbreviations used.

Current BT Products	
UWC	Unlimited Weekend Calls
UEWC	Unlimited Evening & Weekend Calls
UAC	Unlimited Anytime Calls
BB	Broadband
BBX	Broadband Extra
UBB	Unlimited Broadband
FUBB	Unlimited Faster Broadband
UBBX	Unlimited Broadband Extra
INF1	BT Infinity 1
INF1X	BT Infinity 1 Extra
UINF1	Unlimited BT Infinity 1
UINF2	Unlimited BT Infinity 2
NIC	No Inclusive Calls

Previous BT Products	
UWP	Unlimited Weekend Plan
UEWP	Unlimited Evening & Weekend Plan
UAP	Unlimited Anytime Plan
UAP+	Unlimited Anytime Plan Plus
BB1	BT Total Broadband Option 1
BB2	BT Total Broadband Option 2
BB3	BT Total Broadband Option 3
INF1	BT Infinity Option 1
INF2	BT Infinity Option 2
INF3	BT Infinity Option 3

Add-Ons

Add-ons are available to take with selected Packages detailed above. Add-ons upgrade the Calling Plan element of a particular package. Add-ons may be removed at any time on 30 days' notice. The charges detailed below are payable in addition to the standard monthly charge for the Package they are added to.

Calling Plan Add-On	Additional Monthly Charge
Unlimited Evening & Weekend Calls	£3.00
Unlimited Anytime Calls	£7.50
Unlimited Weekend Calls	£2.50
Unlimited Evening & Weekend Calls*	£2.12
Unlimited Anytime Calls*	£7.45
Unlimited Evening & Weekend Plan	£3.72
Unlimited Anytime Plan	£5.83
Unlimited Anytime Plan Plus	£9.06

* Only applicable to customers who took the product before 20th June 2014

Tariff Guide for Residential Customers

(Prices shaded in grey are for products/services that are no longer available for new supply)

Previously available Standard Packages

Package	Calling Plan	Broadband /Infinity Option	BT TV Subscription	Contract Length (months)	Monthly Price after Introductory Period	Introductory Monthly Price	Introductory Period (months)	Upfront Set-Top Box Charge*	Early Termination Charge † (per month)	Deferred Payment for Home Hub* (up to)	Deferred Payment for Set-Top Box*	Infinity Activation Charge	BT TV Activation Charge
Broadband & Calls	UEWP	BB	-	18	£14.72	£6.50	3	-	£19.25	£65.00	-	-	-
Broadband & Calls	UWP	UBB	-	18	£18.13	£0.00	6	-	£19.25	£65.00	-	-	-
Broadband & Calls	UEWP	UBB	-	18	£20.39	£0.00	6	-	£20.50	£65.00	-	-	-
Broadband & Calls	UAP	UBB	-	18	£23.80	£16.00	12	-	£22.50	£65.00	-	-	-
Broadband & Calls	UEWP	UBBX	-	18	£23.80	£0.00	6	-	£23.50	£65.00	-	-	-
Broadband & Calls	UEWP	UINF1	-	18	£26.06	£16.00	3	-	£18.25	£65.00	-	£25.00	-
Broadband & Calls	UEWP	UINF2	-	18	£29.46	£20.00	3	-	£19.25	£65.00	-	-	-
Broadband & Calls	UEWP	INF3	-	18	£39.65	-	-	-	£23.25	£65.00	-	-	-
Broadband & Calls	UWP	BB1	-	18	£18.18	£5.25	18	-	£14.75	£65.00	-	-	-
Broadband & Calls	UEWP	BB1	-	18	£14.72	£0.00	6	-	£19.25	£65.00	-	-	-
Broadband & Calls	UAP	BB1	-	18	£20.28	£13.00	12	-	£22.50	£65.00	-	-	-
Broadband & Calls	UEWP	BB2	-	18	£20.39	£9.00	3	-	£16.50	£65.00	-	-	-
Broadband & Calls	UEWP	BB3	-	18	£29.46	£20.00	3	-	£15.25	£65.00	-	-	-
Broadband & Calls	UEWP	INF1	-	18	£20.39	£9.00	3	-	£19.25	£65.00	-	£25.00	-
Broadband & Calls	UEWP	INF2	-	18	£29.46	£20.00	3	-	£19.25	£65.00	-	-	-
Broadband & Calls	UWP	BB2	-	18	£22.66	-	-	-	£22.75	£65.00	-	-	-
Broadband & Calls	UAP	BB3	-	18	£35.24	-	-	-	£19.00	£65.00	-	-	-
Broadband & Calls	UWP	INF1	-	18	£21.58	-	-	-	£20.00	£65.00	-	£25.00	-
Broadband & Calls	UAP	INF2	-	18	£35.24	-	-	-	£20.25	£65.00	-	-	-
Broadband & Calls	UEWP	FUBB	-	18	£21.00	£10.50	3	-	£17.25	£65.00	-	£30.00	-
Broadband & Calls	NIC	BB	-	18	£12.50	£4.00	6	-	£12.75	£65.00	-	-	-
Broadband & Calls	UWC	BB	-	18	£13.00	£5.00	6	-	£15.25	£65.00	-	-	-
Broadband & Calls	UEWC	BBX	-	12	£17.00	£6.50	12	-	£10.75	£65.00	-	-	-
Broadband & Calls	UWC	UBB	-	12	£18.00	£13.00	12	-	£18.00	£65.00	-	-	-
Broadband & Calls	UWC	UBB	-	18	£18.00	£8.00	6	-	£18.00	£65.00	-	-	-
Broadband & Calls	UWC	UBBX	-	18	£23.00	£10.50	6	-	£21.50	£65.00	-	-	-
Broadband & Calls	NIC	INF1	-	18	£17.50	£0.00	6	-	£12.50	£65.00	-	£30.00	-
Broadband & Calls	UWC	INF1	-	18	£18.00	£7.50	6	-	£14.25	£65.00	-	£30.00	-
Broadband & Calls	UEWC	INF1X	-	12	£21.00	£9.50	12	-	£8.75	£65.00	-	£30.00	-
Broadband & Calls	UWC	UINF1	-	18	£23.00	£16.00	3	-	£17.00	£65.00	-	£30.00	-
Broadband & Calls	UWC	UINF2	-	12	£28.00	£25.00	12	-	£18.25	£65.00	-	-	-
Broadband & Calls	UWC	UINF2	-	18	£28.00	£20.00	3	-	£18.25	£65.00	-	-	-
Broadband & Calls	UWC	FUBB	-	18	£21.00	£10.50	3	-	£17.25	£65.00	-	£30.00	-
Broadband & Calls	UEWC	UINF3	-	18	£39.65	-	-	-	£23.25	£65.00	-	-	-
Broadband & Calls	UEWC	UINF4	-	18	£50.00	-	-	-	£14.75	£65.00	-	-	--

Previously available Standard Packages (Continued)

Package	Calling Plan	Broadband /Infinity Option	BT TV Subscription	Contract Length (months)	Monthly Price after Introductory Period	Introductory Monthly Price	Introductory Period (months)	Upfront Set-Top Box Charge*	Early Termination Charge † (per month)	Deferred Payment for Home Hub* (up to)	Deferred Payment for Set-Top Box*	Infinity Activation Charge	BT TV Activation Charge
Broadband, TV & Calls	UAP	BB3	Gold	24	£61.65	-	-	£0.00	£25.25	£65.00	£199.00	-	£40.00
Broadband, TV & Calls	UWP	BB2	Box Only	24	£22.66	-	-	£60.00	£16.00	£65.00	£139.00	-	£40.00
Broadband, TV & Calls	UWP	BB2	Bronze	24	£41.47	-	-	£0.00	£21.25	£65.00	£199.00	-	£40.00
Broadband, TV & Calls	UWP	INF1	Box Only	24	£22.66	-	-	£60.00	£16.00	£65.00	£139.00	£25.00	£40.00
Broadband, TV & Calls	UWP	INF1	Bronze	24	£41.47	-	-	£0.00	£21.00	£65.00	£199.00	£25.00	£40.00

* In some cases payment for equipment is deferred under the terms of the Multi Play Service Agreement (MPSA). The cost of this equipment may be chargeable under these terms. A more detailed explanation can be found in the MPSA.

† Should the MPSA be ended before the minimum contractual term for the chosen package has expired, then a single charge will be payable. This single charge will be the Monthly Early Termination charge for the chosen package multiplied by the number of months left to serve under the terms of the package agreement. Further details can be found in the MPSA documentation. This charge is not subject to VAT

Cessation Charge

A cease charge of £30.00 (not subject to VAT) is payable if you cease any broadband service provided as part of a package of services and do not request and use a migration access code or another industry recognised transfer process to move to another service provider. This charge is not raised if you are moving home and BT is unable to provide the service at the new address. For more information please visit www.bt.com/ceasecharge.

Glossary

Please note that these definitions are provided for customer guidance only. They are not contractually binding.

Call Set Up Fee

For most residential calls a charge becomes payable as soon as your call is connected. This is in addition to any charge that you pay related to the duration of the call (generally expressed as “Pence per minute”).

Chargeband

Many calls made today do not simply connect two personal callers on landlines. As the telecommunications industry increases in sophistication the call you make might also be to any one of a large number of “special” destinations. For example, your call might be to a mobile phone in which case your call will also have to pass over a mobile network as well as BT’s. Other examples are “NTS” calls and “Premium Rate Service Calls”, both of which are explained in this glossary. For calls such as these, the service provider has the major say in how they are charged. As a result, there are many different rates payable and they will vary according to the type of service, the length of the call, the time of day and so on. There are a great many of these rates and they are sometimes referred to as “chargebands”. The most frequent are “local” and “national”. Most others are designated alphanumerically – such as “p1”, “ff2” and “g21”.

Fair Usage (Policy)

Sometimes we may reluctantly place restrictions on how much you access a service. Sometimes this is to avoid undue pressure on our network. Other restrictions may be in force to prevent commercial exploitation of calls we provide free within discount products we provide to our customers. Of course, we always pitch these restrictions such that they will not affect the vast majority of our customers. These restrictions are always made clear within this brochure.

Fixed Fee (Calls)

Some calls are charged by a fixed fee that is made irrespective of the length of the call. Most (but not all) of these calls are to Premium Rate Services where the service provider wishes to charge in this way.

Fixed Line

A fixed line is one which connects a specific set of premises to a telephone exchange as opposed to, for example, a mobile phone.

Geographic

When you make a call from an ordinary fixed telephone line to another fixed telephone line, the price you pay for the call will depend upon where the two lines are located - that is, they are geographically based charges. We are able to deduce the location of both the caller and the location called from the two telephone numbers. Most such calls are charged at “Local” and “National” rates.

GPRS (General Packet Radio Service)

A mobile data service that groups data (as opposed to voice) elements of a call into “packets” for ways of sending them across a mobile network. Data calls using this service are usually charged according to the number of 1Mb packets sent.

Hub (or “Router”)

BT Total Broadband includes a “Home Hub”. This is a device that plugs into your broadband line and allows one or more computers and other devices to connect to the line simultaneously. Your computer can link either by a wire or, if your computer is suitably equipped, via a wireless connection to the hub in order to access broadband.

Indirect Access Services

This refers to where a customer uses a prefix or special device to route calls they make on a BT line to a competitor’s network.

ISP

An “ISP” is an Internet Service Provider that provides its customers with access to the internet. BT is an ISP, but there are many more. Although it is much more usual to connect directly to a broadband line, sometimes these services are accessed by dialling a telephone number, usually an 08xx number. Because such “calls” tend, of course, to be extremely long they are often excluded from our Calling Plan packages or their use is restricted via a “Fair Use Policy”.

Landline

This is simple telephone line that connects a customer’s line to a telephone exchange. The line may be provided by BT or by one of our competitors. The line will have a “geographic” telephone number that enables all network providers to know in which town or area the line is located. See also “Personal Numbering Service”.

Local

BT divides the country into a large number of distinct geographical areas. When you make a call to a “geographical” number within the same area as your own line, or to a number within an area adjacent to your own area you will be charged at “Local” rate. You can find out which numbers you can call at Local rate in the BT Phonebook for your location.

Minimum Charge

For a small number of call types there is a minimum charge. These calls are charged for on a Pence per minute basis from the very start of the call but if the amount you would have paid on this basis is less than the minimum fee, then we will charge the minimum fee instead. If the cost of your call exceeds the minimum charge then, of course, minimum charge is not levied. This differs from a “Call Set Up fee” which is added to the charge that is calculated on a Pence per minute basis.

MMS

Multimedia Message Services which are used for sending pictures and video clips.

Non-Geographic (Number) This is a number which is not related to where the line is physically located. Such numbers include Mobile numbers, “NTS” numbers and “Premium Rate Services” numbers. Calls to these numbers are charged irrespective of where in the UK you are located.

Service numbers

These numbers begin with 084, 087, 118 (Directory Enquiry) and 09 (Premium Rate Services). The calls consist of an Access Charge from BT plus a Service Charge set by the company called.

NTS (Number Translation Services)

Many commercial or voluntary organisations choose to provide “special” numbers that their customers can call and for which the charge for making the call will be the same from wherever in the UK the customer is calling. Many (but not all) such numbers begin with 0845, 0870 or with “03”. These calls attract different charges depending on the number dialled.

Personal Numbering Service

Some companies provide a facility whereby you can have a “personal telephone number” These numbers are allocated by the Personal Number Service provider and remain the same even when, for example, you move house. The PNS company knows where you live and routes the call to your landline. Calls to such numbers are charged at rates agreed with the PNS company and are usually at a premium to normal call charges. Because the money you pay for these calls has to be shared with the PNS company they are usually excluded from discounts within BT’s calling plans. These numbers always begin with the digits “07” but should not be confused with mobile phone numbers which are also in the “07” numbering range.

Premium Rate Service (“PRS”)

Like “NTS”, calls to Premium Rate Service numbers are charged at the same rates wherever you are in the UK. As their name implies, these calls tend to be relatively expensive to call. They host a great variety of services with great variations of charge. The cost is largely dictated by the service provider (not, BT) to whom the vast majority of the revenue is passed. PRS numbers always begin with “09”.

SMS

Short Message Service – more commonly known as a “Text Message”.

For a full listing of BT's prices and terms and conditions, please refer to the BT Price List which can be accessed on the Internet at www.bt.com/pricing

Useful Telephone Numbers

General queries about your account	0800 800 150
General pricing enquiries	0800 800 150
Enquiries about discount schemes	0800 800 150
Fault repairs	0800 800 151
'In Touch' catalogue	0800 800 150
Operator Enquiries – Inland	100
Operator Enquiries – International	155
Directory enquiries – Inland	118 500
Directory enquiries – International	118 505
International Calling Guides	0800 800 150
Prices for BT Public Payphones *	0800 661 610
Prices for BT Chargecards	0800 345 144
Prices for BT Mobile Services	0800 222 654

Open Monday to Friday 8.00am to 5.00pm

**Open Monday to Friday 9.00am to 5.00pm*

Offices Worldwide

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