

8th July 2010

Tariff Guide for Residential Customers

Your guide to BT's prices for:

- Telephone Lines and Calls (UK, International and Operator Connected)
- Discount Plans
- BT Broadband (including Broadband Voice)
- BT Vision



General introduction and contents

This brochure is designed so you can quickly and easily find out about our main telephone line and call prices.

A Glossary explaining some of the words used in this document can be found on page 33.

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

Getting a Residential Phone Line	1-2
Paying for your calls	3
Call Prices – Calling Plan Customers	4
Calling Plans Calls to 0845 numbers	5
Calling Plans – UK Call Prices	6
Other Schemes Light User Scheme	7
BT Text	8
International Call Prices-Calling Plans	9-13
Friends & Family International (Formerly known as International Saver)	14-16
International Freedom	17
Calls from BT Fixed Lines to International Mobiles	18-19
UK Call Prices for non-Calling Plan Customers	20
International BT Charge Bands & Prices for Non-Calling Plan Customers	21
UK and International Operator Services	22-23
Calls to Mobiles and Other Services	24
BT Total Broadband and BT Total Broadband Anywhere	25-26
Specific price terms for BT Total Broadband and BT Total Broadband Anywhere	27-28
BT Broadband Talk, BT Broadband Mobile Pre-Pay Service, BT Infinity price terms	29
BT Vision Price Terms	30-31
Packages	32
Glossary	33
Useful Telephone Numbers	34

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: <http://www.bt.com/pricing/>

All prices in this brochure are quoted inclusive of VAT (VAT rate 17.5%) unless otherwise stated.

Getting a Residential Phone Line

Connecting a new residential phone line

The residential phone line connection charges are :

- £127.99 for a single line
- £50.00 for a single line when ordered with any Broadband & Calls package*
- A connection charge will not be payable for a single line when ordered with any Broadband, TV & Calls package**

See page 32 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 £127.99 for a single line that was ordered with your Broadband & Calls package.

** If you cancel your Broadband, TV & Calls package before your package start date you must pay the full connection charge of £127.99 for a single line that was ordered with your Broadband, TV & Calls package unless you immediately re-grade to a Broadband & Calls package in which case you pay a connection charge of £50.00.

If you wish, you can spread the cost of the standard single line connection charge (£127.99) by paying an initial charge of £28.00 – which includes a facility fee of £12.01, followed by four further payments of £28.00 payable quarterly. This makes a total payment of £140.00. The facility fee does not apply to BT Basic customers, who will pay an initial charge of £25.59 followed by four further payments of £25.60 payable quarterly.

These are our normal charges, but your order is subject to survey. The price may be higher if special plant or works (like ducts or poles or construction work) are required.

Taking over an existing residential phone line

If you take over an existing line where no changes are needed to wiring inside or outside the home and no work is required at the exchange to reconnect to BT, the charge will be £0.00.

Reconnection of a residential phone line following disconnection

Customers disconnected for non-payment of a BT bill will be charged £35.25 for reconnection.

Line rental

BT's standard telephone service is provided over a Public Switched Telephone Network (PSTN) exchange line. Line rental is payable either monthly, quarterly or annually in advance. The standard line rental charges are £12.79 per month or £38.37 per quarter. A discounted Line Rental Saver charge of £113.88 is available for customers paying annually in advance, subject to terms and conditions. The line rental charge for existing customers who opted for the Light User Scheme is £36.00 per quarter (Light User Scheme is no longer available for new supply).

Ending your service

Your contract for service for either a new line or a line that you take over is intended to last for at least 12 or 18 months from the date we provide the service. If you end the service during that period, you must pay a charge by way of compensation to us for ending the service early. This charge is not subject to VAT. The amount you're charged depends on how long is left to run on your contract. The table below shows how much you're charged for each month remaining. So for example, if you have six months left on your Unlimited Weekend Plan contract, you'll have to pay a charge of £7.50 multiplied by six, which is £45. You may also have to pay a charge for any equipment provided with the service that you are ending.

Line Rental Only	Unlimited Weekend Plan	Unlimited Evening & Weekend Plan	Unlimited Anytime Plan
£7.50	£7.50	£7.50	£8.00

Paying your BT bill

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

Payment Processing Fee

If you do not pay by direct debit or monthly payment plan you will be charged a payment processing fee of £1.50 per month or £4.50 for every three month period. This fee is not subject to VAT. You will not be charged a payment processing fee if you are a Pay & Call, Light User Scheme, In Contact Plus or BT Basic customer.

Paper-free Billing

If you agree that we should not send you a paper bill, you will receive a discount of £1.25 (inc VAT) on your account for every month in which you spend at least £12.79 (inc VAT) on rental charges, provided that you pay your bills by direct debit or monthly payment plan. The discount is available per account and to customers on Calling Plans. If your bill is available to view on-line but you opt to receive a paper copy as well, you will not qualify for the discount. If you change the method by which you receive bills more than twice during any 12-month period, you will not be eligible for the discount. If this happens, you will need to continue with paper-free billing for a continuous period of 6 months before you receive the discount again.

Getting a Residential Phone Line (continued)

Calling Plans

With Calling Plans you pay a rental charge which includes the standard residential phone line rental. Calling Plans let you make calls to UK* local and national numbers at no additional charge. Other call charges are as detailed within this brochure.

*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 ISP's, other non voice calls and calls to the Channel Islands.

Calling Plans include 0845 and 0870 calls of up to 60 minutes duration (excluding indirect access numbers and dial-up Internet access). Fair use policy applies – maximum 1,000 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.

Rentals

Calling Plan rental per quarter

Please note that a range of packages are also available including a Calling Plan as appropriate, please see page 32.

Unlimited Weekend Plan	£38.37
Unlimited Weekend Plan + inclusive Friends & Family Mobile or International (12 month renewable contract)	£38.37
Unlimited Evening & Weekend Plan	£47.34
Unlimited Evening & Weekend Plan (12 month renewable contract)	£38.37
Unlimited Evening & Weekend Plan + inclusive Friends & Family Mobile or International (12 month renewable contract)	£47.34
Unlimited Evening & Weekend Plan + inclusive Friends & Family Mobile or International SPECIAL DEAL (1) (12 month renewable contract)	£38.37
Unlimited Evening & Weekend Plan (18 month non-renewable contract)	£38.37
Unlimited Anytime Plan (12 month non-renewable contract)	£53.34
Unlimited Anytime Plan inclusive Friends & Family Mobile (2)	£56.34
Unlimited Anytime Plan at no extra charge for the first 3 months (2) (12 month renewable contract)	£38.37 for the first 3 months then £56.34
Unlimited Anytime Plan + inclusive Friends & Family Mobile or International (12 month renewable contract)	£53.34

(1) This deal isn't available through our main website <http://www.bt.com>
Please call us to order.

(2) No longer available for new supply

Special Offers

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

Paying for your Calls

Most call charges vary according to the time and day on which you make the call.

In the following pages these definitions apply:

Daytime - Monday-Friday 7am - 7pm

Evening - Monday-Friday before 7am & after 7pm

Weekend - All Day Saturday & Sunday

Call Set Up Fees

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

Light User Scheme, BT Basic and BT Standard Rate Customers - 2.553 pence (ex VAT), 3.00 pence (inc VAT). All other Residential Customers - 8.425 pence (exc VAT), 9.90 pence (inc VAT).

A set up fee will apply to the following calls:

- Inland geographic Calls (including g21 rate and ISDN64k calls)
- Calls from Northern Ireland to the Irish Republic
- Calls to Channel Islands
- 08xx and 09xx numbers (excluding fixed fee premium rate numbers)
- Fixed-to-mobile calls (excluding ISDN 64k)
- International Calls (including calls to international mobiles but excluding ISDN 64k and satellite calls e.g. Inmarsat)
- The above call types from Private Payphones
- The above Call types via Operator Assistance (specially assisted)

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

- Freephone calls
- UK Day, Evening and Weekend geographic and Local NTS 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)
- Fixed rate UK calls on Unlimited Weekend Plan
- Fixed fee calls Calls charged by Time duration which start with a fixed fee
- Calls charged by Time duration which start with a fixed fee.
- Personal Numbering, Paging, Multimedia and Fixed to WiFi Services, for which a minimum call charge of 4.6pence exc. VAT (5.4 pence inc. VAT) applies.

How we round the Price of a Call

Call Charge Rounding - VAT Exclusive Billing (except for, Light User Scheme, and BT Standard Rate Customers)

Each call charge will be rounded up to a whole penny, except for call charges to non-Mobile 07X numbers, which will be rounded up to a tenth of a penny. Fixed Fee prices where duration charges do not apply will be rounded up to a tenth of a penny. The total call bill will then be rounded up to the next whole penny before VAT is added. VAT will be calculated up to the next whole penny.

Call Charge Rounding - VAT Inclusive Billing (except for BT Basic Customers)

Each call charge will be rounded up to a whole penny, except for call charges to non-Mobile 07X numbers, which will be rounded up to a tenth of a penny. Fixed Fee prices where duration charges do not apply will be rounded up to a tenth of a penny. The total call bill will then be rounded to the nearest whole penny.

Call Charge Rounding - Light User Scheme, and BT Standard Rate Customers - VAT Exclusive Billing

Each call charge will be rounded up to half a penny, except for calls to Number Translation Services (NTS) which will be rounded up to a tenth of a penny. Calls to mobiles using NTS will be rounded up to half a penny. Fixed Fee prices where duration charges do not apply will be rounded up to a tenth of a penny. The total call bill will then be rounded up to the next whole penny before VAT is added. VAT will be calculated up to the next whole penny

Call Charge Rounding - BT Basic Customers - VAT Inclusive Billing

Each call charge will be rounded up to half a penny, except for calls to Number Translation Services (NTS) which will be rounded up to a tenth of a penny. Calls to mobiles using NTS will be rounded up to half a penny. Fixed Fee prices where duration charges do not apply will be rounded up to a tenth of a penny. The total call bill will then be rounded up to the nearest whole penny.

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)
- The above call types from Private Payphones
- Calls from Private Payphones
- The above Call types via Operator Assistance (specially assisted)

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

Call Prices

Calling Plan Customers

Unlimited Weekend Plan - UK Call Prices

	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
UK calls* - up to 1 hour	5.90	1.50	0.00
UK calls* - thereafter	5.90	1.50	5.90

Unlimited Evening & Weekend Plan - UK Call Prices

	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
UK calls* - up to 1 hour	5.90	0.00	0.00
UK calls* - thereafter	5.90	5.90	5.90

Unlimited Anytime Plan - UK Call Prices

	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
UK calls* - up to 1 hour	0.00	0.00	0.00
UK calls* - thereafter	5.90	5.90	5.90

* - "UK" includes calls to 0870 numbers and to any number range charged at g21 rates and shown as 11 under categorisation for Customer Options in Section 2, Part 11 of the BT Price List.

Customers who exceed 1000 minutes or 150 calls in a month to 0870 numbers will be charged the rates under **Fair Usage Policy**

Customers with Unlimited Anytime Plan will be entitled to 200 free texts per calendar month. Unlimited Anytime Plan customers *on contracts before 10th July 2009* also receive Friends and Family Mobile rates - see adjacent.

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

Prices quoted inclusive of VAT (VAT rate 17.5%) unless otherwise stated.

Fair Usage Policy - Calls to 0870 numbers

Customers who exceed 1000 minutes or 150 calls in a month to 0870 numbers will be charged the following rates.

	pence per minute	
	Daytime Mon-Sun 7am-7pm	Evenings & night-time Mon-Sun before 7am and after 7pm
0870	5.90	1.50

Calls to the Channel Islands, and calls to Internet Service Providers Using Geographic or 0870 Numbers - All Calling Plans

Type of Call	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
Local	5.90	1.50	1.00
National	5.90	2.00	1.50

Calls to 0845 - Unlimited Weekend Plan

These charges do not apply to calls to identified Internet Service Providers and indirect access services using Inland NTS, (0845) numbers

	pence per minute			
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend Sat & Sun 7am-7pm	Weekend Sat & Sun before 7am and after 7pm
Local NTS calls-up to 1 hour	2.00	0.50	0.00*	0.00*
Local NTS - thereafter	2.00	0.50	2.00	0.50

Calls to 0845 - Unlimited Evening & Weekend Plan

These charges do not apply to identified Internet Service Providers and indirect access services using Inland NTS (0845) numbers

	pence per minute			
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend Sat & Sun 7am-7pm	Weekend Sat & Sun before 7am and after 7pm
Local NTS calls-up to 1 hour	2.00	0.00*	0.00*	0.00*
Local NTS - thereafter	2.00	0.50	2.00	0.50

Calls to 0845 - Unlimited Anytime Plan

These charges do not apply to identified Internet Service Providers and indirect access services using Inland NTS (0845) numbers

	pence per minute			
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend Sat & Sun 7am-7pm	Weekend Sat & Sun before 7am and after 7pm
Local NTS calls-up to 1 hour	0.00*	0.00*	0.00*	0.00*
Local NTS - thereafter	2.00	0.50	2.00	0.50

*-Redial before 60 minutes to avoid being charged. **Fair Usage Policy:** Customers who exceed 1000 minutes or 150 calls in a month will be charged the standard BT rates.

Calls to identified Internet Service Providers and Indirect Access Services using 0845 – All Calling Plans

	pence per minute	
	Daytime Mon-Sun 7am-7pm	Evenings & night-time Mon-Sun before 7am and after 7pm
Local NTS	2.00	0.50

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, premium rate lines or information services

(such as Directory Enquires).

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

Alternatively, visit our website at: www.bt.com/Pricing

Fixed Line to Mobile

For your convenience, the Calling Plan fixed to mobile prices can also be seen in the tables.

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.

Calling Plan Mobile Prices in the UK

Calling Plan Charges for Calls to Mobile Telephones

Type of Call	Pence per minute	
	Daytime Mon - Sun 7am - 7pm	Evening & night-time Mon - Sun before 7am and after 7pm
fm1 - Calls to Mobile telephones	12.50	7.50
fm2 - Calls to Mobile telephones	12.50	7.50
fm3 - Calls to Mobile telephones	12.50	7.50
fm4 - Calls to Mobile telephones	12.50	7.50
fm5 - Calls to Mobile telephones	12.50	7.50
fm6 - Calls to Mobile telephones	12.50	7.50
fm7 - Calls to Mobile telephones	12.50	7.50
fm8 - Calls to Mobile telephones	12.50	7.50
fm9 - Calls to Mobile telephones	12.50	7.50

Charge Band	Pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
fm10	17.860	13.954	5.917
fm11	15.628	15.628	15.628
fm12	12.540	12.540	12.540
fm13	16.715	14.214	7.941
fm14	10.72	10.72	10.72
fw1	14.735	14.735	7.189
fw2	13.954	11.609	5.917
fw3	15.516	12.391	6.251
fw4	15.070	9.210	4.611
fw5	14.065	11.386	6.363
fw6	12.279	9.823	5.917
fw7	11.721	11.721	11.721
fw8	17.860	13.954	5.917
fw9	15.628	15.628	15.628
fw10	9.345	9.345	9.345
fw11	12.925	12.925	12.925

Calling Plans - Friends & Family Mobile (formerly known as Mobile Saver)

The following rates are available to all Calling Plan customers for an additional fee of £4.50 per quarter.

Type of Call	Pence per minute
	All times of day
fm1 - Calls to Mobile telephones	7.20
fm2 - Calls to Mobile telephones	7.20
fm3 - Calls to Mobile telephones	7.20
fm4 - Calls to Mobile telephones	7.20
fm5 - Calls to Mobile telephones	7.20
fm6 - Calls to Mobile telephones	7.20
fm7 - Calls to Mobile telephones	7.20
fm8 - Calls to Mobile telephones	7.20
fm9 - Calls to Mobile telephones	7.20
fm10 - Calls to Mobile telephones	7.20
fm11 - Calls to Mobile telephones	7.20
fm12 - Calls to Mobile telephones	7.20
fm13 - Calls to Mobile telephones	7.20
fm14 - Calls to Mobile telephones	7.20

Customers with 2 or more PSTN/Home Highway lines on the same account will be able to take the option: they will receive the Friends & Family Mobile rates on all lines. For full details of exclusions, terms and conditions visit our website at: <http://www.bt.com/pricing/>

Calling Plan Call Charges for ISDN 64Kbit/s Data Calls to Mobile Telephones

Type of Call	Pence per minute	
	Daytime Mon - Sun 7am - 7pm	Evening & night-time Mon - Sun before 7am and after 7pm
fm1 - Calls to Mobile telephones	44.03	44.03
fm3 - Calls to Mobile telephones	50.16	37.90
fm4 - Calls to Mobile telephones	31.77	31.77
fm5 - Calls to Mobile telephones	31.77	31.77
fm6 - Calls to Mobile telephones	44.03	44.03
fm7 - Calls to Mobile telephones	50.16	37.90
fm13 - Calls to Mobile telephones	44.03	44.03
fw1 - Calls to WiFi Services	44.03	44.03
fw7 - Calls to WiFi Services	44.03	44.03
fw8 - Calls to WiFi Services	44.03	44.03

Alternatively, for full details of exclusions, terms and conditions visit our website at: <http://www.bt.com/pricing/>

Calls to Personal Numbering Services

Charge Band	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
d	15.874	9.355	9.355
e	4.689	4.689	4.689
f	28.499	19.000	9.500
j	30.397	20.897	9.969
k	35.621	23.744	11.867
m	38.992	26.902	26.902
pn1	22.800	15.200	7.600
pn2	47.500	15.200	7.600
pn3	46.550	37.051	37.051
pn4	24.700	24.700	24.700
pn5	16.151	16.151	16.151
pn6	19.000	19.000	19.000
pn8	18.977	18.977	18.977
pn9	23.325	23.325	23.325
pn10	33.251	33.251	33.251
pn11	37.049	27.550	27.550
pn12	25.651	25.651	25.651
pn13	37.049	37.049	37.049
pn14	28.025	28.025	28.025
pn15	12.351	12.351	12.351
pn16	13.301	13.301	13.301
pn17	14.251	14.251	14.251
pn18	15.200	15.200	15.200
pn19	9.500	9.500	9.500
pn20	22.800	22.800	22.800
pn21	39.069	39.069	39.069
pn22	9.804	6.310	5.339

Other Schemes

Light User Scheme (no longer available for new supply)

(Please note that all amounts quoted in conjunction with the Light User Scheme exclude VAT)

The Light User Scheme (LUS) is designed for BT Residential customers who don't make many calls. It provides a rebate on the line rental depending on the call charge bill in any given quarter. LUS cannot be used in conjunction with any other BT discount packages such as Friends & Family or Calling Plans.

For a customer on Unlimited Weekend Plan, LUS is advantageous only where the customer makes few calls; typically at or below £12.39 exc VAT in any given quarter.

Enrolment is not automatic and customers must apply for the Light User Scheme.

Customers are notified that they may be eligible for LUS when 3 out of 4 bills are below the joining threshold of £12.39.

If a LUS customer's call bill exceeds £18.57 (excl VAT) in any quarter, BT will advise them on their bill that they may be better off on Unlimited Weekend Plan.

If the call bill is consistently above £18.57 LUS is unlikely to be advantageous and the customer will automatically be moved onto Unlimited Weekend Plan, which offers lower call rates.

Calculating the rebate

Where the call bill exceeds £18.57 (exc VAT) there is no rebate.

Where the call bill is between £11.02 and £18.57 per quarter, there is a fixed rebate of £10.18.

Where the call bill is no more than £11.02 per quarter there is a rebate of 9.5p (exc VAT) for every 10p (exc VAT) that the bill is below £22.03.

For example:

Call Charge bill = £6.10
 £22.03 - £6.10 = £15.93
 Rebate = £15.93/10 x 9.5p = £15.13

Other examples

Call bill per quarter (exc VAT)	Line rental savings (rebate)
£0.00	£20.93
£5.00	£16.18
£10.00	£11.43
£15.00	£10.18
£20.00	0.00

It is important to note that customers are not eligible for the Light User Scheme if they have:

- More than 1 line in the property (BT or non-BT, even if in a relatives name).
- Access to other operators via BT line (Indirect Access)
- 2nd line at another address (except if its permanently occupied by another family member).
- Service provided by a Mobile Network Operator.
- BT Home Mobile plan.
- Payphones.
- ISDN/BT Highway.
- Business Lines.
- Temporary Service Lines.
- Lines provided by another Service Provider.
- Burglar alarm lines (ICB).
- Outgoing Calls Barred for non-payment.
- BT Broadband.
- BT Openworld Broadband.
- Other dial-up or Broadband ISP's.
- A number of 0800 and 0808 numbers are barred as some of these are to other service providers' access numbers. The numbers are constantly being updated.

Please note:

If customers have a second line because they are responsible for paying the telephone bill for a relative they may be eligible.

Qualification for the Light User Scheme is not a guarantee that this is the "best" package, and some customers may have a better deal by remaining on other BT Price Packages. BT is happy to advise customers on all aspects of the scheme. Call free on 0800 800 150.

Light User Scheme customers may pay their bill by Monthly Payment Plan or Direct Debit but they will receive the Light User Scheme rebate on the full line rental price.

Customers on the Light User Scheme will not receive the Whole Bill Direct Debit or Monthly Payment Plan reduction as they already receive a reduced rental.

Full details of exclusions and other conditions can be obtained from the BT Price List available by visiting <http://www.bt.com/pricing>

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.

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

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 10p 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 10p per text.
- c) to customers with the BT Pay & Call option.
- d) to customers with the In Contact Plus option.
- e) when sent to UK roaming mobiles.
- f) when sent to or from Featureline Customers
- g) to customers with the Call Barring service who have selected barring of operator calls.
- h) 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.

To find out more, call free on 0800 800150 or visit www.bt.com/bttext

International Call Prices

The price of International calls – Calling Plan Customers

These tables show you the Calling Plan prices in pence per minute for International Direct Dialed calls made on ordinary phone lines.

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

For Operator Connected International calls look up the relevant Charge Band in the left hand column and then go to Operator Services section. Light User Scheme customers should look up the relevant Charge Band in the left hand column and then go to the International BT Charge Bands & Prices table to find the prices.

Country	pence per minute		
	Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
A Afghanistan	13	130.70	124.60
Albania	3	49.50	44.40
Algeria	3	49.50	44.40
Andorra	3	42.90	34.20
Angola	13	98.50	94.00
Anguilla	5	76.10	64.80
Antarctica Australian Territory	18	155.80	149.10
Antigua & Barbuda	5	26.20	23.70
Antilles (Netherlands)	8	74.50	60.20
Argentina	10	95.00	77.10
Armenia	8	98.50	80.70
Aruba	8	74.50	60.20
Ascension Island	13	98.50	94.00
Australia (incl. Christmas Is. & Cocos Is.)	6	27.20	11.40
Austria	2	30.60	27.20
Azerbaijani Republic	8a	59.20	53.10
Azores	1	27.20	22.90

Country	pence per minute		
	Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
B Bahamas	5	76.10	64.80
Bahrain	8	98.50	80.70
Bangladesh	12a	28.00	24.50
Barbados	5	26.20	23.70
Belarus	8a	59.20	53.10
Belgium	1a	20.90	11.40
Belize	9	98.50	80.70
Benin	10	95.00	77.10
Bermuda	5	26.20	23.70
Bhutan	14	79.10	74.50
Bolivia	13	98.50	94.00
Bosnia-Herzegovina	3	49.50	44.40
Botswana	10	95.00	77.10
Brazil	10	95.00	77.10
Brunei Darussalam	14	79.10	74.50
Bulgaria	3	49.50	44.40
Burkina Faso	13	98.50	94.00
Burundi	13	98.50	94.00
C Cambodia (Kingdom of)	17	226.80	221.20
Cameroon	10	95.00	77.10
Canada	4	18.30	11.40
Canary Islands	1	27.20	22.90
Cape Verde	13	98.50	94.00
Cayman Islands	5	76.10	64.80
Central African Republic	13	153.20	146.60
Chad	18	155.80	149.10
Chile	10	95.00	77.10
China	14	26.20	23.70
Colombia	13	98.50	94.00

Country	pence per minute		
	Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
Comoros	18	130.70	124.60
Congo	13	130.70	124.60
Cook Islands	18	155.80	149.10
Costa Rica	10	95.00	77.10
Cote d'Ivoire	10	125.60	102.10
Croatia	3	49.50	44.40
Cuba	18	130.70	124.60
Cyprus (and northern Cyprus)	2	27.20	22.90
Czech Republic	2	30.60	27.20
D Democratic Republic of the Congo (formerly Zaire)	13	98.50	94.00
Denmark	1a	22.40	11.40
Diego Garcia	17	200.70	195.10
Djibouti	13	98.50	94.00
Dominica	5	88.80	74.50
Dominican Republic	5	76.10	64.80
E East Timor	17	226.80	221.20
Ecuador	13	98.50	94.00
Egypt	9	93.40	80.70
El Salvador	10	125.60	102.10
Equatorial Guinea	13	130.70	124.60
Eritrea	10	125.60	102.10
Estonia	8a	59.20	53.10
Ethiopia	10	125.60	102.10
F Falkland Islands	13	98.50	94.00
Faroe Islands	2	42.90	34.20
Fiji	13	98.50	94.00
Finland	2	30.60	27.20
France	1a	20.90	11.40

Country	pence per minute		
	Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
French Guiana	13	130.70	124.60
French Polynesia	17	200.70	195.10
G Gabon	10	95.00	77.10
Gambia	10	95.00	77.10
Georgia	8	74.50	60.20
Germany	1a	20.90	11.40
Ghana	10	95.00	77.10
Gibraltar	1	27.20	22.90
Greece	1	15.80	11.40
Greenland	13	98.50	94.00
Grenada (inc Carriacou)	5	26.20	23.70
Guadeloupe	8	98.50	80.70
Guam	18	130.70	124.60
Guatemala	10	95.00	77.10
Guinea	13	98.50	94.00
Guinea Bissau	18	155.80	149.10
Guyana	13	125.60	102.10
H Haiti	13	117.50	94.50
Honduras	10	95.00	77.10
Hong Kong	6	13.70	9.40
Hungary	2	30.60	27.20
I Iceland	3	48.50	44.40
India	16a	28.00	24.50
Indonesia	14	77.10	74.50
Iran	10	125.60	102.10
Iraq	10	125.60	102.10
Ireland (Republic of)*	IR	17.30	11.40
Israel	8a	59.20	53.10
Italy (inc. Vatican City)	1	24.50	11.40

Tariff Guide for Residential Customers

	Country	pence per minute		
		Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
J	Jamaica	5	26.20	23.70
	Japan	3	11.20	7.60
	Jordan	9	122.60	105.70
K	Kazakhstan	8a	77.10	72.50
	Kenya	10	95.00	77.10
	Kiribati	18	155.80	149.10
	Korea PDR (North)	18	155.80	149.10
	Korea Republic (South)	14	79.10	74.50
	Kuwait	8	98.50	80.70
	Kyrgyz Republic	8a	77.10	72.50
	L	Laos	13	153.20
Latvia	8a	59.20	53.10	
Lebanon	9	122.60	105.70	
Lesotho	10	95.00	77.10	
Liberia	10	95.00	77.10	
Libya	3	49.50	44.40	
Liechtenstein	1a	22.40	21.40	
Lithuania	8a	59.20	53.10	
Luxembourg	1a	22.40	20.90	
M	Macao	14	79.10	74.50
	Macedonia	3	49.50	44.40
	Madagascar	13	98.50	94.00
	Madeira	1	27.20	22.90
	Malawi (The Republic of)	10	95.00	77.10
	Malaysia	3	47.50	44.40
	Maldives	13	98.50	94.00
	Mali	13	98.50	94.00
	Malta	2	30.60	27.20
	Marshall Island	17	155.80	149.10

	Country	pence per minute		
		Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
	Martinique	8	98.50	80.70
	Mauritania	13	130.70	124.60
	Mauritius	10	125.60	102.10
	Mayotte	10	125.60	102.10
	Mexico	14	79.10	74.50
	Micronesia	17	155.80	149.10
	Moldova	8	74.50	60.20
	Monaco	1	40.30	31.60
	Mongolia	13	153.20	146.60
	Montenegro	3	49.50	44.40
	Montserrat	3	88.80	74.50
	Morocco	3	49.50	44.40
	Mozambique	13	98.50	94.00
	Myanmar (formerly Burma)	18	130.70	124.60
N	Namibia	10	95.00	77.10
	Nauru	18	155.80	149.10
	Nepal	14	79.10	74.50
	Netherlands	1a	20.90	11.40
	New Caledonia	17	200.70	195.10
	New Zealand (inc Chatham Islands)	6	35.20	26.00
	Nicaragua	10	125.60	102.10
	Niger	13	98.50	94.00
	Nigeria	15	77.10	72.50
	Niue	13	153.20	146.60
	Norfolk Island	13	130.70	124.60
	Northern Marianas	18	125.60	102.10
	Norway	2	27.20	11.40

	Country	pence per minute		
		Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
O	Oman	8	98.499	80.70
P	Pakistan	12a	28.00	24.50
	Palau (The Republic of)	18	155.80	149.10
	Palestinian National Authority	8a	59.20	53.10
	Panama	10	95.00	77.10
	Papua New Guinea	13	98.50	94.00
	Paraguay	10	95.00	77.10
	Peru	10	95.00	77.10
	Philippines	14	79.10	74.50
	Poland	2	30.60	27.20
	Portugal	1	26.20	21.90
	Puerto Rico	5	57.70	49.50
	Q	Qatar	8	98.50
R	Reunion	13	98.50	94.00
	Rodriguez Islands	18	130.70	124.60
	Romania	8a	59.20	53.10
	Ross Island	13	76.10	64.80
	Russian Federation	8a	59.20	53.10
	Rwandese Republic	13	98.50	94.00
	S	Samoa (US)	18	155.80
Samoa (Western)		17	200.70	195.10
San Marino		3	49.50	44.40
Sao Tome & Principe		18	155.80	149.10
Saudi Arabia		8	74.50	60.20
Senegal		10	125.60	102.10
Serbia		3	49.50	44.40
Seychelles		10	125.60	102.10

	Country	pence per minute		
		Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times
T	Sierra Leone	10	95.00	77.10
	Singapore	7	21.90	17.30
	Slovak Republic	2	30.60	27.20
	Slovenia	3	49.50	44.40
	Solomon Islands	17	155.80	149.10
	Somalia	18	155.80	149.10
	South Africa	8a	59.20	52.10
	Spain (inc the Balearic Islands)	1	24.50	11.40
	Sri Lanka	12	94.00	82.70
	St Helena	13	153.20	146.60
	St Kitts & Nevis (formerly St Christopher)	5	76.10	64.80
	St Lucia	5	26.20	23.70
	St Pierre & Miquelon	5	76.10	64.80
	St Vincent & the Grenadines	5	76.10	64.80
	Sudan	10	95.00	77.10
	Suriname	10	148.60	119.00
	Swaziland	10	95.00	77.10
	Sweden	1a	20.90	18.90
	Switzerland	1a	20.90	11.40
	Syria	9	122.60	105.70
	Taiwan	14	79.10	74.50
	Tajikstan	13	98.50	94.00
	Tanzania	10	95.00	77.10
	Thailand	14	77.10	74.50
Togolese Republic (The)	10	125.60	102.10	
Tokelau	17	200.70	195.10	
Tonga	13	153.20	146.60	
Trinidad & Tobago	5	26.20	23.70	

Tariff Guide for Residential Customers

Country	pence per minute			
	Intn'l BT Charge Band	Daytime Mon to Fri 7am-7pm	Evening & Weekend All other times	
Tristan Da Cunha	17	226.80	221.20	
Tunisia	3	49.50	44.40	
Turkey	3	27.20	22.90	
Turkmenistan	12	92.90	85.80	
Turks & Caicos Is	5	88.80	74.50	
Tuvalu	18	155.80	149.10	
U	Uganda	10	95.00	77.10
	Ukraine	8a	59.20	53.10
	United Arab Emirates	8	74.50	60.20
	Uruguay	10	95.00	77.10
	USA	4	17.30	11.40
	Uzbekistan	8a	77.10	72.50
V	Vanuatu	18	155.80	149.10
	Venezuela	10	95.00	77.10
	Vietnam	13	153.20	146.60
	Virgin Islands (UK)	5	76.10	64.80
	Virgin Islands (US)	5	76.10	64.80
W	Wallis and Futuna	17	199.70	189.50
Y	Yemen (formerly Yemen AR and Yemen PDR)	10	125.60	102.10
Z	Zambia	10	95.00	77.10
	Zimbabwe	10	95.00	77.10

* 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.

** Calls to these countries are only available via the International Operator and priced at the appropriate operator rate - dial 155. Calls to the Pitcairn Islands are via the INMARSAT "Mini-M" service. INMARSAT "Mini-M" call charges apply. Please see <http://www.bt.com/pricing/> for details.

Friends & Family International (Formerly known as International Saver)

Available only with BT Calling Plans for an additional fee of

£2.97 per quarter

You can make calls 24 hours a day, 7 days a week at the above rate to any of the countries in the table below:

Country	Option Rate for calls to Fixed Lines	Option Rate for calls to Mobiles and other Special and Higher Rate Services
	Pence per minute inc. VAT	Pence per minute inc. VAT
Afghanistan	35.70	58.40
Albania	16.10	38.60
Algeria	26.50	49.40
Andorra	8.00	30.50
Angola	16.10	38.60
Anguilla	26.50	49.40
Antarctica Australian Territory	53.10	53.10
Antigua & Barbuda	16.10	38.60
Antilles (Netherlands)	26.50	49.40
Argentina	5.30	26.90
Armenia	21.40	44.00
Aruba	16.10	38.60
Ascension Island	53.10	53.10
Australia (inc. Christmas & Cocos Islands)	2.50	26.90
Austria	2.50	26.90
Azerbaijani Republic	21.40	44.00
Azores	2.50	26.90
Bahamas	8.00	8.00
Bahrain	26.50	49.40
Bangladesh	5.30	8.90
Barbados	8.00	30.50
Belarus	26.50	49.40
Belgium	2.50	26.90
Belize	26.50	49.40
Benin	26.50	49.40
Bermuda	8.00	30.50
Bhutan	26.50	49.40
Bolivia	26.50	49.40
Bosnia-Herzegovina	16.10	38.60
Botswana	16.10	38.60
Brazil	5.30	26.90
Brunei Darussalam	16.10	38.60
Bulgaria	8.00	30.50
Burkina Faso	26.50	49.40
Burundi	26.50	49.40
Cambodia (Kingdom of)	53.10	76.40
Cameroon	16.10	38.60
Canada	2.50	2.50
Canary Islands	5.30	26.90

Country	Option Rate for calls to Fixed Lines	Option Rate for calls to Mobiles and other Special and Higher Rate Services
	Pence per minute inc. VAT	Pence per minute inc. VAT
Cape Verde	35.70	58.40
Cayman Islands	16.10	38.60
Central African Republic	35.70	35.70
Chad	35.70	35.70
Chile	5.30	26.90
China	2.50	26.90
Colombia	16.10	38.60
Comoros	53.10	76.40
Congo	26.50	49.40
Cook Islands	71.50	71.50
Costa Rica	16.10	38.60
Cote d'Ivoire	26.50	49.40
Croatia	2.50	26.90
Cuba	89.90	112.40
Cyprus (not including the north of Cyprus)	2.50	26.90
Czech Republic	2.50	26.90
Democratic Republic of the Congo (formerly Zaire)	35.70	58.40
Denmark	2.50	26.90
Diego Garcia	89.90	89.90
Djibouti	35.70	58.40
Dominica	16.10	38.60
Dominican Republic	16.10	38.60
East Timor	89.90	112.40
Ecuador	26.50	49.40
Egypt	16.10	38.60
El Salvador	26.50	49.40
Equatorial Guinea	35.70	58.40
Eritrea	35.70	58.40
Estonia	5.30	26.90
Ethiopia (Federal Democratic Republic of)	26.50	49.40
Falkland Islands	53.10	53.10
Faroe Islands	26.50	49.40
Fiji	35.70	58.40
Finland	5.30	26.90
France	2.50	26.90
French Guiana	26.50	49.40
French Polynesia	35.70	58.40

Tariff Guide for Residential Customers

Country	Option Rate for calls to Fixed Lines	Option Rate for calls to Mobiles and other Special and Higher Rate Services
	Pence per minute inc. VAT	Pence per minute inc. VAT
Gabon	26.50	49.40
Gambia	26.50	49.40
Georgia	16.10	38.60
Germany	2.50	26.90
Ghana	8.00	30.50
Gibraltar	5.30	26.90
Greece	2.50	26.90
Greenland	53.10	76.40
Grenada (inc.Carriacou)	16.10	38.60
Guadeloupe	16.10	38.60
Guam	26.50	26.50
Guatemala	26.50	49.40
Guinea	26.50	49.40
Guinea Bissau	71.50	71.50
Guyana	35.70	58.40
Haiti	26.50	49.40
Honduras	26.50	49.40
Hong Kong	2.50	2.50
Hungary	2.50	26.90
Iceland	5.30	26.90
India	5.30	8.90
Indonesia	16.10	38.60
Iran	8.00	30.50
Iraq	16.10	38.60
Ireland (Republic of)	2.50	26.90
Israel	2.50	26.90
Italy (Inc. Vatican City)	2.50	26.90
Jamaica	5.30	26.90
Japan	2.50	26.90
Jordan	16.10	38.60
Kazakhstan	26.50	49.40
Kenya	16.10	38.60
Kiribati	71.50	71.50
Korea PDR (North)	71.50	71.50
Korea Republic (South)	5.30	26.90
Kuwait	16.10	38.60
Kyrgyz Republic	26.50	49.40
Laos	35.70	58.40
Latvia	5.30	26.90
Lebanon	16.10	38.60

Country	Option Rate for calls to Fixed Lines	Option Rate for calls to Mobiles and other Special and Higher Rate Services
	Pence per minute inc. VAT	Pence per minute inc. VAT
Lesotho	26.50	49.40
Liberia	26.50	49.40
Libya	26.50	49.40
Liechtenstein	8.00	30.50
Lithuania	5.30	26.90
Luxembourg	2.50	26.90
Macao	21.40	44.00
Macedonia	16.10	38.60
Madagascar	26.50	49.40
Madeira	2.50	26.90
Malawi (Republic of)	16.10	38.60
Malaysia	5.30	26.90
Maldives	35.70	58.40
Mali	35.70	58.40
Malta	8.00	30.50
Marshall Island	35.70	35.70
Martinique	16.10	38.60
Mauritania	26.50	49.40
Mauritius	26.50	49.40
Mayotte	26.50	49.40
Mexico	8.00	30.50
Micronesia	26.50	26.50
Moldova	16.10	38.60
Monaco	5.30	26.90
Mongolia	35.70	58.40
Montenegro	16.10	38.60
Montserrat	26.50	49.40
Morocco	16.10	38.60
Mozambique	21.40	44.00
Myanmar (formerly Burma)	35.70	58.40
Namibia	16.10	38.60
Nauru	89.90	89.90
Nepal	53.10	76.40
Netherlands	2.50	26.90
New Caledonia	35.70	58.40
New Zealand (inc Chatham Islands)	2.50	26.90
Nicaragua	26.50	49.40
Niger	16.10	38.60
Nigeria	8.00	30.50
Niue	71.50	71.50

Country	Option Rate for calls to Fixed Lines	Option Rate for calls to Mobiles and other Special and Higher Rate Services
	Pence per minute inc. VAT	Pence per minute inc. VAT
Norfolk Islands	89.90	89.90
Northern Marianas	53.10	53.10
Norway	2.50	26.90
Oman	26.50	49.40
Pakistan	5.30	8.90
Palau (The Republic of)	53.10	53.10
Palestinian National Authority	16.10	38.60
Panama	16.10	38.60
Papua New Guinea	71.50	94.40
Paraguay	21.40	44.00
Peru	35.70	58.40
Philippines	8.00	30.50
Poland	2.50	26.90
Portugal	2.50	26.90
Puerto Rico	5.30	5.30
Qatar	21.40	44.00
Reunion	16.10	38.60
Rodriguez Islands	26.50	26.50
Romania	5.30	26.90
Ross Island	26.50	26.50
Russian Federation	5.30	26.90
Rwandese Republic	21.40	44.00
Samoa (US)	26.50	26.50
Samoa (Western)	35.70	58.40
San Marino	2.50	2.50
Sao Tome & Principe	89.90	112.40
Saudi Arabia	16.10	38.60
Senegal	26.50	49.40
Serbia	16.10	38.60
Seychelles	16.10	38.60
Sierra Leone	21.40	44.00
Singapore	2.50	26.90
Slovak Republic	2.50	26.90
Slovenia	2.50	26.90
Solomon Islands	89.90	89.90
Somalia	53.10	76.40
South Africa	2.50	26.90
Spain (inc. Balearic Islands)	2.50	26.90
Sri Lanka	16.10	38.60
St Helena	89.90	89.90

Country	Option Rate for calls to Fixed Lines	Option Rate for calls to Mobiles and other Special and Higher Rate Services
	Pence per minute inc. VAT	Pence per minute inc. VAT
St Kitts & Nevis (formerly St Christopher)	16.10	38.60
St Lucia	8.00	30.50
St Pierre & Miquelon	26.50	49.40
St Vincent & the Grenadines	16.10	38.60
Sudan	21.40	44.00
Suriname	35.70	58.40
Swaziland	16.10	38.60
Sweden	2.50	26.90
Switzerland	2.50	26.90
Syria	53.10	76.40
Taiwan	5.30	26.90
Tajikistan	21.40	44.00
Tanzania	16.10	38.60
Thailand	5.30	26.90
Togolese Republic (The)	26.50	49.40
Tokelau	71.50	71.50
Tonga	35.70	58.40
Trinidad & Tobago	5.30	26.90
Tristan Da Cunha	89.90	89.90
Tunisia	16.10	38.60
Turkey (and northern Cyprus)	7.10	29.60
Turkmenistan	21.40	44.00
Turks & Caicos Is	16.10	38.60
Tuvalu	53.10	53.10
Uganda	16.10	38.60
Ukraine	16.10	38.60
United Arab Emirates	16.10	38.60
Uruguay	16.10	38.60
USA	2.50	2.50
Uzbekistan	16.10	38.60
Vanuatu	71.50	94.40
Venezuela	8.00	30.50
Vietnam	53.10	76.40
Virgin Islands (UK)	26.50	49.40
Virgin Islands (US)	8.00	8.00
Wallis & Futuna	89.90	89.90
Yemen (formerly Yemen AR and Yemen PDR)	35.70	58.40
Zambia	2.50	26.90
Zimbabwe	8.00	30.50

1. A minimum term of one month applies. 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 <http://www.bt.com/pricing/>

2. 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.

3. 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.

International Freedom

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

For all destinations shown in the table the pence per minute rate for a normal call is zero for the first hour (further conditions apply). After one hour additional minutes are charged at the rates shown in the first column. Rates for calls to mobiles and to other Special or Higher Rate services are shown in the second column. These rates apply to calls of any duration (including the first hour).

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

The option fee is £12.74 exc. VAT (£14.97 inc. VAT) per quarter

Country	Option Rate for minutes after the first hour to fixed lines	Option Rate for calls to Mobiles and other Special and Higher Rate Services
	Pence per minute inc. VAT	Pence per minute inc. VAT
Australia (inc. Christmas & Cocos Islands)	2.50	26.90
Austria	2.50	26.90
Bahamas (Mobiles same as fixed)	2.50	2.50
Belgium	2.50	26.90
Canada (Mobiles same as fixed)	2.50	2.50
China	2.50	26.90
Croatia	2.50	26.90
Cyprus (not including the north of Cyprus)	2.50	26.90
Czech Republic	2.50	26.90
Denmark	2.50	26.90
Finland	2.50	26.90
France	2.50	26.90
Germany	2.50	26.90
Gibraltar	2.50	26.90
Greece	2.50	26.90
Hong Kong (Mobiles same as fixed)	2.50	2.50
Hungary	2.50	26.90
Ireland (Republic of)	2.50	26.90
Italy (inc Vatican City & San Marino)	2.50	26.90
Japan	2.50	26.90
Luxembourg	2.50	26.90
Malaysia	2.50	26.90
Netherlands	2.50	26.90
New Zealand (inc Chatham Islands)	2.50	26.90
Norway	2.50	26.90
Poland	2.50	26.90
Portugal (inc calls to Madeira & Azores)	2.50	26.90
Singapore	2.50	26.90
Slovenia	2.50	26.90
Spain (inc Balearic Islands)	2.50	26.90
Sweden	2.50	26.90
Switzerland (excludes Liechtenstein)	2.50	26.90
USA (Mobiles same as fixed)	2.50	2.50

The prices in Table 1 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 (Formerly known as International Saver).

The call prices in Table 1 apply during the Day, Evening and Weekend periods. Calls to countries other than those covered by the rented International Freedom option will be charged at the International call prices in Friends & Family International (Formerly known as International Saver).

The call prices in Table 1 will be subject to further discount (on eligible nominated numbers - see calling circle product rules) by Friends & Family / Friends & Family Overseas or Friends & Family Auto Update.

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

Calls from BT Fixed Lines to International Mobiles

Calls from BT fixed lines to some international mobiles (excluding UK based roaming mobiles) are charged at 25.00p 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 list of countries affected are detailed in the table below. Full details are shown in the BT Price List, which can be viewed at <http://www.bt.com/pricing/>

The above also applies to calls made via the operator.

International mobile numbers and other Special and Higher Rate Numbers

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	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

Destination	Destination Code
Ethiopia	251
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

Destination	Destination Code
Latvia	371
Lebanon	961
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

Tariff Guide for Residential Customers

Destination	Destination Code
Pakistan	92
Palestinian National Authority	970
Panama	507
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
Slovak Republic	421
Slovenia	386
Somalia	252
South Africa	27
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

Destination	Destination Code
Thailand	66
Togo	228
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

UK Call Prices for Non-Calling Plans Customers

Chargeband	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
Local	3.948	1.000	1.000
National	7.908	3.948	1.493

Type of Call	pence per minute
0845 Day	3.948
0845 Evening	1.000
0845 Weekend	1.000
0870 Day	7.908
0870 Evening	3.948
0870 Weekend	1.493

Normal charges apply on all Bank Holidays. Note that operator-connected calls are priced differently - see page 18 for further details. These tables do not include prices for calls 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.

Personal Numbering Services/Fixed-Mobile Calls

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

Chargeband	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
d	16.709	9.847	9.847
e	4.935	4.935	4.935
f	29.998	19.999	10.000
fm1	13.000	8.000	5.000
fm2	13.000	8.000	5.000
fm3	13.000	8.000	5.000
fm4	13.000	8.000	5.000
fm5	13.000	8.000	5.000
fm6	22.665	16.953	4.129
fm7	13.000	8.000	5.000
fm8	13.000	8.000	5.000
fm9	13.000	8.000	5.000
fm10	18.800	14.688	6.228
fm11	16.450	16.450	16.450
fm12	13.200	13.200	13.200
fm13	17.595	14.963	8.359
fm14	11.280	11.280	11.280
fw1	15.510	15.510	7.567
fw2	14.688	12.220	6.228
fw3	16.333	13.043	6.580
fw4	15.863	9.694	4.853
fw5	14.805	11.985	6.698
fw6	12.925	10.340	6.228
fw7	12.338	12.338	12.338
fw8	18.80	14.688	6.228
fw9	16.450	16.450	16.450
fw10	9.837	9.837	9.837
fw11	12.925	12.925	12.925
j	31.996	21.996	10.493
k	37.495	24.993	12.491
pn1	24.000	16.000	8.000
pn2	50.000	50.000	50.000
pn3	49.000	39.000	39.000
pn4	26.000	26.000	26.000
pn5	17.000	17.000	17.000
pn6	20.000	20.000	20.000
pn8	19.975	19.975	19.975

Personal Numbering Services/Fixed-Mobile Calls (Continued)

Chargeband	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
pn9	23.500	23.500	23.500
pn10	35.000	35.000	35.000
pn11	39.000	29.000	29.000
pn12	27.000	27.000	27.000
pn13	39.000	39.000	39.000
pn14	29.500	29.500	29.500
pn15	13.000	13.000	13.000
pn16	14.000	14.000	14.000
pn17	15.000	15.000	15.000
pn18	16.000	16.000	16.000
pn19	10.000	10.000	10.000
pn20	24.000	24.000	24.000
pn21	41.125	41.125	41.125
pn22	10.321	6.642	5.621

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

Chargeband	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
fm1	44.03	44.03	44.03
fm3	50.16	37.90	21.95
fm4	31.77	31.77	31.77
fm5	31.77	31.77	31.77
fm6	44.03	44.03	44.03
fm7	50.16	37.90	21.95
fm13	44.03	44.03	44.03
fw1	44.03	44.03	44.03
fw7	44.03	44.03	44.03
fw8	44.03	44.03	44.03

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

Chargeband	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
IR {Republic of Ireland}*	22.89	19.74	17.76
1	35.54	29.61	25.97
1a	28.43	26.65	23.12
2	38.54	34.64	32.36
3	67.45	57.25	54.29
4	23.62	22.45	20.86
5	77.98	65.80	62.51
6	49.00	41.92	39.11
7	58.40	55.46	52.64
8	101.67	81.53	74.97
8a	79.46	73.37	67.47
9	126.34	108.52	98.94
10	131.19	110.55	98.94
11	76.99	73.14	69.48
12	133.25	126.34	98.94
12a	64.99	60.00	60.00
13	135.22	129.23	119.85
14	108.10	102.70	95.88
15	104.96	98.94	88.95
16	119.85	113.69	98.94
16a	64.99	60.00	60.00
17	200.00	195.00	190.00
18	175.00	170.00	165.00

Alternatively, for full details of exclusions, terms and conditions visit our website at: <http://www.bt.com/pricing/>

*Calls from Northern Ireland to the Republic of Ireland are charged at the local and national rates shown on page 18. 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.

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 from one to nine Calling Features out of the following: Call Waiting, Call Diversion (i), Three Way Calling (unlimited usage) (ii), Caller Display -Please note that the Caller Display Calling Feature is subject to availability (iii), Ring Back (unlimited usage) (iv), Call Sign (v), Reminder Call (unlimited usage) and Call Barring.

Prices for BT Calling Features

All prices quoted below are quarterly and inclusive of VAT.

Pack	Number of Calling Features	Price £
Pack 1	1 Calling Feature	7.77
Pack 2	2 Calling Features	15.57
Pack 3	3 Calling Features	15.57
Pack 4	4 Calling Features	15.57
Pack 5	5 Calling Features	21.57
Pack 6	6 Calling Features	21.57
Pack 7	7 Calling Features	21.57
Pack 8	8 Calling Features	21.57
Pack 9	9 Calling Features	21.57

(i) *Call Diversion: The diverted part of the call is charged to the renter of the service.*

(ii) *Three Way Calling: Each participant in a three-way call pays for the part of the call they dialled.*

(iii) *Caller Display: Caller display equipment, available from BT and other suppliers, is needed to take advantage of this service. Please note that the Caller Display Calling Feature is subject to availability. Advanced Calling Features*

The following Calling Features are also available on a pay-per-use basis - Ringback, Three-way Calling and Reminder Call no other Advanced Calling Features are available as part of a BT Calling Features Pack.

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

Network Features & Messaging Products	Price
1470 (Release Number)	free
1471	free
Call Return (1471)	12.2p per use
Call Return (1571)	12.2p per use
1471 ERASURE	free
Reminder Call	35.7p per use
Three Way Calling	66.4p per use
Ring Back	35.7p per use
Anonymous Call Reject	£12.00 per quarter rental
Choose to Refuse	£10.05 per quarter rental
Reminder Call (rental option)	£7.77 per quarter rental
Three Way Calling (rental option)	£7.77 per quarter rental
Ring Back (rental option)	£7.77 per quarter rental
BT Answer (1571)*	free**
BT Answer (1571) Personalised Greeting*	£4.47 per quarter rental
BT Answer (1571) Message Alert*	£4.47 per quarter rental
BT Call Minder*	£7.50 per quarter rental
BT Call Extensions	£9.00 per quarter rental

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

** At least two chargeable or inclusive calls (excludes BT Broadband Talk calls) must be made with BT per month to avoid monthly charge of £1 being added to your bill for the service. Opt in required. Deactivation of 1571 service and deletion of messages occurs after 90 days' mailbox inactivity. Some social and burglar alarm equipment may be incompatible with BT's messaging service - check with your supplier.

Timeline

(Formerly known as the Speaking Clock) - 123

30p per use.

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 at the rate shown in the table.

If you ask for an operator-connected call without having had any difficulty, there is an extra service charge of £7.41 per call

Inland calls from Residential lines

Type of Call	Price in pence for each minute or part Minimum Charge 5 minutes
Local & National	58.49
Mobile	116.99
Other *	168.99

**Calls other than Local, National and Mobile where the Operator can connect. The operator cannot connect calls to certain types of number, including premium rate lines.*

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.

Calls to Republic of Ireland from Northern Ireland from Residential lines

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

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.

Full details are shown in the BT Price List at <http://www.bt.com/Pricing>

Reverse-Charge Calls

The charge is billed to the number receiving the call. Calls from payphones cost £1.98 for each 30 seconds, or part of 30 seconds, plus a £1.97 service charge per call.

Calls from other lines cost 58.49p per minute or part of a minute plus a £7.41 service charge per call, and the minimum charge is for 5 minutes.

Alarm Calls

£8.16 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 well as a service charge.

Calls from residential lines

Charges are for each minute or part of a minute. The minimum call charge is for 5 minutes. The service charge is £9.04 per call.

Chargeband	Price in pence per minute or part of a minute At all times
Republic of Ireland	116.99
A	116.99
B	162.49
C	221.01
D	435.51
E	200.00

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

International Operator - Connected calls from BT Public Payphones

Call charges are for each period of 60 seconds, or part of 60 seconds. The service charge is £3.00 per call

Chargeband	pence per minute		
	Daytime Mon-Fri 7am-7pm	Evenings & night-time Mon-Fri before 7am and after 7pm	Weekend all day Sat & Sun
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

Republic of Ireland Calls from BT Public Payphones (Except from Northern Ireland)

Charge in pence for each 3 minutes or part		
Daytime Mon - Fri 7am - 7pm	Evenings and night-time Mon - Fri before 7am and after 7pm	Weekends All day Sat & Sun
230	170	170

Calls to Mobiles and Other Services

International calls to some mobiles and other special and higher rate services are charged at 25.00 pence per minute more than the equivalent call to a fixed line.

For full details, please see the BT Price List at:

<http://www.bt.com/pricing/>

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 of a minute, plus a service charge per call. The minimum charge is for 5 minutes.

Chargeband	Pence per minute	Service charge per call (pence)
Republic of Ireland	129.99	903.4
A	344.46	1475.6
B	500.40	1475.6
C	786.37	1475.6
D	858.01	1475.6

UK Directory Enquiry Calls

Calls to 118 500 cost £1.16 per minute or part of a minute, plus a connection charge of 49 pence per call.

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 £1.16 per minute.

International Directory Enquiry Calls

Calls to 118 505 cost £2.75 per minute or part of a minute, plus a connection charge of 50 pence per call.

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 £2.75 per minute.

Payphone Calls to Directory Enquiries

Calls to 118 500 are charged at 10p for 5.2 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 3 seconds.

Calls to International Directory Enquiries on 118 505 are charged at 10p for 1.5 seconds, with a minimum charge of 60p (which includes a 40p connection charge)

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 12 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 which comes with this brochure.

BT Total Broadband and BT Total Broadband Anywhere price terms

Please note that a range of packages which include BT Total Broadband are also available, please see page 32.

New customers will get a choice of Options all offering ultra - fast download speeds of up to 20Mb and free Evening and Weekend UK calls with BT's Broadband Talk Service. If your line won't support 20Mb, we'll offer the best speed available for your line.

BT Total Broadband comes with an inclusive monthly usage allowance, varying from 10GB to Unlimited. This is the amount of data you can download or upload each month. A fair usage policy applies.

Basic exchange line rental is payable in addition to Broadband rentals.

For the very latest information on BT Total Broadband visit: www.bt.com/btbroadband

1. Monthly Rental Charges

	Rental (a month)	Offer Period (months)	Offer Rental (a month)	Offer Minimum Contract Period (months)
BT Total Broadband Option 1 (10GB usage allowance)	£15.99	3	£7.99	18
BT Total Broadband Option 2 (40GB usage allowance)	£20.99	3	£13.99	18
BT Total Broadband Option 3 (unlimited usage allowance)	£24.99	3	£18.99	18
BT Total Broadband Option 4* (50GB usage allowance)	£29.99			
BT Total Broadband Anywhere (unlimited usage allowance)	£29.99	3	£23.99	18

*Not available for new supply.

2. Special Offer Monthly Rental Charges

All new residential customers who order BT Total Broadband Options 1, 2 or 3 or Anywhere will qualify for introductory BT Total Broadband prices.

Please refer to the table for offer detail - Offer Period, Offer Rental and the Minimum Period of contract offer applies too.

After offer period the Rental (a month) applies for remainder of Contract minimum period.

Terms and conditions apply.

3. Equipment prices The Hub

The standard full price of the hub is £89.99 but you don't have to pay this amount upfront. You will need to make a payment towards the cost of the hub within 12 months of the start of your agreement but if you keep the hub and it can be used with the service for at least 12 months any payment for the hub will be waived. A charge of £44.99 towards the cost of the hub will become payable if you leave BT within 12 months of the start of your agreement.

The BT To Go and Mobile Handsets

The standard full price for a BT Mobile phone will be up to £299.99 depending on your price plan, your handset and whether or not it is for you or for another user. Please refer to the following tables for full details. You may not have to pay all of this amount upfront. You may need to make payments towards the cost of the mobile phone within 12 months of the start of your agreement but if you keep the mobile phone and it can be used with the service for at least 12 months any payment for the mobile phone will be waived. A charge of up to £299.99 towards the cost of the mobile phone will become payable if you leave BT within 12 months of the start of your agreement.

BT Total Broadband and BT Total Broadband Anywhere price terms (Cont'd).

HTC S620	Upfront payment	Deferred payment charge May be up to
Customer Tariff:		
BBA50	£0.00	£120.00
BBA150	£0.00	£120.00
BBA250	£0.00	£120.00
BBA600	£0.00	£120.00

HTC S710	Upfront payment	Deferred payment charge May be up to
Customer Tariff:		
BBA50	£29.99	£90.01
BBA150	£29.99	£90.01
BBA250	£0.00	£120.00
BBA600	£0.00	£120.00

HTC Touch 2	Upfront payment	Deferred payment charge May be up to
Customer Tariff:		
BBA50	£199.99	£0.00
BBA150	£49.99	£150.00
BBA250	£0.00	£199.99
BBA600	£0.00	£199.99

HTC Hero	Upfront payment	Deferred payment charge May be up to
Customer Tariff:		
BBA50	£299.99	£0.00
BBA150	£99.99	£200.00
BBA250	£49.99	£250.00
BBA600	£0.00	£299.99

4. The extra usage charge

If we charge you for extra usage under the usage guideline, the charge will be £1 a GB (gigabyte).

5. Ending the service

Unless we have made a change to the prices or terms and conditions that is to your material disadvantage or paragraph 5 of the BT Total Broadband service terms applies you must pay a charge for ending BT Total Broadband within the minimum period by way of compensation to us. This charge will be calculated by multiplying the number of months remaining in your minimum term by £7.75 for Option 1, £11.50 for Option 2 and £11.75 for Option 3. The charge for Broadband Anywhere will be calculated in the same way using the following values; £17.25 for Broadband Anywhere 50, £25.25 for Broadband Anywhere 150, £27 for Broadband Anywhere 250, and £30.25 for Broadband Anywhere 600. This charge will not be subject to VAT.

6. Cessation Charge

A cease charge of £25.00 (Inclusive of VAT) is payable if you cease your broadband 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.

Specific price terms for BT Total Broadband Anywhere customers

1. Monthly charges

In addition to your BT Total Broadband Anywhere monthly rental charges you may choose one of the following BT Total Broadband Anywhere mobile price plans.

BT Total Broadband Anywhere Price Plan	Inclusive Minutes	Inclusive texts	18 Month contract Rental's (per month)
Base	50	50	inclusive
150	150	100	£10.00
250	250	150	£15.00
600	600	700	£30.00
Each other user			£5.00

The minutes, SMS and GPRS allowance you get each month are shared between you and other users.

Additionally, you will receive 10 MB's of GPRS data each month which will allow you to use the push email service. If you are a heavy user of this service and you are likely to exceed the inclusive 10 MB's, you can upgrade your monthly allowance to the Total Broadband Unlimited Data Bundle for a fee of £4.99 per month. If you exceed your inclusive allowance, you will be charged £1.49 per MB thereafter.

2. Calls included with your monthly charge

You can only use BT Mobile minutes for calls starting and ending in the UK and made to a fixed line and to any other UK mobile phones on any UK mobile networks.

The call allowances are reduced by whole seconds. Each mobile call you make is rounded up to the next whole second and taken from the allowance. If a call falls partly within a call allowance, we will round up the extra part to the next whole second and apply the appropriate call charges.

3. Call charges applicable once your inclusive minutes have been used

The following charges apply for mobile calls starting and ending on a UK network in the UK:

Calls to	Per Minute
UK fixed numbers (including the Channel Islands)	15p
BT Mobile (Exc. BT Mobile business)	15p
Other UK mobile	35p
Voicemail	15p
BT Mobile World	15p

4. Optional bundles

Additional text bundles are available for the following monthly charges:

	Price per month
50 texts	£2.99
100 texts	£5.49
200 texts	£9.99
400 texts	£19.99

Text bundles include text messages sent to other BT mobile service customers (not including BT Mobile business customers) and mobiles of other UK mobile service providers, but does not include premium text messages and any text messages sent outside the UK.

Picture messaging bundles are available for the following monthly charge:

	Price per month
20 messages	£3.99

Picture messaging bundles include picture messages sent to other BT mobile service customers (not including BT Mobile business customers) and mobiles of other UK mobile service providers, but does not include premium picture messages and any picture messages sent outside the UK.

An unlimited data bundle is available for the following monthly charge, this bundle is subject to a Fair Use Policy of 500MB per month, and applies to data used from within the UK.

	Price per month
Unlimited Data	£4.99

Specific price terms for BT Total Broadband Anywhere customers (continued)

5. Calls and messaging services with variable charges.

All the following prices in these price terms are for calls and messaging services not included in the monthly charges or the optional bundles.

We will round up the duration of calls to the next whole second and apply the appropriate prices.

The following charges apply for mobile calls starting and ending on a UK network in the UK:

Calls to	Per Minute
Emergency Calls (999, 112)	Free
Blind and disabled directory enquiries (195). The first minute is free.	68p
BT Directory Enquiries (118 500)	65p
BT International Directory Enquiries (118505)	150p
Internet access using general packet radio service (GPRS)	150p for each megabyte sent or received
Freephone numbers (0800) (0500) (0808)	0 pence a minute for call up to 60 minutes in duration, subject to fair use policy*

* Fair use policy applies. Max 1,000 minutes or 150 calls a month. If any of these limits on free calls is exceeded, calls will be charged at 10p per minute.

6. The following charges apply to messages:

Type of message	Price
Texts to BT Mobile (not including BT Mobile business customers)	11p
Texts to other UK mobiles	11p
Picture messages to BT Mobile (not including BT Mobile business customers)	30p
Picture messages to other UK mobiles	30p
Texts from the UK to non-UK destinations listed below	20p

7. The following charges apply to international calls starting in the UK:

Calls to	Per Minute
International zone 1: Ireland, USA and Canada	15p
International zone 2: Western Europe, Australia and New Zealand	30p
International zone 3: Rest of Europe (Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Iceland, Serbia and Montenegro, Slovenia and FYR Macedonia), Algeria, Hong Kong, Japan, Libya, Morocco, Tunisia, Turkey and Singapore	50p
International zone 4: Rest of the world	110p
International zone 5: Satellite networks	1058p

8. Minimum charges and set-up fees

A minimum charge will apply to all calls, except where they are part of monthly minutes. Prices for all other calls and messaging are set out at www.bt.com

9. European Roaming Charges

The following call, text, picture message and data charges are applicable when roaming within one of the countries listed below.

a. Albania, Andorra, Austria, Belgium, Bosnia & Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (including Madeira and Azores), Republic of Ireland, Romania, San Marino, Slovakia, Slovenia, Spain (including Canary Islands), Sweden, Switzerland, Vatican City.

b. Mobile call charges when in any of the countries listed in (a) above.

	Per Minute
Calls made to the UK	38p
Calls made in country or to any other country listed in a) above	38p
Calls received in country	14p

c. Other mobile charges when in any of the countries listed in a) above.

	Price
Texts sent in country, to the UK or any other country listed in a) above	10p
Picture messages sent in country, to the UK or any other country listed in a) above	Up to £2.50 per message*
Mobile Data usage	£7.50/MB**

Per second billing applies to voice calls.

* Maximum charge dependant on amount of data sent within the picture message

** In response to the EU Commissions requirements BT has introduced usage limits and warning notifications for data roaming in the EU States (see countries listed at (a) above) from 1st July 2010. These will ensure your monthly roamed data usage in EU States does not exceed the GBP equivalent of 50 Euros. Customers can choose to opt-out of this facility with a request to the BT mobile helpdesk.

BT Broadband Talk Charges

There is no network connection charge for BT Broadband Talk. The service is not available as a standalone service.

There are two packages available – BT Broadband Talk Evening and Weekend Plan and BT Broadband Talk Anytime Plan. For definitions of “Evening and Weekend” please see page 4 of this brochure.

Rental charges depend on whether you are a BT Total Broadband customer.

If you have BT Total Broadband, the following rental charges are:

Evening and Weekend Plan – £0 per month

Anytime Plan – £5.99 per month

If you do **not** have BT Total Broadband the following rental charges apply.

Evening and Weekend Plan – £2.99 per month

Anytime Plan – £7.99 per month

BT Broadband Talk call prices

The prices for 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 depend on your choice of plan and the time period in which you make the call.

Calls are charged as follows:

Evening and Weekend Plan – during the Evening and Weekend periods each call is charged at 0 pence for the first hour and 5.40 pence per minute thereafter. Call made in the Daytime period are charged at 5.40 pence per minute throughout.

Anytime Plan – each call is charged at 0 pence for the first hour and 5.40 pence per minute regardless of when the call is made.

Calls to the Channel Islands, calls to non-BT 055 (excluding those listed above) numbers and calls from 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.

Ending the service

There is no charge for ending the service.

Please note:

Line restrictions and call exclusions apply.

BT Mobile Broadband Pre-Pay Service price terms

Connection charges:

There are no network connection charges for BT Mobile Broadband Pre-Pay Service.

Equipment charges:

The price of the USB Modem without any other BT Total Broadband service is £59.99. This includes a BT Pre-Pay SIM card.

If you take BT Total Broadband Option 1 and 2 you will pay £39.99 and if you take Option 3 you will pay £9.99 for the USB modem. This price is only available to new BT Total Broadband customers or existing BT Total Broadband customers who are recontracting within 3 months of the end of their current minimum period.

If you take the USB modem with the BT Total Broadband service for a reduced price, and you subsequently downgrade or leave the service within 12 months of ordering the modem, you must pay the difference between the price that you paid and the full price for the USB modem.

Data Bundle Charges – Top Up Prices

£10 for a 1GB data bundle

£15 for a 3GB data bundle

Additional charges at 10p per MB (out of bundle rate)

BT Mobile Pre-Pay Data roaming rates are £7.50 per MB.

BT Infinity price terms

1. Charges

Table 1	Activation Charge
BT Infinity Option 1	£50.00
BT Infinity Option 2	£0.00

Table 2	Rental (a month)
BT Infinity Option 1 (40 GB monthly usage allowance, subject to Fair Usage Policy) – 18 month contract	£19.99
BT Infinity Option 2 (unlimited monthly usage allowance, subject to Fair Usage Policy) – 18 month contract	£24.99

2. Equipment prices

The BT Infinity Home Hub

The standard full price of the hub is £89.99 but you don't have to pay this amount upfront. You will need to make a payment towards the cost of the hub within 12 months of the start of your agreement but if you keep the hub and it can be used with the service for at least 12 months, any payment for the hub will be waived. A charge of £44.99 towards the cost of the hub will become payable if you leave BT within 12 months of the start of your agreement.

3. The extra usage charge

If we charge you for extra usage under the usage guideline, the charge will be £1 a GB (gigabyte).

4. Ending the service

Unless we have made a change to the prices or terms and conditions that is to your material disadvantage you must pay a charge for ending BT Infinity within the minimum period by way of compensation to us. This charge will be calculated by multiplying the number of months remaining in your minimum term by £7.75 for BT Infinity Option 1 and £11.75 for BT Infinity Option 2.

This charge will not be subject to VAT.

BT Vision Price Terms

Installation and Equipment Charges

1. The charge for the engineer install option is £89.99.
2. To receive the Vision+ box you may either:
 - a. agree to a new BT Total Broadband minimum term as set out at www.bt.com/btvision subscribe to any viewing bundle for a minimum period of 12 months starting on the service start date and pay either £45.00 for a new Vision+ box or £15.00 for a reconditioned* Vision+ box; or
 - b. subscribe to a Broadband Option 2, Weekend calls and Vision+ box package for a minimum period of 24 months starting on the service date and pay £60.00 for a new Vision+ box
 - c. subscribe to a Broadband Option 2, Weekend calls and Bronze package or a Broadband Option 3, Anytime calls and Gold package or an Infinity Option 1, Weekend calls and Bronze package for a minimum period of 24 months starting on the service date and pay £45.00 for a new Vision+ box
 - d. agree to a new BT Total Broadband minimum term as set out at www.bt.com/btvision and pay £90.00; or
 - e. pay £199.00.
- * Reconditioned Vision+ box is a previously used Vision+ box 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 Vision+ box.
3. If you end the service within the first 12 months after placing your order, you must pay us the remaining value of the Vision+ box at the time that you end the service, less any amount that you have already paid for the Vision+ box.

The table below shows remaining value of the Vision+ box.

	Remaining value at days after placing order that service ends (£)		
	10 - 180	181 - 364	365+
Orders placed before 7/12/09	£194.76	£100.00	£0.00

	Remaining value at days after placing order that service ends (£)	
	10 - 364	365+
Orders placed between 7/12/09 and 31/12/09	£194.76	£0.00
Orders placed on or after 1/1/10	£199.00	£0.00

BT Vision Viewing Pack and Bundle Charges

4. The monthly subscription charges for viewing packs and bundles are:

Viewing Bundles	Bronze	£14.99
	Bronze (12 month term)	£7.50 for 3 months then £14.99
	Silver	£17.99
	Silver (12 month term)	£10.50 for 3 months then £17.99
	Gold	£19.99
	Gold (12 month term)	£12.50 for 3 months then £19.99
Viewing Packs	TV Replay	£2.99
	TV	£6.99
	Music	£6.99
	Kids	£6.99
	Vision Film Club	£6.99
	Bolly & Beyond	£6.99
	Film (Picturebox)	£4.99
	Sports	£6.99
Add-ons	ESPN	
	(with a 12 month term for any viewing pack/bundle -excluding TV Replay, Picturebox and Bolly & Beyond)	£0.00
	Sky Sports 1	£19.99
	Sky Sports 1 (with a 12/18 month Vision contract and /or Broadband recontract)	£11.99
	Sky Sports 1 (with a 24 month Broadband, TV and Calls package contract)	£6.99
	Total Sports 1 (with a 24 month Broadband, TV and Calls package contract)	£6.99
	Sky Sports 2	£19.99
	Sky Sports 2 (with a 12/18 month Vision contract and /or Broadband recontract)	£11.99
	Sky Sports 2 (with a 24 month Broadband, TV and Calls package contract)	£6.99
	Total Sports 2 (with a 24 month Broadband, TV and Calls package contract)	£6.99
	Sky Sports 1 & 2	£24.99
	Sky Sports 1 & 2 (with a 12/18 month Vision contract and /or Broadband recontract)	£16.99
	Sky Sports 1 & 2 (with a 24 month Broadband, TV and Calls package contract)	£11.99
	Total Sports Max (with a 24 month Broadband, TV and Calls package contract)	£11.99

BT Vision Price Terms (continued)

5. 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/btvision

6. You need to pay any monthly subscription charges in advance.

BT Vision Pay Per View Content Charges

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

Service charges

8. 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.

Minimum Period for Viewing Packs

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

10. 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/btvision

Ending a Viewing Pack

11. If you end your subscription to a viewing pack/bundle with a standard one month minimum period at any time before the end of the first month, you will have to pay for the full month.
12. If you end your subscription to a viewing pack/bundle with a standard one month minimum period at any time after the end of the first month, we will credit you the pro rata amount of your subscription charge for the remainder of that month.
13. If you end your subscription to a viewing pack/bundle with a 12, 18 or 24 month minimum period you will have to pay a single charge of:
 - a. £2.75 for each month of the minimum period remaining for any viewing bundle; or
 - b. £4.00 for each month of the minimum period remaining for each viewing pack, as compensation to us for ending it early. This charge will not be subject to VAT.

Packages

You may choose from a range of Packages which combine specific combinations of Calling Plans, Broadband Options and Vision Viewing Packs/Bundles for a special package price.

Product Description and Charges

Please refer to product reference guide below for a list of product abbreviations used.

Please note these charges exclude line rental, which is charged separately at a cost of £12.79 per month.

Package	Calling Plan (1)	BT Total Broadband (1)	BT Vision (1)	Contract Length (months)	Standard Monthly Price	Monthly Price During First 3 months	Up Front Vision Box Charge (2)	Monthly Early Termination Charge (3)	Deferred Payment for BT Home Hub (2)	Deferred Payment for Vision+Box(2)	BT Infinity activation charge
Broadband & Calls	UWP	BB1	-	18	£14.49	£7.49	-	£13.00	£44.99	-	-
Broadband & Calls	UAP	BB1	-	18	£19.99	£9.99	-	£14.25	£44.99	-	-
Broadband & Calls	UAP	BB3	-	18	£27.99	£19.99	-	£17.00	£44.99	-	-
Broadband & Calls	UWP	BB2	-	18	£17.99	£7.49	-	£18.25	£44.99	-	-
Broadband, TV & Calls	UAP	BB3	Gold	24	£48.99	£48.99	£45.00	£20.25	£44.99	£154.00	-
Broadband, TV & Calls	UWP	BB2	Vision+ box only	24	£17.99	£17.99	£60.00	£16.50	£44.99	£139.00	-
Broadband, TV & Calls	UWP	BB2	Bronze	24	£32.99	£32.99	£45.00	£19.25	£44.99	£154.00	-
Broadband & Calls	UWP	INF1	-	18	£19.49	£19.49	-	£13.00	£44.99	-	£50.00
Broadband & Calls	UAP	INF1	-	18	£24.99	£24.99	-	£14.25	£44.99	-	£50.00
Broadband & Calls	UAP	INF2	-	18	£27.99	£27.99	-	£17.00	£44.99	-	-
Broadband, TV & Calls	UWP	INF1	Bronze	24	£33.99	£33.99	£45.00	£16.50	£44.99	£154.00	£50.00

Package Calling Plan Add-ons

- Package customers can select from a range of Calling Plan Add-ons, which enable customers to upgrade the Calling Plan within their Package.
- A minimum term of one month applies.
- Where a Calling Plan Add-on has been selected, call prices will be charged as per the prices outlined on pages 4, 5 and 6.

Add-on	Monthly Price
Unlimited Evening & Weekend Plan Add-on when selected with a Package containing Unlimited Weekend Plan.	£2.99
Unlimited Anytime Add-on when selected with a Package containing Unlimited Weekend Plan	£4.99
Unlimited Anytime Add-on when selected with a Package containing Unlimited Evening & Weekend Plan	£4.99

(1) Product Reference Guide

Abbreviation Used	BT Product
INF1	BT Infinity Option 1
INF2	BT Infinity Option 2
UWP	Unlimited Weekend Plan
EWP	Unlimited Evening & Weekend Plan
UAP	Unlimited Anytime Plan
BB1	BT Total Broadband Option 1
BB2	BT Total Broadband Option 2
BB3	BT Total Broadband Option 3

(2) 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.

(3) 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.

Glossary

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

0870

Calls to 0870 are always charged at “National Rate” regardless of where the call is made from.

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.

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 11 55 11
Prices for BT Chargecards	0800 345 144
Prices for BT Mobile Services	0800 222 654

**Open Monday to Friday 8.00am to 5.00pm*

Offices Worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. BT and the "connected world" logo are trademarks of British Telecommunications plc.
© British Telecommunications plc 2009.
Registered office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No: 1800000.
Designed by Strata

PHME 60415/07/10

Printed on paper that meets international environmental standards.