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BT Consumer Price Guide

Effective from 16th January 2018

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Getting a BT Line

Connection Charges - Residential Lines

		Connection Charge (when taken with the following services)			
		Calls only	Copper Broadband & Calls Package*	Infinity Broadband & Calls Package*	BT Basic
New Installation	All Customers	£130.00	£49.99	£0	£0
	New / Existing Customers	£50.00	£0		
Working Line Takeover	Home Movers	£0			

* You've got from the day you place your order until your **cooling-off period** ends to cancel your Broadband & Calls package. But if you do this after your line has been connected, you must pay the full connection charge detailed in the table above for a single line with Calls Only.

Excess Construction Charges

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

Continued Below

Line Rental - Residential Lines

If you take a Broadband & Calls Package from BT, your package price includes Standard Line Rental. For Package prices click [here](#)

	Features	Monthly Rental	Quarterly Rental	Annual Rental
Standard Line Rental	<ul style="list-style-type: none"> • 12 month minimum term • Payment by Direct Debit only • Payable monthly or quarterly • Paper* or e-bill 	£18.99	£56.97	
Line Rental Saver	<ul style="list-style-type: none"> • Payment by credit or debit card • Payable annually • E-bill only • 12 months' Line Rental for the price of 11 • Equivalent to £17.40 per month • Non-refundable • Available on 1 telephone number per account 			£208.80
Line Rental Plus	<ul style="list-style-type: none"> • 12 month minimum term • Payment by any currently accepted method • Payable monthly or quarterly • Paper or e-bill • Includes 5+ Calling Feature pack (opt-in) 	£20.99	£62.97	

* Residential BT Broadband customers choosing to take a paper bill will pay a Paper Bill Fee as detailed [here](#). Exclusions apply.

• Line Rental must be taken with all standard BT Calling Plans.

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UK Calling Plans & Popular Call Prices

Plan Charges	Unlimited Weekend Calls	Unlimited Evening & Weekend Calls	Unlimited Anytime Calls	Home Phone Saver 2020
Monthly Fee	£0 (+ Line Rental)	£4.00 (+ Line Rental)	£9.50 (+ Line Rental)	£21.99 (includes Line Rental)
Monthly Early Termination Charge	£8.50	£11.00	£13.75	£9.50

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + 22.0p set up fee	13.0p per minute + 22.0p set up fee	Included	Included
	Evening (7pm – 7am Mon – Fri)		Included		
	Weekends (All day Sat & Sun)	Included			
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + Service Charge	13.0p per minute + Service Charge	Included	Included
	Evening (7pm – 7am Mon – Fri)		Included		
	Weekends (All day Sat & Sun)	Included			
Calls to the Channel Islands (landlines)	Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls				
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)	13.0p per minute + Service Charge				
Calls to BT Mobile Consumer numbers (at all times)	First 1000 minutes each month	17.0p per minute + 22.0p set up fee		Included	Included
	Minutes of calls thereafter			8.5p per minute + 22.0p set up fee	17.0p per minute + 22.0p set up fee
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)					

Continued Below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.

** Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

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International Calling Plans

International Freedom and Friends & Family International rates do not apply to calls from Northern Ireland to landlines in the Republic of Ireland which are charged at standard calling plan rates.

Plan Charges	Friends & Family International	International Freedom*
Monthly Fee	£1.65	£7.80
Minimum Term	1 month	1 Month
Discounted call rates apply	At all times	
Description	Discounted International call rates to 236 International destinations	Call landlines in 36 selected international destinations at no cost* with discounted rates to all other destinations
International Call Rates	Click here for a list of countries and International Call Rates. 22.0p set up fee applies to all chargeable calls	

* Fair use policy applies. Zero pence rated calls to International fixed line destinations are limited to 600 minutes per month. Calls to these international fixed line destinations in excess of this limit are charged at 6p per minute + 22.0p set-up fee

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International Call Rates

Click on the first letter of the country you're looking for

A B C D E F G H I J K L M N O P Q R S T U V W Y Z

Country	Band	Standard International Rates (pence per minute)		Band	Friends & Family International Rates (pence per minute)		Band	International Freedom Rates (pence per minute)	
		Calls to Fixed Lines	Calls to Mobiles & Special Rates		Calls to Fixed Lines	Calls to Mobiles & Special Rates		Calls to Fixed Lines	Calls to Mobiles & Special Rates
Afghanistan	C	140	140	4	48	72	4	48	72
Albania	B	80	80	4	48	72	4	48	72
Algeria	B	80	80	4	48	72	4	48	72
Andorra	B	80	80	3	24	60	3	24	60
Angola	C	140	140	4	48	72	4	48	72
Anguilla	C	140	140	4	48	72	4	48	72
Antarctica Australian Territory	C	140	140	5	96	96	5	96	96
Antigua & Barbuda	B	80	80	4	48	72	4	48	72
Antilles (Netherlands)	C	140	140	4	48	72	4	48	72
Argentina	C	140	140	2	12	48	2	12	48
Armenia	C	140	140	4	48	72	4	48	72
Aruba	C	140	140	4	48	72	4	48	72
Ascension Island	C	140	140	5	96	96	5	96	96
Australia (incl. Christmas Is. & Cocos Is.)	B	80	80	1	6	36	1	0	36
Austria	B	80	80	1	6	36	1	0	36

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Azerbaijani Republic	B	80	80	4	48	72	4	48	72
Azores	B	80	80	1	6	36	1	0	36
Bahamas	C	140	140	3	24	24	3	0	0
Bahrain	C	140	140	4	48	72	4	48	72
Bangladesh	B	80	80	1	6	36	1	6	36
Barbados	B	80	80	3	24	60	3	24	60
Belarus	B	80	80	4	48	72	4	48	72
Belgium	B	80	80	1	6	36	1	0	36
Belize	C	140	140	4	48	72	4	48	72
Benin	C	140	140	4	48	72	4	48	72
Bermuda	B	80	80	3	24	60	3	24	60
Bhutan	C	140	140	4	48	72	4	48	72
Bolivia	C	140	140	4	48	72	4	48	72
Bosnia-Herzegovina	B	80	80	4	48	72	4	48	72
Botswana	C	140	140	4	48	72	4	48	72
Brazil	A	50	50	2	12	48	2	12	48
Brunei Darussalam	C	140	140	4	48	72	4	48	72
Bulgaria	B	80	80	3	24	60	3	24	60
Burkina Faso	C	140	140	4	48	72	4	48	72
Burundi	C	140	140	4	48	72	4	48	72
Cambodia (Kingdom of)	C	140	140	5	96	120	5	96	120
Cameroon	C	140	140	4	48	72	4	48	72
Canada	A	50	50	1	6	6	1	0	0
Canary Islands	B	80	80	1	6	36	1	0	36
Cape Verde	C	140	140	4	48	72	4	48	72

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Cayman Islands	C	140	140	4	48	72	4	48	72
Central African Republic	C	140	140	4	48	48	4	48	48
Chad	C	140	140	4	48	48	4	48	48
Chile	C	140	140	2	12	48	2	12	48
China	B	80	80	1	6	36	1	0	36
Colombia	C	140	140	4	48	72	4	48	72
Comoros	C	140	140	5	96	120	5	96	120
Congo	C	140	140	4	48	72	4	48	72
Cook Islands	C	140	140	5	96	96	5	96	96
Costa Rica	C	140	140	4	48	72	4	48	72
Cote d'Ivoire	C	140	140	4	48	72	4	48	72
Croatia	B	80	80	1	6	36	1	0	36
Cuba	C	140	140	5	96	120	5	96	120
Cyprus (excluding Northern Cyprus) *	B	80	80	1	6	36	1	0	36
Czech Republic	B	80	80	1	6	36	1	0	36
Democratic Republic of the Congo (formerly Zaire)	C	140	140	4	48	72	4	48	72
Denmark	B	80	80	1	6	36	1	0	36
Diego Garcia		151	151	5	96	96	5	96	96
Djibouti	C	140	140	4	48	72	4	48	72
Dominica	C	140	140	4	48	72	4	48	72
Dominican Republic	C	140	140	4	48	72	4	48	72
East Timor	C	140	140	5	96	120	5	96	120
Ecuador	C	140	140	4	48	72	4	48	72
Egypt	C	140	140	4	48	72	4	48	72

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
El Salvador	C	140	140	4	48	72	4	48	72
Equatorial Guinea	C	140	140	4	48	72	4	48	72
Eritrea	C	140	140	4	48	72	4	48	72
Estonia	B	80	80	2	12	48	2	12	48
Ethiopia (Federal Democratic Republic)	C	140	140	4	48	72	4	48	72
Falkland Islands	C	140	140	5	96	96	5	96	96
Faroe Islands	B	80	80	4	48	72	4	48	72
Fiji	C	140	140	4	48	72	4	48	72
Finland	B	80	80	2	12	48	2	0	48
France	B	80	80	1	6	36	1	0	36
French Guiana	C	140	140	4	48	72	4	48	72
French Polynesia	C	140	140	4	48	72	4	48	72
Gabon	C	140	140	4	48	72	4	48	72
Gambia	C	140	140	4	48	72	4	48	72
Georgia	C	140	140	4	48	72	4	48	72
Germany	B	80	80	1	6	36	1	0	36
Ghana	C	140	140	3	24	60	3	24	60
Gibraltar	B	80	80	2	12	48	2	0	48
Greece	A	50	50	1	6	36	1	0	36
Greenland	C	140	140	5	96	120	5	96	120
Grenada (incl. Carriacou)	B	80	80	4	48	72	4	48	72
Guadeloupe	C	140	140	4	48	72	4	48	72
Guam	C	140	140	4	48	48	4	48	48
Guatemala	C	140	140	4	48	72	4	48	72
Guinea	C	140	140	4	48	72	4	48	72

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	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Guinea Bissau	C	140	140	5	96	96	5	96	96
Guyana	C	140	140	4	48	72	4	48	72
Haiti	C	140	140	4	48	72	4	48	72
Honduras	C	140	140	4	48	72	4	48	72
Hong Kong	A	50	50	1	6	6	1	0	0
Hungary	B	80	80	1	6	36	1	0	36
Iceland	B	80	80	2	12	48	2	12	48
India	B	80	80	1	6	36	1	6	36
Indonesia	C	140	140	4	48	72	4	48	72
Iran	C	140	140	3	24	60	3	24	60
Iraq	C	140	140	4	48	72	4	48	72
Ireland (Republic of)	A	50	50	1	6	36	1	0	36
Israel	B	80	80	1	6	36	1	6	36
Italy (incl. Vatican City)	B	80	80	1	6	36	1	0	36
Jamaica	B	80	80	1	6	36	1	6	36
Japan	A	50	50	1	6	36	1	0	36
Jordan	C	140	140	4	48	72	4	48	72
Kazakhstan	C	140	140	4	48	72	4	48	72
Kenya	C	140	140	4	48	72	4	48	72
Kiribati	C	140	140	5	96	96	5	96	96
Korea PDR (North)	C	140	140	5	96	96	5	96	96
Korea Republic (South)	C	140	140	2	12	48	2	12	48
Kuwait	C	140	140	4	48	72	4	48	72
Kyrgyz Republic	C	140	140	4	48	72	4	48	72
Laos	C	140	140	4	48	72	4	48	72

* International Freedom and Friends & Family International rates do not apply to calls from Northern Ireland to landlines in the Republic of Ireland which are charged at standard calling plan rates.

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Latvia	B	80	80	2	12	48	2	12	48
Lebanon	C	140	140	4	48	72	4	48	72
Lesotho	C	140	140	4	48	72	4	48	72
Liberia	C	140	140	4	48	72	4	48	72
Libya	B	80	80	4	48	72	4	48	72
Liechtenstein	B	80	80	3	24	60	3	24	60
Lithuania	B	80	80	2	12	48	2	12	48
Luxembourg	B	80	80	1	6	36	1	0	36
Macao	C	140	140	4	48	72	4	48	72
Macedonia	B	80	80	4	48	72	4	48	72
Madagascar	C	140	140	4	48	72	4	48	72
Madeira	B	80	80	1	6	36	1	0	36
Malawi (The Republic of)	C	140	140	4	48	72	4	48	72
Malaysia	B	80	80	2	12	48	2	0	48
Maldives	C	140	140	4	48	72	4	48	72
Mali	C	140	140	4	48	72	4	48	72
Malta	B	80	80	3	24	60	3	24	60
Marshall Island	C	140	140	4	48	48	4	48	48
Martinique	C	140	140	4	48	72	4	48	72
Mauritania	C	140	140	4	48	72	4	48	72
Mauritius	C	140	140	4	48	72	4	48	72
Mayotte	C	140	140	4	48	72	4	48	72
Mexico	A	50	50	3	24	60	3	24	60
Micronesia	C	140	140	4	48	48	4	48	48
Moldova	C	140	140	4	48	72	4	48	72

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Monaco	B	80	80	2	12	48	2	12	48
Mongolia	C	140	140	4	48	72	4	48	72
Montenegro	B	80	80	4	48	72	4	48	72
Montserrat	C	140	140	4	48	72	4	48	72
Morocco	B	80	80	4	48	72	4	48	72
Mozambique	C	140	140	4	48	72	4	48	72
Myanmar (formerly Burma)	C	140	140	4	48	72	4	48	72
Namibia	C	140	140	4	48	72	4	48	72
Nauru	C	140	140	5	96	96	5	96	96
Nepal	C	140	140	5	96	120	5	96	120
Netherlands	B	80	80	1	6	36	1	0	36
New Caledonia	C	140	140	4	48	72	4	48	72
New Zealand (incl. Chatham Islands)	B	80	80	1	6	36	1	0	36
Nicaragua	C	140	140	4	48	72	4	48	72
Niger	C	140	140	4	48	72	4	48	72
Nigeria	C	140	140	3	24	60	3	24	60
Niue	C	140	140	5	96	96	5	96	96
Norfolk Island	C	140	140	5	96	96	5	96	96
Northern Marianas	C	140	140	5	96	96	5	96	96
Norway	B	80	80	1	6	36	1	0	36
Oman	C	140	140	4	48	72	4	48	72
Pakistan	B	80	80	1	6	36	1	6	36
Palau (The Republic of)	C	140	140	5	96	96	5	96	96
Palestinian National Authority	B	80	80	4	48	72	4	48	72
Panama	C	140	140	4	48	72	4	48	72

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Papua New Guinea	C	140	140	5	96	120	5	96	120
Paraguay	C	140	140	4	48	72	4	48	72
Peru	C	140	140	4	48	72	4	48	72
Philippines	C	140	140	3	24	60	3	24	60
Poland	B	80	80	1	6	36	1	0	36
Portugal	B	80	80	1	6	36	1	0	36
Puerto Rico	B	80	80	2	12	12	2	12	12
Qatar	C	140	140	4	48	72	4	48	72
Reunion	C	140	140	4	48	72	4	48	72
Rodriguez Islands	C	140	140	4	48	48	4	48	48
Romania	B	80	80	2	12	48	2	12	48
Ross Island	C	140	140	4	48	48	4	48	48
Russian Federation	A	50	50	2	12	48	2	12	48
Rwandese Republic	C	140	140	4	48	72	4	48	72
Samoa (US)	C	140	140	4	48	48	4	48	48
Samoa (Western)	C	140	140	4	48	72	4	48	72
San Marino	B	80	80	1	6	6	1	0	0
Sao Tome & Principe	C	140	140	5	96	120	5	96	120
Saudi Arabia	C	140	140	4	48	72	4	48	72
Senegal	C	140	140	4	48	72	4	48	72
Serbia	B	80	80	4	48	72	4	48	72
Seychelles	C	140	140	4	48	72	4	48	72
Sierra Leone	C	140	140	4	48	72	4	48	72
Singapore	B	80	80	1	6	36	1	0	36
Sint Maarten	C	140	140	4	48	72	4	48	72

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Slovak Republic	B	80	80	1	6	36	1	6	36
Slovenia	B	80	80	1	6	36	1	0	36
Solomon Islands	C	140	140	5	96	96	5	96	96
Somalia	C	140	140	5	96	120	5	96	120
South Africa	B	80	80	1	6	36	1	6	36
South Sudan	C	140	140	4	48	72	4	48	72
Spain (incl. the Balearic Islands)	B	80	80	1	6	36	1	0	36
Sri Lanka	C	140	140	4	48	72	4	48	72
St Helena	C	140	140	5	96	96	5	96	96
St Kitts & Nevis	C	140	140	4	48	72	4	48	72
St Lucia	B	80	80	3	24	60	3	24	60
St Pierre & Miquelon	C	140	140	4	48	72	4	48	72
St Vincent & the Grenadines	C	140	140	4	48	72	4	48	72
Sudan	C	140	140	4	48	72	4	48	72
Suriname	C	140	140	4	48	72	4	48	72
Swaziland	C	140	140	4	48	72	4	48	72
Sweden	B	80	80	1	6	36	1	0	36
Switzerland	B	80	80	1	6	36	1	0	36
Syria	C	140	140	5	96	120	5	96	120
Taiwan	C	140	140	2	12	48	2	12	48
Tajikistan	C	140	140	4	48	72	4	48	72
Tanzania	C	140	140	4	48	72	4	48	72
Thailand	C	140	140	2	12	48	2	12	48
Togolese Republic (The)	C	140	140	4	48	72	4	48	72
Tokelau	C	140	140	5	96	96	5	96	96

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Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)			International Freedom Rates (pence per minute)		
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Tonga	C	140	140	4	48	72	4	48	72
Trinidad & Tobago	B	80	80	2	12	48	2	12	48
Tunisia	B	80	80	4	48	72	4	48	72
Turkey	B	80	80	3	24	60	3	24	60
Turkmenistan	C	140	140	4	48	72	4	48	72
Turks & Caicos Is	C	140	140	4	48	72	4	48	72
Tuvalu	C	140	140	5	96	96	5	96	96
Uganda	C	140	140	4	48	72	4	48	72
Ukraine	B	80	80	4	48	72	4	48	72
United Arab Emirates	C	140	140	4	48	72	4	48	72
Uruguay	C	140	140	4	48	72	4	48	72
USA	A	50	50	1	6	6	1	0	0
Uzbekistan	C	140	140	4	48	72	4	48	72
Vanuatu	C	140	140	5	120	120	5	120	120
Venezuela	C	140	140	3	24	60	3	24	60
Vietnam	B	80	80	4	48	72	4	48	72
Virgin Islands (UK)	C	140	140	4	48	72	4	48	72
Virgin Islands (US)	C	140	140	3	24	24	3	24	24
Wallis & Futuna	C	140	140	5	96	96	5	96	96
Yemen (formerly Yemen AR and Yemen PDR)	C	140	140	4	48	72	4	48	72
Zambia	C	140	140	1	6	36	1	6	36
Zimbabwe	C	140	140	3	24	60	3	24	60

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BT Basic Rental & Popular Call Prices

BT provides a social telephony scheme to help customers on specific means-tested Government benefits, afford a fixed line telephone service. Our BT Basic scheme helps customers budget, with low line rental and an Inclusive Call Allowance. Visit bt.com/btbasic to check eligibility and what the scheme has to offer.

	BT Basic
Monthly Fee (includes £1.50 monthly call allowance)	£5.10 (includes Line Rental)
Monthly Early Termination Charge	£0

BT Basic inclusive call allowance and £10 monthly price cap

Your BT Basic monthly fee includes a monthly call allowance of £1.50 towards the cost of calls to 01, 02, 03, 07 (UK mobiles) & 08 numbers and calls to all International destinations.

With BT Basic you can make as many calls as you like to 01, 02, 03, 07 (UK mobiles) and 08 numbers and pay no more than £10 a month for those calls.

We have a Fair Use Policy for the BT Basic £10 Price Cap and we ask you to stick to the spirit of the scheme. If you don't do this, we may put restrictions on how many free or discounted calls you can make in future. We always pitch these restrictions such that they will not affect the vast majority of our customers and will only apply them where we believe that the amount of calls to numbers covered by the price cap is inappropriately excessive.

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Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers		11.3p per minute + 3.3p set up fee
Calls to 0845 & 0870 Numbers	Weekends** (All day Sat & Sun)	Included
	At all other times	0p per minute + Service Charge
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)		0p per minute + Service Charge
Calls to UK Mobiles (Bands fm1-fm9) For details of rates for other fixed to mobile Bands click here	Daytime (7am – 7pm Mon – Fri)	11.576p per minute + 3.3p set up fee
	Evening (7pm – 7am Mon – Fri)	6.47p per minute + 3.3p set up fee
	Weekends (All day Sat & Sun)	3.406p per minute + 3.3p set up fee
Call rates to International Numbers (Click here for a list of countries and International Call Rates)		International call rate + 3.3p set up fee

* UK means calls to Local and National numbers beginning 01, 02 and 03, calls to the Channel Islands, calls from Northern Ireland to the Republic of Ireland, calls to any number range charged at g21 rates in Section 2, Part 11, sub-part 1 of the BT Price List. All other calls are charged at Unlimited Weekend Call rates.

** Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice

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BT Basic – Other Fixed to Mobile Rates

	Other BT Basic Fixed to Mobile Rates (pence per minute)		
	Daytime (7am – 7pm Mon – Fri)	Evening (7pm – 7am Mon – Fri)	Weekends (All day Sat & Sun)
fm10	18.240	14.250	6.042
fm11	16.800	16.800	16.800
fm12	11.576	6.470	3.406
fm13	17.969	15.281	8.536
fm14	11.520	11.520	11.520
fm15	12.720	12.720	12.720
fm16	11.576	6.470	3.406
fm17	11.400	11.400	11.400

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BT Basic International Call Rates

Click on the first letter of the country you're looking for

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [Y](#) [Z](#)

Country	Pence per Minute		Country	Pence per Minute	
	Daytime	Evening & Weekend		Daytime	Evening & Weekend
Afghanistan	117.0	112.0	Belize	88.5	72.5
Albania	44.5	39.5	Benin	85.5	69.0
Algeria	44.5	39.5	Bermuda	23.0	21.0
Andorra	38.0	30.5	Bhutan	71.0	67.0
Angola	88.5	84.5	Bolivia	88.5	84.5
Anguilla	68.0	58.0	Bosnia and Herzegovina	44.5	39.5
Antarctica Australian Territory	140.0	134.0	Botswana	85.5	69.0
Antigua & Barbuda	23.0	21.0	Brazil	85.5	69.0
Antilles (Netherlands)	67.0	54.0	Brunei Darussalam	71.0	67.0
Argentina	85.5	69.0	Bulgaria	44.5	39.5
Armenia	88.5	72.5	Burkina Faso	88.5	84.5
Aruba	67.0	54.0	Burundi	88.5	84.5
Ascension Island	88.5	84.5	Cambodia (Kingdom of)	204.0	199.0
Australia (incl. Christmas Is. & Cocos Is.)	24.5	10.0	Cameroon	85.5	69.0
Austria	27.5	24.5	Canada	16.0	10.0
Azerbaijani Republic	53.0	48.0	Canary Islands	22.0	10.0
Azores	23.0	19.0	Cape Verde	88.5	84.5
Bahamas	68.0	58.0	Cayman Islands	68.0	58.0
Bahrain	88.5	72.5	Central African Republic	138.0	131.5
Bangladesh	25.5	22.0	Chad	140.0	134.0
Barbados	23.0	21.0	Chile	85.5	69.0
Belarus	53.0	48.0	China	23.0	21.0
Belgium	18.5	10.0	Colombia	88.5	84.5

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Country	Pence per Minute		Country	Pence per Minute	
	Daytime	Evening & Weekend		Daytime	Evening & Weekend
Comoros	117.0	112.0	Gabon	85.5	69.0
Congo	117.0	112.0	Gambia	85.5	69.0
Cook Islands	140.0	134.0	Georgia	67.0	54.0
Costa Rica	85.5	69.0	Germany	18.5	10.0
Cote d'Ivoire	113.0	91.5	Ghana	85.5	69.0
Croatia	44.5	39.5	Gibraltar	24.5	20.0
Cuba	117.0	112.0	Greece	14.0	10.0
Cyprus (excluding the north of Cyprus)	24.5	20.0	Greenland	88.5	84.5
Czech Republic	27.5	24.5	Grenada (inc Carriacou)	23.0	21.0
Democratic Republic of the Congo (Zaire)	88.5	84.5	Guadeloupe	88.5	72.5
Denmark	19.5	10.0	Guam	117.0	112.0
Diego Garcia	180.5	175.5	Guatemala	85.5	69.0
Djibouti	88.5	84.5	Guinea	88.5	84.5
Dominica	79.5	67.0	Guinea Bissau	140.0	134.0
Dominican Republic	68.0	58.0	Guyana	113.0	91.5
East Timor	204.0	199.0	Haiti	105.5	85.0
Ecuador	88.5	84.5	Honduras	85.5	69.0
Egypt	83.5	72.5	Hong Kong	12.0	8.0
El Salvador	113.0	91.5	Hungary	27.5	24.5
Equatorial Guinea	117.0	112.0	Iceland	44.5	39.5
Eritrea	113.0	91.5	India	25.5	22.0
Estonia	53.0	48.0	Indonesia	69.0	67.0
Ethiopia (Federal Democratic Republic of)	113.0	91.5	Iran	113.0	91.5
Falkland Islands	88.5	84.5	Iraq	113.0	91.5
Faroe Islands	38.0	30.5	Ireland (Republic of)	15.0	10.0
Fiji	88.5	84.5	Israel	53.0	48.0
Finland	27.5	24.5	Italy (inc. Vatican City)	22.0	10.0
France	18.5	10.0	Jamaica	23.0	21.0
French Guiana	117.0	112.0	Japan	10.0	7.0
French Polynesia	180.5	175.5	Jordan	110.0	94.5

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	Pence per Minute			Pence per Minute	
Country	Daytime	Evening & Weekend	Country	Daytime	Evening & Weekend
Kazakhstan	69.0	65.0	Mauritius	113.0	91.5
Kenya	85.5	69.0	Mayotte	113.0	91.5
Kiribati	140.0	134.0	Mexico	71.0	67.0
Kazakhstan	69.0	65.0	Micronesia	140.0	134.0
Korea PDR (North)	140.0	134.0	Moldova	67.0	54.0
Korea Republic (South)	71.0	67.0	Monaco	36.0	28.5
Kuwait	88.5	72.5	Mongolia	138.0	131.5
Kyrgyz Republic	69.0	65.0	Montenegro	44.5	39.5
Laos	138.0	131.5	Montserrat	79.5	67.0
Latvia	53.0	48.0	Morocco	44.5	39.5
Lebanon	110.0	94.5	Mozambique	88.5	84.5
Lesotho	85.5	69.0	Myanmar (formerly Burma)	117.0	112.0
Liberia	85.5	69.0	Namibia	85.5	69.0
Libya	44.5	39.5	Nauru	140.0	134.0
Liechtenstein	20.0	19.0	Nepal	71.0	67.0
Lithuania	53.0	48.0	Netherlands	18.5	10.0
Luxembourg	19.5	18.5	New Caledonia	180.5	175.5
Macao	71.0	67.0	New Zealand (inc Chatham Islands)	31.5	23.0
Macedonia	44.5	39.5	Nicaragua	113.0	91.5
Madagascar	88.5	84.5	Niger	88.5	84.5
Madeira	23.0	19.0	Nigeria	69.0	65.0
Malawi (The Republic of)	85.5	69.0	Niue	138.0	131.5
Malaysia	42.5	39.5	Norfolk Island	117.0	112.0
Maldives	88.5	84.5	Northern Marianas	113.0	91.5
Mali	88.5	84.5	Norway	24.5	10.0
Malta	27.5	24.5	Oman	88.5	72.5
Marshall Island	140.0	134.0	Pakistan	25.5	22.0
Martinique	88.5	72.5	Palau (The Republic of)	140.0	134.0
Mauritania	117.0	112.0	Palestinian National Authority	53.0	48.0

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	Pence per Minute			Pence per Minute	
Country	Daytime	Evening & Weekend	Country	Daytime	Evening & Weekend
Panama	85.5	69.0	Somalia	140.0	134.0
Papua New Guinea	88.5	84.5	South Africa	53.0	46.5
Paraguay	85.5	69.0	South Sudan	85.5	69.0
Peru	85.5	69.0	Spain (inc the Balearic Islands)	22.0	10.0
Philippines	71.0	67.0	Sri Lanka	84.5	74.5
Poland	27.5	24.5	St Helena	138.0	131.5
Portugal	23.0	19.0	St Kitts & Nevis (formerly St Christopher)	68.0	58.0
Puerto Rico	52.0	44.5	St Lucia	23.0	21.0
Qatar	88.5	72.5	St Pierre & Miquelon	68.0	58.0
Reunion	88.5	84.5	St Vincent & the Grenadines	68.0	58.0
Rodriguez Islands	117.0	112.0	Sudan	85.5	69.0
Romania	53.0	48.0	Suriname	133.5	107.0
Ross Island	68.0	58.0	Swaziland	85.5	69.0
Russian Federation	53.0	48.0	Sweden	18.5	16.5
Rwandese Republic	88.5	84.5	Switzerland	18.5	10.0
Samoa (US)	140.0	134.0	Syria	110.0	94.5
Samoa (Western)	180.5	175.5	Taiwan	71.0	67.0
San Marino	44.5	39.5	Tajikistan	88.5	84.5
Sao Tome & Principe	140.0	134.0	Tanzania	85.5	69.0
Saudi Arabia	67.0	54.0	Thailand	69.0	67.0
Senegal	113.0	91.5	Togolese Republic (The)	113.0	91.5
Serbia	44.5	39.5	Tokelau	180.5	175.5
Seychelles	113.0	91.5	Tonga	138.0	131.5
Sierra Leone	85.5	69.0	Trinidad & Tobago	23.0	21.0
Singapore	19.0	15.0	Tunisia	44.5	39.5
Sint Maarten	67.0	54.0	Turkey (including the north of Cyprus)	24.5	20.0
Slovak Republic	27.5	24.5	Turkmenistan	83.0	77.0
Slovenia	44.5	39.5	Turks & Caicos Is	79.5	67.0
Solomon Islands	140.0	134.0	Tuvalu	140.0	134.0

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Country	Pence per Minute		Country	Pence per Minute	
	Daytime	Evening & Weekend		Daytime	Evening & Weekend
Uganda	85.5	69.0	Venezuela	85.5	69.0
Ukraine	53.0	48.0	Vietnam	138.0	131.5
United Arab Emirates	67.0	54.0	Virgin Islands (UK)	68.0	58.0
Uruguay	85.5	69.0	Virgin Islands (US)	68.0	58.0
USA	15.0	10.0	Yemen (formerly Yemen AR and Yemen PDR)	113.0	91.5
Uzbekistan	69.0	65.0	Zambia	85.5	69.0
Vanuatu	140.0	134.0	Zimbabwe	85.5	69.0

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VAT

All prices that appear in this Price Guide are, unless otherwise stated, inclusive of VAT.

Call set up fee

A set-up fee of 22.0p (3.3p for BT Basic calls) is applied to all chargeable calls except:

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

Continued below

Call duration rounding

All call durations will be rounded up to the next whole minute, except:

- Calls to Service Numbers (084, 087, 090 & 118). See [here](#) for details.
- Fixed fee calls where duration charges don't apply. These will not be rounded up.

Call charge rounding

Calls charged by duration only:

- The call charge plus the call set-up fee (excl. VAT) is rounded up to the next whole penny. We add VAT (rounded up to the next whole penny) to give the total call cost.

BT Basic calls charged by duration only:

- The call charge plus the call set-up fee (excl. VAT) is rounded up to the next half penny. We add VAT (rounded up to the next half penny) to give the total call cost.

Fixed fee calls:

- Calls are charged at the advertised rate (incl. VAT). The call charge is not rounded up.

Calls charged by duration with an initial fixed fee:

- If the duration of the call is covered by the initial fixed fee, the call is treated as a fixed fee call and is charged at the advertised rate (incl. VAT).
- If the duration of the call exceeds the period covered by the initial fixed fee, the charge for the duration of that part of the call that exceeds the period covered by the initial fixed fee (incl. VAT) is added to the initial fixed fee and rounded up to the next whole penny (next half penny for BT Basic calls) to give the total call cost.

Calls charged by duration with an additional fixed call charge:

- The charge for the duration of the call (incl. VAT) is added to the fixed call charge and rounded up to the next whole penny (next half penny for BT Basic calls) to give the total call cost.

Continued below

Calls to Service Numbers - duration rounding

- The Service Charge element of all calls to Service Numbers will be rounded to the next whole second.
- The Access Charge element of calls to Service Numbers of up to 1 minute duration will be rounded to the next whole minute.
- The Access Charge element of calls to Service Numbers of more than 1 minute duration will be rounded to the next whole second.

Calls to Service Numbers - charge rounding

Calls charged by duration only:

- The Access Charge (excl. VAT) is rounded up to the next whole penny. We add VAT (rounded up to the next whole penny) to give the total Access Charge.
- The Service Charge (excl. VAT) is rounded up to the next tenth of a penny. We add VAT (rounded up to the next tenth of a penny) to give the total Service Charge.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Fixed fee calls:

- The Access charge is calculated in the same way as a duration based call to a Service Number.
- The Service Charge (incl. VAT) is not rounded up.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Calls charged by duration with an initial fixed fee:

- If the duration of the call is covered by the initial fixed fee, the Access and Service Charges are calculated in the same way as a fixed fee call to a Service Number.
- If the duration of the call exceeds the period covered by the initial fixed fee, the Access charge applies to the whole duration of the call and is calculated in the same way as a duration based call to a Service Number. The Service Charge for the initial fixed fee is calculated in the same way as a fixed fee call to a Service Number. We add this to the Service charge for the part of the call that exceeds the period covered by the initial fixed fee, which is calculated in the same way as a duration based call to a Service Number. This gives the total Service Charge for the call.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Calls charged by duration with an additional fixed call charge:

- The Access charge applies to the whole duration of the call and is calculated in the same way as a duration based call to a Service Number.
- The Service Charge for the fixed call charge is calculated in the same way as a fixed fee call to a Service Number. We add this to the Service charge for the whole duration of the call, which is calculated in the same way as a duration based call to a Service Number. This gives the total Service Charge for the call.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Continued below

Total call charge rounding

The total call charges on your bill are rounded up to the next whole penny.

Paying your BT bill

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

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

Late or failed payment charges

Late Payment Charge – if we don't get your payment by the date stated on your bill

£7.50 per occasion*

Failed Payment Charge (Direct Debit / cheque) – if there's not enough money in your bank account to cover your Direct Debit or cheque payment

£10.00 per occasion*

*These charges are compensatory and not subject to VAT

Paper Bill Fee

Residential broadband customers who receive a paper bill will be charged a fee of £2.50 for each paper bill received. The charge applies to both monthly and quarterly billed customers. Exclusions apply to certain customer or bill types, for example you will not be charged a paper bill fee if you are a Line Rental Plus or BT Basic customer. Please contact us for more details. To avoid the paper bill fee, just switch to paper-free billing at bt.com/paperfree.

Continued below

Additional Line / Call Charges

Restriction of service at customer's request (Incoming Calls Barred, Outgoing Calls Barred or Temporarily Out of Service) – per line	£26.60 per occasion
Lifting of customer requested restriction	Free per occasion
Exchange Controlled Call Barring to Premium Rate Services (Provision or Lifting)	Free per occasion
Exchange Controlled Call Barring to International numbers and Premium Rate Services	£1.85 per month
Restoration of service after temporary suspension of outgoing calls for non-payment of charges	£12.00 per occasion
Restoration of service after temporary full suspension for non-payment of charges	£18.00 per occasion
Re-provision of service after cessation for non-payment of charges	£37.80 per occasion

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BT Calling Features

To view terms and conditions for individual Calling Features click [here](#)

Calling Feature Pack Rental

Pack Type	Monthly Price
Single Feature	£5.00
2 – 4 Features	£9.25
5+ Features	£12.25

Simply choose the Pack size you require and add any combination of the features listed below up to the maximum number for your chosen Pack.

Available Features	Description
Call Waiting	Someone else calling when you're already on a call? Now you can manage both calls easily
Call Diversion	Divert your incoming calls to another landline or mobile number
Three-way Calling	Have a phone call with two other people. Works with international calls too
Ring Back	Just dialled an engaged number? Dial '5' and Ring Back will call you when the number's free
Call Sign	Assigns a different ring-tone to incoming calls from a number you select so you'll know who's calling you.
Reminder Call	Turn your phone into an alarm clock
Call Barring	Take control of what types of calls people can make from your phone

Continued Below

Individual Calling Feature Rental

Feature	Description	Terms	Monthly Price
Anonymous Call Reject	Reject calls from people who withheld their number		£6.30
Choose to Refuse	Getting unwanted calls? Now you can easily block and unblock those nuisance numbers		£5.30
BT Call Minder*	A multi-feature answering service that calls to tell you that you have a message		£5.00
BT Call Minder Extensions*	Up to eight separate message boxes so everyone in the house can retrieve their own messages		£3.22
BT Answer (1571)*	A super-convenient voicemail service that lets you access your voicemail messages from any phone		£3.00
BT Privacy with Caller Display	Stop unwanted sales calls, and see who's calling you so you can decide whether to take the call		£1.75
International Call Barring	Control International & premium rate calls that people can make from your phone		£1.85
BT Call Protect	Sends common nuisance and other calls you select to a voicemail so you can choose to listen or not.	Click here	Free
BT Smart Talk	Make calls from your smartphone at your BT landline Calling Plan rates	Click here	Free

Pay per Use Calling Features

Feature	Description	Price per Use
1470 (Release Number)	If you have Number Withheld on all calls, dial 1470 to override it and send your number	Free
1471	Find out the number of the last person who called you	Free
Call Return (1471)	You can Press '3' to return the call after you discover who called you last	30.0p
Call Return (1571)	You can press '0' to return the call after you have listened to your voicemail message	30.0p
Timeline	A speaking clock to tell you the exact time	45.0p
Ring Back	Just dialled an engaged number? Dial '5' and Ring Back will call you when the number's free	60.0p
Three-way Calling	Have a phone call with two other people. Works with international calls too	69.0p
Reminder Call	Turn your phone into an alarm clock	60.0p

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BT Call Protect Terms and Conditions

What are these terms and conditions for?

1. BT Call Protect (the service feature) is a service feature which you can use as part of your BT Phone Service.
2. These terms and conditions are in addition to your main terms and conditions for your BT Phone Service (your [BT Phone and Broadband Terms & Conditions](#)). You should read both sets of terms and conditions together.
3. Where these terms and conditions conflict with your BT Phone and Broadband Terms & Conditions, what we say in our BT Phone and Broadband Terms & Conditions will take priority.

When does the service feature start and how long does it last?

4. The service feature may start automatically as part of your BT Phone service. If there's a charge for the service feature we will always agree this with you before we turn it on.
5. You can use the service feature for as long as you're a BT Phone customer.
6. You can ask us to turn off the service feature at any time. If you're paying a charge for the service feature you'll need to give us 30 days' notice before we can turn it off.

Setting up the service feature

7. The service feature is only available in certain areas of the UK and on certain telephone systems. If you have other service features (like Choose to Refuse or Anonymous Call Reject) then you might not be able to get this service feature as well, or your original service features may interfere with this service feature. You can read about this at bt.com/managemyproducts.
8. A key feature of the service feature is the blacklist – this is the list of telephone numbers that we automatically redirect to your voicemail inbox (the blacklist).
9. The service feature includes two blacklists:
 - a. BT Blacklist. This is a list which we maintain for all of our customers based on telephone numbers we recognise are being unwanted or nuisance calls.
 - b. Your Blacklist. This is a list of numbers which you wish to automatically redirect to your voicemail inbox. You can add or remove numbers from your blacklist at any time.
10. If you add telephone numbers to your blacklist which we later realise other BT customers have blacklisted, we may add that number from your blacklist to the BT blacklist. By using this service feature and agreeing to these terms and conditions, you consent to us accessing your blacklist information to move applicable numbers to the BT blacklist. We will always do this in line with our Privacy Policy which you can read at bt.com/privacypolicy.

Using the service feature

11. The service feature will re-direct calls from blacklist telephone numbers to your voicemail inbox. You can only store 20 of these voicemail messages at any one time.
12. When your voicemail inbox reaches this maximum, each new voicemail message will delete the oldest voicemail message automatically.
13. The service feature has no ability to remind you when your voicemail inbox is full.
14. It is your responsibility to listen to your voicemail messages and we won't be liable for the consequences if you don't.
15. You can change the set-up of the service feature online via bt.com or from your home phone by calling 1572 for free.

Ending the service feature

16. You can cancel the service feature at any time. Just call us from your home phone on 150 for free to let us know, or visit bt.com/managemyproducts.

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BT Smart Talk Terms and Conditions

What we provide

1. The Service we provide allows you and up to four other users to each make outgoing calls from a separate Android Smartphone or iPhone using a mobile data or Wi-Fi network via the BT Smart Talk application. These calls are billed to your existing BT home phone account and charged at the same rate that would have applied if those calls had been made from your home phone.
2. In order to set up the Service you must;
 - a. have a suitable BT residential telephone line with an eligible BT call plan;
 - b. disable any call divert products on your home phone line both while you set up the Service and when any other user registers to use the Service (you can re-instate these products after the set-up or registration is complete); and
 - c. meet any other eligibility criteria as set out on the BT SmartTalk pages at www.bt.com/BTSmartTalk

The Service is not available if you are a BT Basic customers or if at the time that you apply to set up the service you are in the debt management process with BT.

3. The Service can be used by you and up to four other users per BT home phone account. Each user may only download the application onto a single mobile device. You are responsible for any charges for calls made by any user via the Service that are not free as part of your home phone call plan.
4. You will be informed when another user signs up for the Service. They must get your permission before signing up to the Service.
5. All users must have a compatible mobile device as described on www.bt.com/BTSmartTalk
6. It is each user's responsibility to check that the terms and conditions of their mobile service provider allow them to use the Service.

When the Service starts

7. Your Service will start when you successfully complete the sign up process and download the application on your mobile device. Each additional user's service will start when they complete the registration process and download the application on their mobile device. There is no minimum period for Service but if you or another user fails to make a call using the service for more than 180 days, the application will be disabled on that user's mobile device. Shortly before this happens we will notify any user affected with details of what they need to do to continue to use the Service.

Terms specific to you

8. We will write to you when each new user signs up for the Service associated with your BT home phone account.
9. If after we write to you, you decide that you do not want that user to be able to use the Service, you must reject their service application as soon as possible. You can do this by going to the "MyBT" area on BT.com
10. You will be responsible for paying all charges incurred by any user of the Service.
11. You will be able to restrict the types of calls that each user of the Service is able to make – for example, calls to Premium Rate services and international calls. You can also block or un-block the Service for any particular user.

Continued Below

Terms specific to other users of the Service

12. Each user that registers to use the Service we provide to you must acknowledge that:
 - a. they are responsible for getting your approval prior to registering for the Service, downloading the application and using the Service;
 - b. details of all calls they make using the Service, including duration, time and number called will appear on your BT bill; and
 - c. you can restrict the types of calls they make or stop and block their further use of the Service.
13. If another user wants to make calls to numbers that you have barred, they will need to ask you to unblock their access to those numbers.

Quality of Service

14. We aim to provide a continuous, high-quality service but we do not guarantee either the quality of the Service or that the Service will be available at all times. From time to time faults in the Service may occur. We will repair these faults as soon as we can.
15. Even if your BT home phone line is working normally, we do not guarantee that the Service will always work. The Service is dependent on the availability of each user's Mobile data or Wi-Fi network.
16. All users will be able to get help with queries relating to the Service by using the following link www.bt.com/BTSmartTalk
17. The quality of the Service is dependent on a good quality internet connection and uses either Wi-Fi or a mobile data connection.
18. Calls made using the Service are media encrypted to ensure call privacy.
19. A call made using the service will end either:
 - a. when you end the call on your device; or
 - b. 25 seconds after your device loses contact with our network (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
 - c. 40 seconds after the last party you were connected to has ended their call, if you do not end the call on your handset/device before then.
20. Calls to Emergency Services will identify the home address of your BT home phone account and present your home phone number.
21. If the Service is used in any way that we consider is likely to be detrimental to the provision of the Service or which may adversely affect other customers' enjoyment of the Service we reserve the right to terminate the Service immediately.

Paying for the Service

22. There is no rental charge for the Service.
23. Calls made using the Service which would not be inclusive as part of your home phone call plan will be charged at the same rate that would have applied if those calls had been made from your home phone.
24. Use of mobile data and Wi-Fi networks in excess of any data or Wi-Fi allowance may result in charges from the user's mobile Service provider. Each user is responsible for paying any such charges.

Changing your BT Service and the terms and conditions

Changes we may make

25. Occasionally, we may have to interrupt the Service. If we do so, we will restore it as quickly as we can. We may also make minor changes to certain technical specifications, including sending updates to the application from time to time.

Continued Below

26. We will inform all users of any changes to the terms and conditions of this Service, either by email, a broadcast message from the App Store or using a push notification on the application. The continued use of the Service by users after notification will be treated as their acceptance of the changes.
27. Where we provide updates automatically, all users will need to accept these to ensure the Service continues to work correctly. Users may be required to download updates from the App.Store, iTunes or Google Play.
28. If your BT home phone account goes into debt management and a restriction on calling is placed on home phone line, we will automatically place the same restriction on the use of the Service by any user.
29. If you move home resulting in a break in your BT home phone service, then until such time as the telephone service is resumed or terminated, any calls made via the Service will be subject to the benefits, restrictions and charges appropriate to the Unlimited Weekend Plan.

Changes you can make

30. You are the only person able to make changes to the Service or generate billing enquiries. Other users can stop their own use of the Service via the application or the bt.com portal.

Ending your agreement

31. The Service has no minimum term and you or any other user may end it at any time.
32. If you end your BT home phone agreement the Service will also end for both you and any other users.

Other things you need to know

33. Any user that registers for the Service by providing the relevant information about your BT home phone account will be able to start using the Service immediately. We will write to you and send an SMS text to your registered mobile device each time another user successfully registers for the Service.
34. If another user generates charges before you are reasonably able to reject that user's registration, then provided you do reject that user's registration within a reasonable period after we have told you about it, we will refund any charges generated by that user up to the point at which their registration was rejected. Any refund will be by bill credit to you BT home phone account and will appear on the next or subsequent bill after you rejected that user's registration.
35. If you do not reject another user's registration within a reasonable time after we have told you about it, we will consider that you are happy to accept that user and you will be responsible for all charges generated by that user via their use of the Service.
36. All users acknowledge that where the Service application is installed on an Android mobile phone, the application will recognise when any outgoing call is initiated from the phone and read the number called. The application may interrupt the normal flow of any such call and invite the user to make that call using the BT SmartTalk Service. Users will be able to opt out of this if they not wish this to happen.
37. Calls to Personal Numbers prefixed 070 and all incoming calls – including reverse charge calls – are barred from the Service.
38. Calls to certain numbers will be barred on sign up but you can un-bar these call types so that they can be made by you or any other user. Any call barring set up on your BT home phone line will not automatically be replicated for the Service. It is your responsibility to replicate any call barring present on your home phone line to all users of the Service.
39. You must use the Service in accordance with the laws of the country where you are currently located, as in some countries there may be restrictions on making calls over WIFI or on calls that are encrypted. It is your responsibility to ensure that you are not using the Service in places where such restrictions are in place.

Operator Services

Click on one of the options below:

[Operator Service Charges](#)

[100 Operator Connected Call Rates](#)

[155 Operator Connected Call Rates](#)

[155 Operator Connected Call Rates from BT Public Payphones](#)

[Other Operator Services](#)

[Back to Telephone Pricing](#)

Operator Service Charges

Operator Service	Charge per Call
100 Operator Help & Advice only	FREE
100 Operator Connected Calls (Difficulty connecting call)	FREE
100 Operator Call Connection (Connection at customer request)	£3.98
155 International Operator Help & Advice Only	FREE
155 International Operator Call Connection	£7.25
155 International Operator Call Connection from a BT Public Payphone	£3.10
198 Special Assistance Operator Help, Advice & Call Connection	FREE

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Rates for 100 Operator Connected Calls from BT Residential Landlines (Excl. Calls from BT Public Payphones)

	Pence per minute (or part of - minimum charge 1 minute)
Calls to UK National & Local numbers	132 + Operator Service Charge
Calls to UK Mobiles (excl. Roaming Mobiles)	
Calls to Service Numbers starting 084 and 087	
Calls to the Landlines in the Channel Islands & the Isle of Man	
Calls from Northern Ireland to Landlines and Mobiles in the Republic of Ireland (excl. Roaming Mobiles)	
Calls to Directory Enquiry Service Numbers starting 118	BT Access Charge + Provider Service Charge

- The 100 Operator cannot connect calls made from public payphones or calls to certain numbers including Premium Rate services starting 09 and Service Numbers starting 090.
- Call charges are rounded up to the next whole penny. The timed duration of a call includes the time to set up and disconnect the call on the BT network.

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Rates for 155 Operator Connected Calls from BT Residential Landlines (Excl. Calls from BT Public Payphones)

		Pence per minute (or part of - minimum charge 1 minute) £7.25 Operator Service Charge applies to all connected calls
Calls to the Republic of Ireland	Band IR	132
Calls to International Destinations (Click here for a list of countries in each Chargeband)	Band A	132
	Band B	265
	Band C	398
	Band D	531
	Band E	199

- Operator connected International calls to some mobiles and other special and higher rate services are charged at 35p per minute more than the equivalent call to a fixed line. The operator will advise you of the rate payable before connecting your call.

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155 Operator Connected Call Chargebands

Country	Band	Country	Band	Country	Band	Country	Band
Afghanistan	D	Bermuda	C	Congo	D	Finland	A
Albania	A	Bhutan	D	Cook Islands	D	France	A
Algeria	D	Bolivia	D	Costa Rica	D	French Guiana	D
Andorra	A	Bosnia-Hercegovina	A	Cote d'Ivoire	D	French Polynesia	D
Angola	D	Botswana	D	Croatia	A	Gabon	D
Anguilla	C	Brazil	D	Cuba	D	Gambia	D
Antarctica Australian Territory	D	Brunei Darussalam	D	Cyprus	A	Georgia	C
Antigua & Barbuda	C	Bulgaria	A	Czech Republic	A	Germany	A
Antilles (Netherlands)	D	Burkina Faso	D	Democratic Republic of the Congo	D	Ghana	D
Argentina	D	Burundi	D	Denmark	A	Gibraltar	A
Armenia	C	Cambodia (Kingdom of)	D	Diego Garcia	D	Greece	A
Aruba	C	Cameroon	D	Djibouti	D	Greenland	D
Ascension Island	D	Canada	B	Dominica	C	Grenada (incl. Carriacou)	C
Australia	C	Canary Islands	A	Dominican Republic	C	Guadeloupe	C
Austria	A	Cape Verde	D	East Timor	D	Guam	D
Azerbaijani Republic	C	Cayman Islands	C	Ecuador	D	Guatemala	D
Azores	A	Central African Republic	D	Egypt	D	Guinea	D
Bahamas	C	Chad	D	El Salvador	D	Guinea Bissau	D
Bahrain	D	Chatham Islands	C	Equatorial Guinea	D	Guyana	D
Bangladesh	D	Chile	D	Eritrea	D	Haiti	D
Barbados	C	China	D	Estonia	C	Honduras	D
Belarus	C	Christmas Island	C	Ethiopia (FDR)	D	Hong Kong	C
Belgium	A	Cocos Islands	C	Falkland Islands	D	Hungary	A
Belize	D	Colombia	D	Faroe Islands	A	Iceland	A
Benin	D	Comoros	D	Fiji	D	India	D

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Country	Band	Country	Band	Country	Band	Country	Band
Indonesia	D	Macedonia	A	Nepal	D	St Lucia	C
Iran	D	Madagascar	D	Netherlands	A	St Pierre & Miquelon	C
Iraq	D	Madeira	A	New Caledonia	D	St Vincent & the Grenadines	C
Ireland (Republic of)	IR	Malawi (The Republic of)	D	New Zealand	C	Samoa (US)	D
Israel	D	Malaysia	D	Nicaragua	D	Samoa (Western)	D
Italy (incl. Vatican City)	A	Maldives	D	Niger	D	San Marino	A
Jamaica	C	Mali	D	Nigeria	D	Sao Tome & Principe	D
Japan	C	Malta	A	Niue	D	Saudi Arabia	D
Jordan	D	Marshall Island	D	Norfolk Island	D	Senegal	D
Kazakhstan	C	Martinique	C	Northern Marianas	D	Serbia	A
Kenya	D	Mauritania	D	Norway	A	Seychelles	D
Kiribati	D	Mauritius	D	Oman	D	Sierra Leone	D
Korea PDR (North)	D	Mayotte	D	Pakistan	D	Singapore	C
Korea Republic (South)	D	Mexico	C	Palau (The Republic of)	D	Sint Maarten	D
Kuwait	D	Micronesia	D	Palestinian National Authority	D	Slovak Republic	A
Kyrgyz Republic	C	Midway Island	E	Panama	D	Slovenia	A
Laos	D	Moldova	D	Papua New Guinea	D	Solomon Islands	D
Latvia	C	Monaco	A	Paraguay	D	Somalia	D
Lebanon	D	Mongolia	D	Peru	D	South Africa	D
Lesotho	D	Montenegro	A	Philippines	D	South Sudan	D
Liberia	D	Montserrat	C	Pitcairn Islands		Spain (incl. the Balearic Islands)	A
Libya	D	Morocco	D	Poland	A	Sri Lanka	D
Liechtenstein	A	Mozambique	D	Portugal	A	Sudan	D
Lithuania	C	Myanmar (formerly Burma)	D	Puerto Rico	C	Suriname	D
Luxembourg	A	Namibia	D	Qatar	D	Swaziland	D
Macao	D	Nauru	D	Reunion	D	Sweden	A

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Country	Band	Country	Band	Country	Band	Country	Band
Switzerland	A	Trinidad & Tobago	C	United Arab Emirates	D	Virgin Islands (US)	C
Syria	D	Tristan Da Cunha	E	Uruguay	D	Wake Island	E
Taiwan	D	Tunisia	D	USA	B	Wallis & Futuna	D
Tajikstan	D	Turkey	A	Uzbekistan	C	Yemen	D
Tanzania	D	Turks & Caicos Is	C	Vanuatu	D	Zambia	D
Thailand	D	Turkmenistan	D	Vatican City (Italy)	A	Zimbabwe	D
Togolese Republic (The)	D	Tuvalu	D	Venezuela	D		
Tokelau	D	Uganda	D	Vietnam	D		
Tonga	D	Ukraine	C	Virgin Islands (UK)	C		

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Rates for 155 Operator Connected Calls from BT public Payphones

Destination or Chargeband		Pence per 58.75 seconds (or part of) £3.10 Operator Service Charge applies to all connected calls		
		Weekends (All day Sat & Sun)	Evenings (7pm – 7am Mon – Fri)	Daytime (7am – 7pm Mon – Fri)
Calls to the Republic of Ireland (Excl. calls from BT Public Payphones in Northern Ireland)		230	170	170
To check which countries are in each Chargeband click here	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 - 7	110	110	110
	8	220	180	180
	8a - 10	280	240	240
	11	150	150	150
	12 - 18	290	290	290

Operator connected International calls to some mobiles and other special and higher rate services are charged at 35p per minute more than the equivalent call to a fixed line. The operator will advise you of the rate payable before connecting your call.

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155 Operator Connected Call Chargebands from BT public Payphones

Country	Band	Country	Band	Country	Band	Country	Band
Afghanistan	13	Bermuda	5	Congo	13	Finland	2
Albania	3	Bhutan	14	Cook Islands	18	France	1a
Algeria	3	Bolivia	13	Costa Rica	10	French Guiana	13
Andorra	3	Bosnia-Hercegovina	3	Cote d'Ivoire	10	French Polynesia	17
Angola	13	Botswana	10	Croatia	3	Gabon	10
Anguilla	5	Brazil	10	Cuba	18	Gambia	10
Antarctica Australian Territory	18	Brunei Darussalam	14	Cyprus	2, 3	Georgia	8
Antigua & Barbuda	5	Bulgaria	3	Czech Republic	2	Germany	1a
Antilles (Netherlands)	8	Burkina Faso	13	Democratic Republic of Congo	13	Ghana	10
Argentina	10	Burundi	13	Denmark	1a	Gibraltar	1
Armenia	8	Cambodia (Kingdom of)	17	Diego Garcia	17	Greece	1
Aruba	8	Cameroon	10	Djibouti	13	Greenland	13
Ascension Island	13	Canada	4	Dominica	5	Grenada (incl. Carriacou)	5
Australia	6	Canary Islands	1	Dominican Republic	5	Guadeloupe	8
Austria	2	Cape Verde	13	East Timor	17	Guam	18
Azerbaijani Republic	8a	Cayman Islands	5	Ecuador	13	Guatemala	10
Azores	1	Central African Republic	13	Egypt	9	Guinea	13
Bahamas	5	Chad	18	El Salvador	10	Guinea Bissau	18
Bahrain	8	Chatham Islands	6	Equatorial Guinea	13	Guyana	13
Bangladesh	12, 12a	Chile	10	Eritrea	10	Haiti	13
Barbados	5	China	14	Estonia	8a	Honduras	10
Belarus	8a	Christmas Island	6	Ethiopia (FDR)	10	Hong Kong	6, 7
Belgium	1a	Cocos Islands	6	Falkland Islands	13	Hungary	2
Belize	9	Colombia	13	Faroe Islands	2	Iceland	3
Benin	10	Comoros	18	Fiji	13	India	16, 16a

Country	Band	Country	Band	Country	Band	Country	Band
Indonesia	14	Macedonia	3	Nepal	14	Rodriguez Islands	18
Iran	10	Madagascar	13	Netherlands	1a	Romania	8a
Iraq	10	Madeira	1	New Caledonia	17	Ross Island	5
Ireland (Republic of)	IR	Malawi (The Republic of)	10	New Zealand	6	Russia	8a
Israel	8a	Malaysia	3, 11	Nicaragua	10	Rwandese Republic	13
Italy (incl. Vatican City)	1	Maldives	13	Niger	13	St Helena	13
Jamaica	5	Mali	13	Nigeria	15	St Kitts & Nevis	5
Japan	3, 11	Malta	2	Niue	13	St Lucia	5
Jordan	9	Marshall Island	17	Norfolk Island	13	St Pierre & Miquelon	5
Kazakhstan	8a	Martinique	8	Northern Marianas	18	St Vincent & the Grenadines	5
Kenya	10	Mauritania	13	Norway	2	Samoa (US)	18
Kiribati	18	Mauritius	10	Oman	8	Samoa (Western)	17
Korea PDR (North)	18	Mayotte	10	Pakistan	12, 12a	San Marino	3
Korea Republic (South)	14	Mexico	14	Palau (The Republic of)	18	Sao Tome & Principe	18
Kuwait	8	Micronesia	17	Palestinian National Authority	8a	Saudi Arabia	8
Kyrgyz Republic	8a	Midway Island	17	Panama	10	Senegal	10
Laos	13	Moldova	8	Papua New Guinea	13	Serbia	3
Latvia	8a	Monaco	1	Paraguay	10	Seychelles	10
Lebanon	9	Mongolia	13	Peru	10	Sierra Leone	10
Lesotho	10	Montenegro	3	Philippines	14	Singapore	7
Liberia	10	Montserrat	5	Pitcairn Islands		Sint Maarten	8
Libya	3	Morocco	3	Poland	2	Slovak Republic	2
Liechtenstein	1a	Mozambique	13	Portugal	1	Slovenia	3
Lithuania	8a	Myanmar (formerly Burma)	18	Puerto Rico	5	Solomon Islands	17
Luxembourg	1a	Namibia	10	Qatar	8	Somalia	18
Macao	14	Nauru	18	Reunion	13	South Africa	8a

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Country	Band	Country	Band	Country	Band	Country	Band
South Sudan	10	Tajikistan	13	Turks & Caicos Is	5	Vatican City (Italy)	1
Spain (incl. the Balearic	1	Tanzania	10	Turkmenistan	12	Venezuela	10
Sri Lanka	12	Thailand	14	Tuvalu	18	Vietnam	13
Sudan	10	Togolese Republic (The)	10	Uganda	10	Virgin Islands (UK)	5
Suriname	10	Tokelau	17	Ukraine	8a	Virgin Islands (US)	5
Swaziland	10	Tonga	13	United Arab Emirates	8	Wake Island	17
Sweden	1a	Trinidad & Tobago	5	Uruguay	10	Wallis & Futuna	17
Switzerland	1a	Tristan da Cunha	17	USA	4	Yemen	10
Syria	9	Tunisia	3	Uzbekistan	8a	Zambia	10
Taiwan	14	Turkey	3	Vanuatu	18	Zimbabwe	10

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Other Operator Services

Alarm Calls

		Charge per Call
Alarm Call Set-up		£12.09

Reverse Charge Calls

		Charge Rate (Charge is billed to the number called)
UK Reverse Charge Call set-up	From a BT Public Payphone	£2.65 per 30 seconds (or part of) + £2.65 service charge
	From a BT Residential Landline	£1.32 per minute (or part of) + £3.98 service charge

Collect Calls (International Reverse Charge)

Destination & Chargeband		At all times Pence per minute (or part of) (Minimum charge 5 minutes. Charge is billed to the number called)
Calls to the Republic of Ireland	IR	168 + £12.21 service charge
To check which countries are in each Chargeband click here	A	459 + £19.95 service charge
	B	664 + £19.95 service charge
	C	1064 + £19.95 service charge
	D	1160 + £19.95 service charge

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Collect Call Charge bands

Country	Band	Country	Band	Country	Band
Anguilla	C	Colombia	D	Ghana	D
Antigua & Barbuda	C	Cook Islands	D	Gibraltar	A
Argentina	D	Costa Rica	D	Greece	A
Aruba	C	Croatia	A	Grenada	C
Ascension Island	D	Cuba	D	Guadeloupe	C
Australia	C	Cyprus	A	Guatemala	D
Austria	A	Czech Republic	A	Guyana	D
Bahamas	C	Denmark	A	Honduras	D
Bahrain	D	Dominica	C	Hong Kong	C
Bangladesh	D	Dominican Republic	C	Hungary	A
Barbados	C	Ecuador	D	Iceland	A
Belarus	C	Egypt	D	India	D
Belgium	A	El Salvador	D	Indonesia	D
Belize	D	Estonia	C	Ireland, (Republic of)	IR
Bermuda	C	Ethiopia	D	Israel	D
Bolivia	D	Falkland Islands	D	Italy (incl. Vatican City)	A
Botswana	D	Fiji	D	Jamaica	C
Brazil	D	Finland	A	Japan	C
Brunei Darussalam	D	France	A	Jordan	D
Bulgaria	A	French Guiana	D	Kenya	D
Canada	B	Gabon	D	Kiribati	D
Cayman Islands	C	Gambia	D	Korea Republic (South)	D
Chile	D	Georgia	C	Lebanon	D
China	D	Germany	A	Liechtenstein	A

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Country	Band	Country	Band	Country	Band
Lithuania	C	Paraguay	D	Sri Lanka	D
Luxembourg	A	Peru	D	Sudan	D
Macao	D	Philippines	D	Swaziland	D
Macedonia	A	Poland	A	Sweden	A
Malawi (The Republic of)	D	Portugal	A	Switzerland	A
Malaysia	D	Puerto Rico	C	Syria	D
Maldives	D	Qatar	D	Taiwan	D
Malta	A	Reunion	D	Thailand	D
Martinique	C	Romania	A	Tonga	D
Mauritius	D	Russia	C	Trinidad & Tobago	C
Mexico	C	St Helena	D	Tunisia	D
Montenegro	A	St Kitts & Nevis (formerly St Christopher)	C	Turkey	A
Montserrat	C	St Lucia	C	Turks & Caicos Is	C
Morocco	D	St Vincent & the Grenadines	C	Ukraine	C
Namibia	D	Saudi Arabia	D	United Arab Emirates	D
Nepal	D	Senegal	D	Uruguay	D
Netherlands	A	Serbia	A	USA	B
New Zealand	C	Seychelles	D	Uzbekistan	C
Nicaragua	D	Singapore	C	Venezuela	D
Norway	A	Slovak Republic	A	Vietnam	D
Oman	D	Slovenia	A	Virgin Islands (UK)	C
Pakistan	D	Solomon Islands	D	Virgin Islands (US)	C
Palestinian National Authority	D	South Africa	D	Yemen	D
Panama	D	South Sudan	D	Zambia	D
Papua New Guinea	D	Spain (incl. the Balearic and Canary Islands)	A	Zimbabwe	D

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Specialised Number Call Prices

The price/rates for calls to Specialised Numbers from BT landlines & BT Mobiles

To find the cost of calls to Specialised Numbers, click below on the range for the number you're trying to call to find the charge band for that number, then refer to the tables on the following pages for the cost/rate for calls to that charge band.

Numbers starting		Numbers starting	
03XX	Click Here	08XX	Click Here
05XX	Click Here	09XX	Click Here
07XX	Click Here	118XX	Click Here

Fixed Fee calls to short-code numbers

	Pence per Call
111	No Fee
112	
116	
101	15.0

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Rates for calls to Personalised Numbering Services charged by timed duration

Charge Band	Pence per Minute		
	Daytime	Evening	Weekend
c	12.839	7.44	3.923
d	16.211	9.554	9.554
e	4.788	4.788	4.788
f	29.105	19.404	9.702
j	31.043	21.341	10.181
k	36.378	24.249	12.119
pn1	23.285	15.523	7.761
pn2	48.51	48.51	48.51
pn3	47.54	37.839	37.839
pn4	25.225	25.225	25.225
pn5	16.494	16.494	16.494
pn6	19.404	19.404	19.404
pn8	19.38	19.38	19.38
pn9	22.8	22.8	22.8

Charge Band	Pence per Minute		
	Daytime	Evening	Weekend
pn10	33.958	33.958	33.958
pn11	37.837	28.136	28.136
pn12	26.196	26.196	26.196
pn13	37.837	37.837	37.837
pn14	28.621	28.621	28.621
pn15	12.613	12.613	12.613
pn16	13.584	13.584	13.584
pn17	14.554	14.554	14.554
pn18	15.523	15.523	15.523
pn19	9.702	9.702	9.702
pn20	23.285	23.285	23.285
pn21	39.9	39.9	39.9
pn22	10.012	6.444	5.452

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Rates for Calls to Personalised Numbering Services charged by fixed fee and timed duration
 (Where the fixed fee and the duration charge apply from the start of the call)

Charge Band	Pence per Call	Pence per Minute		
		Daytime	Evening	Weekend
p7	51.10	4.032	1.021	1.021

Rates for calls to Corporate and VOIP Numbers

Charge Band	Pence per Minute		
	Daytime	Evening	Weekend
g6	5.105	5.105	5.105
g21	4.992	2.039	1.20

Fixed Fee call prices to Pager and Voice Messaging Services

Charge Band	Pence per Call		
	Daytime	Evening	Weekend
ff3	25.50	13.70	13.70
ff6	30.6	30.6	30.6
ff8	18.80	18.80	18.80

Charge Band	Pence per Call		
	Daytime	Evening	Weekend
ff9	43.40	43.40	43.40
ff10	25.90	25.90	25.90
ff31	15.0	15.0	15.0

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Calls to Service Numbers (numbers starting 084, 087, 09 and 118)

Calls to Service Numbers starting 084, 087, 09 and 118 consist of a pence per minute Access Charge from BT, plus a Service Charge set by the company you call. Only Service Charge rates are shown in this section. The Access Charge rate depends on the Calling Plan option that the call is made from and whether you call from a BT landline or BT Mobile. Click [here](#) for the Access Charge rate for calls from BT landlines and [here](#) for calls from BT Mobiles

The rates below apply at all times,

Service Charge rates for calls charged by time duration

Charge Band	Pence per Minute
SC1	0
SC2	1
SC3	2
SC4	3
SC5	4
SC6	5
SC25	55
SC26	60
SC27	65
SC28	70
SC29	75
SC30	80

Charge Band	Pence per Minute
SC7	6
SC8	7
SC9	8
SC10	9
SC11	10
SC12	11
SC31	90
SC32	95
SC33	99
SC34	100
SC35	110
SC36	120

Charge Band	Pence per Minute
SC13	12
SC14	13
SC15	15
SC16	20
SC17	25
SC18	30
SC37	145
SC38	150
SC39	155
SC40	180
SC41	200
SC42	220

Charge Band	Pence per Minute
SC19	35
SC20	36
SC21	40
SC22	45
SC23	46
SC24	50
SC43	250
SC44	300
SC45	360
SC81	18
SC82	22
SC83	350

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Service Charge prices for fixed fee calls

Charge Band	Pence per Call
SC46	5
SC47	10
SC48	15
SC49	25
SC50	30

Charge Band	Pence per Call
SC51	35
SC52	40
SC53	48
SC54	50
SC55	70

Charge Band	Pence per Call
SC56	75
SC57	100
SC58	145
SC59	150
SC60	200

Charge Band	Pence per Call
SC61	250
SC62	300
SC63	400
SC64	500
SC65	600

Service Charge rates for calls charged by fixed fee and timed duration (Where the fixed fee and the duration charge apply from the start of the call)

Charge Band	Pence per Call	Pence per Minute
SC66	77	155
SC67	80	25
SC68	399	139
SC69	499	135

Charge Band	Pence per Call	Pence per Minute
SC84	250	75
SC85	260	99
SC86	275	78

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Service Charge rates for calls charged by fixed fee and timed duration

(Where the fixed fee is the charge for up to the first 60 seconds of the call and the duration charge applies following the first 60 seconds of the call)

Charge Band	Pence per Call	Pence per Minute
SC70	550	275
SC71	574	299
SC72	698	349
SC73	0	250
SC74	5	5
SC75	10	10
SC88	998	499
SC89	1198	599
SC90	1398	699
SC91	1598	799
SC92	7	7
SC93	13	13
SC94	80	80

Charge Band	Pence per Call	Pence per Minute
SC76	40	40
SC77	70	70
SC78	150	150
SC79	200	200
SC80	445	257
SC87	898	449
SC95	100	100
SC96	300	300
SC97	360	50
SC98	360	150
SC99	360	200
SC100	360	360

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Rates for calls to Wi-Fi services

Charge Band	Pence per Call		
	Daytime	Evening	Weekend
fw1	15.048	15.048	7.341
fw2	14.250	11.856	6.042
fw3	15.846	12.654	6.384
fw4	15.390	9.405	4.709
fw5	14.364	11.628	6.498
fw6	12.540	10.032	6.042
fw7	11.970	11.970	11.970
fw8	18.240	14.250	6.042
fw9	15.960	15.960	15.960
fw10	9.543	9.543	9.543
fw11	13.200	13.200	13.200
fw12	13.200	13.200	13.200

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Calling Plans we no longer sell (Including popular UK & International Call Rates)

Click on the Calling Plan name to view details

Home Phone Saver 2019	(sold before 7 th April 2017)
Home Phone Saver 2018	(sold before 3 rd April 2016)
Home Phone Saver	(sold before 6 th June 2015)
Unlimited Evening & Weekend Calls	(sold before 20 th June 2014)
Unlimited Anytime Calls	(sold before 20 th June 2014)
Unlimited Weekend Plan	(sold before 19 th April 2013)
Unlimited Evening & Weekend Plan	(sold before 19 th April 2013)
Unlimited Anytime Plan	(sold before 19 th April 2013)
Unlimited Anytime Plan Plus	(sold before 19 th April 2013)
Unlimited Anytime & Mobile Plan	(sold before 19 th April 2013)
Friends & Family Mobile	(sold before 23 rd July 2011)
Unlimited Anytime Plan (incl. Friends & Family Mobile)	(sold before 10 th July 2009)

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No longer sold after 7th April 2017

Plan Charges	Home Phone Saver (2019)
Monthly Fee	£21.99 (includes Line Rental)
Monthly Early Termination Charge	£9.50

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to the Channel Islands (landlines)	Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls	
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)	13.0p per minute + Service Charge	
Calls to BT Mobile Consumer numbers (at all times)	First 1000 minutes each month	Included
	Minutes of calls thereafter	17.0p per minute + 22.0p set up fee
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)		

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

- * UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 13.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.
- ** Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

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No longer sold after 3rd April 2016

Plan Charges	Home Phone Saver (2018)
Monthly Fee	£20.99 (includes Line Rental)
Monthly Early Termination Charge	£8.50

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to the Channel Islands (landlines)	Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls	
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)	13.0p per minute + Service Charge	
Calls to BT Mobile Consumer numbers (at all times)	First 1000 minutes each month	Included
	Minutes of calls thereafter	17.0p per minute + 22.0p set up fee
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)	17.0p per minute + 22.0p set up fee	

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

- * UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 13.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, other non-voice calls and calls to the Channel Islands.
- ** Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

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No longer sold after 6th June 2015

Plan Charges	Home Phone Saver (2017)
Monthly Fee	£19.99 (includes Line Rental)
Monthly Early Termination Charge	£7.75

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to the Channel Islands (landlines)		Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)		13.0p per minute + Service Charge
Calls to BT Mobile Consumer numbers (at all times)	First 1000 minutes each month	Included
	Minutes of calls thereafter	8.5p per minute + 22.0p set up fee
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)		8.5p per minute + 22.0p set up fee

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

- * UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 13.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.
- ** Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

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No longer sold after 20th June 2014

Plan Charges	Unlimited Evening & Weekend Calls	Unlimited Anytime Calls
Monthly Fee	£3.20 (+ Line Rental)	£9.50 (+ Line Rental)
Monthly Early Termination Charge	£11.00	£13.75

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + 22.0p set up fee	Included
	Evening (7pm – 7am Mon – Fri)	Included	
	Weekends (All day Sat & Sun)		
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + Service Charge	Included
	Evening (7pm – 7am Mon – Fri)	Included	
	Weekends (All day Sat & Sun)		
Calls to the Channel Islands (landlines)		Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls	
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)		13.0p per minute + Service Charge	
Calls to BT Mobile Consumer numbers (at all times)	First 1000 minutes each month	17.0p per minute + 22.0p set up fee	Included
	Minutes of calls thereafter		17.0p per minute + 22.0p set up fee
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)			

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

- * UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 13.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.
- ** Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

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No longer sold after 19th April 2013

Plan Charges	Unlimited Weekend Plan	Unlimited Evening & Weekend Plan	Unlimited Anytime Plan	Unlimited Anytime Plan Plus	Unlimited Anytime & Mobile Plan
Monthly Fee	£0 (+ Line Rental)	£5.30 (+ Line Rental)	£8.50 (+ Line Rental)	£11.50 (+ Line Rental)	£21.00 (+ Line Rental)
Monthly Early Termination Charge	£9.00	£11.50	£13.75	£17.00	£0

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + 22.0p set up fee	13.0p per minute + 22.0p set up fee	Included	Included	Included
	Evening (7pm – 7am Mon – Fri)	3.0p per minute + 22.0p set up fee	Included			
	Weekends (All day Sat & Sun)	Included				
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + Service Charge	13.0p per minute + Service Charge	Included	Included	Included
	Evening (7pm – 7am Mon – Fri)		Included			
	Weekends (All day Sat & Sun)	Included				
Calls to the Channel Islands (landlines)	Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls					
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)	13.0p per minute + Service Charge					
Calls to UK Mobiles	Daytime (7am – 7pm Mon – Sun)	16.0p per minute + 22.0p set up fee		7.0p per minute + 22.0p set up fee	Included (up to 1000 minutes per month)	
	Evening (7pm – 7am Mon – Sun)	9.0p per minute + 22.0p set up fee		2.83p per minute + 22.0p set up fee		

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

* UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 13.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, , other non-voice calls and calls to the Channel Islands.

** Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

No longer sold after 23rd July 2011

Plan Charges	Friends & Family Mobile
Monthly Fee	£2.40

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK Mobiles (at all times)	8.5p per minute + 22.0p set up fee
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No longer sold after 10th July 2009

Plan Charges	Unlimited Anytime Plan (incl. Friends & Family Mobile)
Monthly Fee	£10.50 (+ Line Rental)
Monthly Early Termination Charge	£13.75

Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	Included
	Evening (7pm – 7am Mon – Fri)	
	Weekends (All day Sat & Sun)	
Calls to the Channel Islands (landlines)	Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls	
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)	13.0p per minute + Service Charge	
Calls to UK Mobiles (at all times)	8.5p per minute + 22.0p set up fee	

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

- * UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 13.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, , other non-voice calls and calls to the Channel Islands.
- ** Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

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Click on an option below

Broadband Options

Value Added Services for Broadband

Broadband products we no longer sell

Unpackaged Broadband Pricing

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Unpackaged Broadband Options

Option Charges	BT Total Broadband Option 1	BT Total Broadband Option 2	BT Total Broadband Option 3	BT Total Broadband Option 3 over Fibre
Monthly Fee	£29.00	£34.00	£38.00	£35.50
Minimum Contract Length	12 Months	12 Months	12 Months	12 Months
Monthly Data Usage Limit	12GB	Unlimited	Unlimited	Unlimited
Excess Data Usage Charge	£1.80 per GB or part of			
Monthly Early Termination Charge	£18.50	£22.25	£25.00	£16.00
Deferred Payment Charge for BT Hub	Up to £65 (Depending on model supplied)			

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Unpackaged BT Infinity Options

Option Charges	BT Infinity Option 1	BT Infinity Option 2	BT Infinity Option 3	BT Infinity Option 4
Monthly Fee	£33.00	£42.50	£55.00	£47.10
Activation Charge	£50			
Minimum Contract Length	18 months	18 months	18 months	18 months
Monthly Data Usage Limit	45GB	Unlimited	Unlimited	Unlimited
Excess Data Usage Charge	£1.80 per GB or part of			
Monthly Early Termination Charge	£19.75	£15.50	£1.75	£10.50
Deferred Payment Charge for BT Hub	Up to £65 (Depending on model supplied)			

BT Home Hub

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

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Value Added Services for Broadband

Click on an option below

[BT Tech Experts](#)

[BT Cloud Extra Storage](#)

[BT Virus Protect](#)

[Broadband Installation Service](#)

[Data Cabling Installation Service](#)

[BT Premium Mail](#)

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BT Tech Experts (Subscription service)

Subscription Service	Minimum Term (Months)	Monthly Price
BT Tech Experts Total Tech Support	3	£10.00
BT Tech Experts Computer Support	3	£8.00

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

Pay-as-you-go Service	Support Level	Monthly Price
BT Tech Experts Call Pay-as-you-go	1	£15.00
	2	£30.00
	3	£80.00

- We will agree the level of support required with you before we start to provide the service.

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BT Cloud Extra Storage

BT Cloud storage bolt on	Introductory Price (Month 1 only)	Ongoing Price (Monthly)
50GB Extra Storage*	£0	£3.00
500GB Extra Storage*	£0	£9.00

* Your BT Cloud Extra Storage bolt on will be applied on top of the inclusive BT Cloud storage that comes with your BT Broadband or BT Infinity package.

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BT Virus Protect

	Minimum Term (Months)	Monthly Price
BT Virus Protect	1	£4.00

- BT Virus Protect with 15 licences is available at no extra charge for customers taking Unlimited BT Infinity 2 from 15 April 2016. New customers since 15 April on all other products get BT Virus Protect with 2 licences at no extra cost.

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Broadband Installation Service

	One-off charge
Broadband Installation Service	£50.00

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Data Cabling Installation Service

	One-off charge
Data Cabling Installation Service	£35.00

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BT Premium Mail

	Monthly Price
BT Premium Mail	£5.00

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Unpackaged Broadband Services we no longer sell

Click on an option below

[Broadband Options](#)

[Value Added Services for Broadband](#)

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Unpackaged Broadband Options

Option Charges	BT Total Broadband Option 4
Monthly Fee	£40.59
Early Termination Charge (per month)	£22.50
Monthly Data Usage Limit	50Gb
Excess Data Usage Charge	£1.50 per GB or part of
Deferred Payment Charge for BT Hub	Up to £65 (Depending on model supplied)

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Value Added Services for Broadband

BT Home IT Call (Subscription service)

	Minimum Term (Months)	Monthly Price
BT Home IT Call	3	£10.00
	12	£9.00
BT Home IT Call Frequent User	12	£20.00

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

	Support Level	One-off Charge
BT Home IT Call Pay-as-you-go	1	£15.00
	2	£30.00
	3	£50.00

- We will agree the level of support required with you before we start to provide the service.

BT Home IT Call Virus & Malware (Subscription service)

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

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Click on an option below

[Set-Top Box Charges & Terms](#)

[Installation Products & Services](#)

[BT TV Packages](#)

[BT TV Bolt-ons](#)

[Pay-per View & Purchased Content](#)

[BT TV Products we no longer sell](#)

BT TV Pricing

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Set-Top Box Charges and Terms

Set-Top Box Charges

		One-off Charge
Set-Top Box Outright Purchase Price (£9.99 delivery charge applies)	YouView Box	£99.00
	YouView+ Box	£199.00
	YouView + Ultra HD Box	£249.00
Existing BT TV Customer Box-swap charge (£9.99 delivery charge applies)		£49.00

- Existing BT TV customers taking a YouView, YouView+ or Vision+ box at a discount off the purchase only price, may receive a reconditioned set-top box. A reconditioned set-top box is one which has been reconditioned to an “as new” standard and is supplied with the same 12 month warranty that would apply to a brand new set-top box.

Set-Top Box Terms

Set-Top Box Deferred Payment Charge

The standard purchase price for set-top boxes are shown in the table above. New BT TV customers usually won't have to pay an upfront charge for their first set-top box. Existing BT TV customers taking an alternative set-top box will need to pay a box-swap charge upfront. New and existing BT TV customers taking BT TV Extra Box will need to pay an upfront charge for any additional set-top box. The amount you have to pay depends on which set top box you select. If you pay less than the standard purchase price upfront, payment of the balance is deferred for up to 12 months from the date we accepted your order for the set-top box. If you end your BT TV contract within this period (except where our terms and conditions allow you to end your contract without paying a penalty) the balance of the standard purchase price for your chosen set-top box becomes payable. How much of the balance you need to pay depends on how much of the 12 month period from the date we accepted your order is left when your BT TV contract ends. For each month left we will charge you 1/12th of the balance. If you keep your BT TV contract for 12 months or more after the date we accepted your order for the set-top box, you won't have to pay the deferred balance of the standard purchase price for that set-top box.

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Installation Products & Services

		Description	One-off Charge
Optional Engineer Install	TV Max	An engineer visit to set-up and test your new BT TV installation	£44.00
	All other packages		£49.00
Optional Broadband Extenders		Extend broadband anywhere around your home - turn any power socket into an internet port.	£20.00
TV Aerial Installation Service		Installation of a roof-top television aerial	£120.00

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BT TV Packages - Box Service

BT TV Package ¹	Set-Top Box Provided ²	Activation Fee ³	Contract Term (months)	Subscription Charge (per month)	Early Termination Charge (per month)
Starter ⁴	YouView	£50	18	£0	£0
Essential	YouView+			£8	£5.50
Entertainment		£20		£6.75	
Max HD		£10		£19	£11.25
Max	YouView+ UHD			£20	£12.00

¹ All BT TV packages including provision of a set-top box require a new BT Broadband contract/re-contract.

² £9.99 delivery charge for the set-top box applies to existing BT Broadband customers taking BT TV.

³ For customers taking a BT TV package and BT Infinity 1 at the same time, the combined activation fees for these 2 products will be capped at £50.00 and a single £9.99 delivery charge applies for both the BT Hub and the set-top box.

⁴ Only available to new BT TV customers when taken with BT Sport on an 18 month minimum term. See here for BT Sport pricing.

Continued below

BT TV Packages - Player Service

	Activation Fee*	Minimum Contract (months)	Subscription Charge (per month)	Early Termination Charge (per month)
Essential	£50.00	12	£6.00	£4.00

- Requires an independently purchased YouView or YouView + set-top box. Cannot be taken with the BT TV Box Service.

[Continued below](#)

BT TV Packages – BT TV Extra Box

	Set-Top Box Provided (£9.99 delivery charge applies)		Contract Term (months)	Subscription Charge (per month)	Early Termination Charge (per month)
	Type	Upfront charge			
BT TV Extra Box*	YouView	£49	12	£5.00	£3.76
	YouView+	£99			

- * BT TV Extra Box is a multi-room subscription and requires a second set-top box. If your main set-top box is a YouView + Box, you can choose to take either a YouView + or YouView Box as your second set-top box. If your main set-top box is a YouView Box, you can only take another YouView Box as your second set-top box.

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BT TV Bolt-ons

		BT TV Packages that Bolt-ons can be taken with					Price (per month)
		Starter	Essential	Entertainment	Max HD	Max	
Music	(on demand content only)	✓	✓	✓	✓	✓	£4.00
Kids	(on demand content for standard Broadband customers only)	✓	✓				£5.00
Kids Extra	(on demand content & channels for Fibre customers only)			✓	Included	Included	£5.00
HD Extra*				✓	Included	Included	£6.50

* While you subscribe to HD Extra with BT TV, there will be no charge for BT Sport HD Pack if you also choose to take that option with a BT Sport subscription via BT TV.

Continued below

Sky Sports & Sky Cinema Bolt-ons

	BT TV Packages that Bolt-ons can be taken with	Price (per month)
Sky Sports Main Event	Any TV Package with BT Infinity	£27.50
Sky Sports Main Event HD		£33.50
Sky Cinema (on demand and channels)		£13.50
Sky Cinema (on demand content only)	Any TV Package with BT Broadband or BT Infinity	£13.50

1. Sky Cinema Bolt-ons are not available in HD.
2. Existing BT TV customers that took any Sky Sports Bolt-on in addition to a TV, Broadband & Calls package with a 24 month minimum contract, will benefit from a £5.00 discount off the standard monthly price for their chosen Sky Sports Bolt-on.

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Pay-per-View & Purchased Content

Pay-per-View Content Charges

The rental price for individual pieces of Pay-per-View content and the relevant rental period can be accessed using your set-top box remote control and will be displayed on the programme information screen.

Purchased Content Charges

The purchase price for individual pieces of content can be accessed using your set-top box remote control and will be displayed on the programme information screen.

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BT TV Products we no longer sell

Box Service Packages

	Date of joining BT TV	Standard Subscription Charge (per month)	Early Termination Charge (per month)
Unlimited	At any time	£14.00	£7.75
Unlimited Extra	At any time	£17.00	£8.50
TV Starter	Before 04/8/17	£0	£0
Entertainment	Before 23/12/14	£9.45	£6.50
	Since 23/12/14	£9.50	£6.50
Lite	At any time	£8.50 (per Viewing Pack)	£6.25 (per Viewing Pack)
Essential	Before 24/7/15	£6.00	£4.00
	Between 24/7/15 and 27/10/16	£6.00	£3.00
	Before 04/8/17	£6.00	£4.00
Entertainment Starter	Before 24/7/15	£3.00	£0.50
	Between 24/7/15 and 19/1/17	£3.00	£0.50
	Between 20/1/17 and 10/4/17	£3.00	£1.00
Entertainment Plus	Before 03/8/17	£10.00	£5.50
Entertainment Max	Before 03/8/17	£16.00	£8.50
Total Entertainment	Before 24/7/15	£21.00	£8.50
	Before 11/4/17	£18.00	£10.25
	Between 11/4/17 and 03/8/17	£20.00	

Continued below

Player Service Packages

	Minimum Contract (months)	Subscription Charge (per month)	Early Termination Charge (per month)
Unlimited	1	£8.50	£5.00
Unlimited	12	£11.40	

BT TV Bolt-ons

	Price (per month)
BT TV Music Viewing Pack	£8.50
BT TV Kids Viewing Pack	£8.50
TV Catch Up	£5.00
Picturebox Movies	£5.10
Sky Sports 1, Sky Sports 2 and Sky Sports 5	£22.00

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BT Mobile Pricing

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BT Mobile Plans – Handsets

Monthly Charges & Allowances	Tier 0				Tier 1			
	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan
Plan Rental – Standard	£17	£22	£27	£32	£22	£27	£32	£37
Plan Rental – BT Broadband Households	£12	£17	£22	£27	£17	£22	£27	£32
Minimum Term (Months)	24	24	24	24	24	24	24	24
Early Termination Charge (per month)	£9.50	£13.50	£17.50	£21.50	£13.50	£17.50	£21.50	£25.75
Minutes	400	1000	Unlimited	Unlimited	400	1000	Unlimited	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	6GB	15GB	500MB	3GB	6GB	15GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

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BT Mobile Plans – Handsets - continued

Monthly Charges & Allowances	Tier 2				Tier 3			
	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan
Plan Rental – Standard	£30	£35	£40	£45	£35	£40	£45	£50
Plan Rental – BT Broadband Households	£25	£30	£35	£40	£30	£35	£40	£45
Minimum Term (Months)	24	24	24	24	24	24	24	24
Early Termination Charge (per month)	£20.00	£24.00	£28.25	£32.25	£24	£28.25	£32.25	£36.25
Minutes	400	1000	Unlimited	Unlimited	400	1000	Unlimited	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	6GB	15GB	500MB	3GB	6GB	15GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

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BT Mobile Plans – Handsets - continued

Monthly Charges & Allowances	Tier 4			
	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan
Plan Rental – Standard	£42	£47	£52	£57
Plan Rental – BT Broadband Households	£37	£42	£47	£52
Minimum Term (Months)	24	24	24	24
Early Termination Charge (per month)	£29.75	£33.75	£38	£42
Minutes	400	1000	Unlimited	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	6GB	15GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited	Unlimited

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

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BT Mobile Plans – Handsets

As set out in the BT Mobile service terms, if you need to replace your phone or you cancel your plan and are required to return your phone, you may incur charges when you: (i) don't return the phone; (ii) return a damaged phone; or (iii) forget to send back the accessories (or return damaged accessories) that came with your plan.

Unreturned or Returned Badly Damaged Handset Charges

Samsung A3 (2016)	£279
Samsung A5 (2016)	£279
Samsung S6	£429
Samsung S7	£589
Samsung S7 Edge	£659
Samsung Galaxy A3	£339
Samsung Galaxy A5	£429
Samsung Galaxy J3 (2016)	£199
Samsung Galaxy S8	£729
Samsung Galaxy S8 Plus	£809
Sony Xperia XA SM10 Black	£309
Sony Xperia X (PS10)	£579
Apple iPhone 5S - 16GB	£309
Apple iPhone SE - 16GB	£409
Apple iPhone SE - 64GB	£499
Apple iPhone 6 - 16GB	£509
Apple iPhone 6 Plus - 16GB	£589
Apple iPhone 6 Plus – 64GB	£669
Apple iPhone 6S – 16GB	£589

Apple iPhone 6S – 64GB	£669
Apple iPhone 6S – 128GB	£759
Apple iPhone 6S Plus – 16GB	£669
Apple iPhone 6S Plus – 64GB	£759
Apple iPhone 6S Plus – 128GB	£839
Apple iPhone 6s Plus Gold 32GB	£649
Apple iPhone 6s Plus Space Grey 32GB	£649
Apple iPhone 6s Plus Rose Gold 32GB	£649
Apple iPhone 6s Plus Silver 32GB	£649
Apple iPhone 6s Gold 32GB	£549
Apple iPhone 6s Rose Gold 32GB	£549
Apple iPhone 6s Space Grey 32GB	£549
Apple iPhone 6s Silver 32GB	£549
Apple iPhone 7 Silver 32GB	£649
Apple iPhone 7 Rose Gold 32GB	£649
Apple iPhone 7 Gold 32GB	£649
Apple iPhone 7 Black 32GB	£649
Apple iPhone 7 Jet Black 32GB	£549
Apple iPhone 7 Gold 128GB	£749

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BT Mobile Plans – Handsets cont'd.

As set out in the BT Mobile service terms, if you need to replace your phone or you cancel your plan and are required to return your phone, you may incur charges when you: (i) don't return the phone; (ii) return a damaged phone; or (iii) forget to send back the accessories (or return damaged accessories) that came with your plan.

Unreturned or Returned Badly Damaged Handset Charges

Apple iPhone 7 Black 128GB	£749
Apple iPhone 7 Jet Black 128GB	£749
Apple iPhone 7 Rose Gold 128GB	£749
Apple iPhone 7 Silver 128GB	£749
Apple iPhone 7 Jet Black 256GB	£839
Apple iPhone 7 Silver 256GB	£839
Apple iPhone 7 Gold 256GB	£839
Apple iPhone 7 Black 256GB	£839
Apple iPhone 7 Rose Gold 256GB	£839
Apple iPhone 7 Plus Black 32GB	£759
Apple iPhone 7 Plus Jet Black 32GB	£549
Apple iPhone 7 Plus Gold 32GB	£759
Apple iPhone 7 Plus Rose Gold 32GB	£759
Apple iPhone 7 Plus Silver 32GB	£759
Apple iPhone 7 Plus Silver 128GB	£859
Apple iPhone 7 Plus Rose Gold 128GB	£859
Apple iPhone 7 Plus Jet Black 128GB	£859
Apple iPhone 7 Plus Gold 128GB	£859
Apple iPhone 7 Plus Black 128GB	£859

Apple iPhone 7 Plus Gold 256GB	£959
Apple iPhone 7 Plus Black 256GB	£959
Apple iPhone 7 Plus Jet Black 256GB	£959
Apple iPhone 7 Plus Rose Gold 256GB	£959
Apple iPhone 7 Plus Silver 256GB	£959
Apple iPhone 7 Plus Silver 256GB	£959
Apple iPhone 8 Space Grey 64GB	£699
Apple iPhone 8 Silver 64GB	£699
Apple iPhone 8 Gold 64GB	£699
Apple iPhone 8 Space Grey 256GB	£849
Apple iPhone 8 Silver 256GB	£849
Apple iPhone 8 Gold 256GB	£849
Apple iPhone 8 Plus Space Grey 64GB	£799
Apple iPhone 8 Plus Silver 64GB	£799
Apple iPhone 8 Plus Gold 64GB	£799
Apple iPhone 8 Plus Space Grey 256GB	£949
Apple iPhone 8 Plus Silver 256GB	£949
Apple iPhone 8 Plus Gold 256GB	£949
Apple iPhone X Space Grey 64GB	£999

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BT Mobile Plans – Handsets cont'd.

As set out in the BT Mobile service terms, if you need to replace your phone or you cancel your plan and are required to return your phone, you may incur charges when you: (i) don't return the phone; (ii) return a damaged phone; or (iii) forget to send back the accessories (or return damaged accessories) that came with your plan.

Unreturned or Returned Badly Damaged Handset Charges

Apple iPhone X Silver 64GB	£999
Apple iPhone X Space Grey 256GB	£1149
Apple iPhone X Silver 256GB	£1149

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Missing / Damaged Accessory Charges (All BT Mobile Handset Plans)

Accessory	One off Charge
Damaged battery	£20.00
Damaged charger	£20.00
Damaged headset	£20.00
Damaged battery and charger	£40.00
Damaged battery and headset	£40.00
Damaged headset and charger	£40.00
Damaged battery, headset and charger	£60.00
Missing battery	£20.00
Missing charger	£20.00
Missing headset	£20.00
Missing battery and charger	£40.00
Missing battery and headset	£40.00
Missing headset and charger	£40.00
Missing battery, headset and charger	£60.00

Other Handset Damage Charges

These are set by third party suppliers and will be based upon an assessment of the damage to the phone.

Handset unlocking admin fee – Charge to unlock network for all handsets £8.99.

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SIM Only BT Mobile Plans – New customers since 27th October 2017

Monthly Charges & Allowances	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan
Plan Rental - Standard	£12.00	£17.00	£22.00	£27.00
Plan Rental – BT Broadband Households	£7.00	£12.00	£17.00	£22.00
Minimum Contract (Months)	12	12	12	12
Early Termination Charge	£3.75	£8.75	£13.00	£16.25
Minutes	Unlimited	Unlimited	Unlimited	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	6GB	15GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited	Unlimited
Extra Speed				Up to 60Mb/s

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

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SIM Only BT Mobile Plans – New & Existing customers before 27th October 2017

Monthly Charges & Allowances	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan
Plan Rental - Standard	£10.00	£16.00	£21.00	£25.00
Plan Rental – BT Broadband Households	£5.00	£11.00	£16.00	£20.00
Minimum Contract (Months)	12	12	12	12
Early Termination Charge	£3.75	£8.75	£13.00	£16.25
Minutes	400	Unlimited	Unlimited	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	6GB	15GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited	Unlimited

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

BT Mobile Plans – Family SIM

Monthly Terms & Allowances	BT Mobile 3GB Plan	BT Mobile 6GB Plan	BT Mobile 15GB Plan
Max. number of SIMs on plan	5	5	5
Plan Minimum Contract (Months)	12	12	12
Individual SIM rental liability (Days)	30†	30†	30†
Early Termination Charge	£8.75	£13.00	£16.25
Minutes	Unlimited	Unlimited	Unlimited
Texts	Unlimited	Unlimited	Unlimited
Data	3GB	6GB	15GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited

Inclusive allowance

The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details.

†The plan has a 12 month contract and each Family SIM has a 30 day rental liability - any Family SIM can be cancelled with a 30 days' notice until one SIM remains on the plan.

- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

Continued below

3GB Family SIM – New customers since 27th October 2017

Monthly Plan Charges – Standard (3GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£17.00	£13.00	£12.00	£11.00	£10.00
2 SIMs	£25.00	£20.00	£18.00	£16.00	
3 SIMs	£32.00	£26.00	£23.00		
4 SIMs	£38.00	£31.00			
5 SIMs	£43.00				

Monthly Plan Charges – BT Households (3GB)

1 SIM	£12.00	£8.00	£7.00	£6.00	£5.00
2 SIMs	£20.00	£15.00	£13.00	£11.00	
3 SIMs	£27.00	£21.00	£18.00		
4 SIMs	£33.00	£26.00			
5 SIMs	£38.00				

- Each Family SIM has its own individual allowance of 3GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

6GB Family SIM – New customers since 27th October 2017

Monthly Plan Charges – Standard (6GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£22.00	£17.00	£15.00	£13.00	£12.00
2 SIMs	£34.00	£27.00	£23.00	£20.00	
3 SIMs	£44.00	£35.00	£30.00		
4 SIMs	£52.00	£42.00			
5 SIMs	£59.00				

Monthly Plan Charges – BT Households (6GB)

1 SIM	£17.00	£12.00	£10.00	£8.00	£7.00
2 SIMs	£29.00	£22.00	£18.00	£15.00	
3 SIMs	£39.00	£30.00	£25.00		
4 SIMs	£47.00	£37.00			
5 SIMs	£54.00				

- Each Family SIM has its own individual allowance of 6GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

15GB Family SIM – New customers since 27th October 2017

Monthly Plan Charges – Standard (15GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£27.00	£20.00	£18.00	£16.00	£15.00
2 SIMs	£42.00	£33.00	£29.00	£26.00	
3 SIMs	£55.00	£44.00	£39.00		
4 SIMs	£66.00	£54.00			
5 SIMs	£76.00				

Monthly Plan Charges – BT Households (15GB)

1 SIM	£22.00	£15.00	£13.00	£11.00	£10.00
2 SIMs	£37.00	£28.00	£24.00	£21.00	
3 SIMs	£50.00	£39.00	£34.00		
4 SIMs	£61.00	£49.00			
5 SIMs	£71.00				

- Each Family SIM has its own individual allowance of 15GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

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3GB Family SIM – New & Existing customers before 27th October 2017

Monthly Plan Charges – Standard (3GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£16.00	£13.00	£12.00	£11.00	£10.00
2 SIMs	£23.00	£20.00	£18.00	£16.00	
3 SIMs	£30.00	£26.00	£23.00		
4 SIMs	£36.00	£31.00			
5 SIMs	£41.00				

Monthly Plan Charges – BT Households (3GB)

1 SIM	£11.00	£8.00	£7.00	£6.00	£5.00
2 SIMs	£18.00	£15.00	£13.00	£11.00	
3 SIMs	£25.00	£21.00	£18.00		
4 SIMs	£31.00	£26.00			
5 SIMs	£36.00				

- Each Family SIM has its own individual allowance of 3GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

6GB Family SIM – New & Existing customers before 27th October 2017

Monthly Plan Charges – Standard (6GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£21.00	£17.00	£15.00	£13.00	£12.00
2 SIMs	£32.00	£27.00	£23.00	£20.00	
3 SIMs	£42.00	£35.00	£30.00		
4 SIMs	£50.00	£42.00			
5 SIMs	£57.00				

Monthly Plan Charges – BT Households (6GB)

1 SIM	£16.00	£12.00	£10.00	£8.00	£7.00
2 SIMs	£27.00	£22.00	£18.00	£15.00	
3 SIMs	£37.00	£30.00	£25.00		
4 SIMs	£45.00	£37.00			
5 SIMs	£52.00				

- Each Family SIM has its own individual allowance of 6GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

15GB Family SIM – New & Existing customers before 27th October 2017

Monthly Plan Charges – Standard (15GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£25.00	£20.00	£18.00	£16.00	£15.00
2 SIMs	£40.00	£33.00	£29.00	£26.00	
3 SIMs	£53.00	£44.00	£39.00		
4 SIMs	£64.00	£54.00			
5 SIMs	£74.00				

Monthly Plan Charges – BT Households (15GB)

1 SIM	£20.00	£15.00	£13.00	£11.00	£10.00
2 SIMs	£35.00	£28.00	£24.00	£21.00	
3 SIMs	£48.00	£39.00	£34.00		
4 SIMs	£59.00	£49.00			
5 SIMs	£69.00				

- Each Family SIM has its own individual allowance of 15GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

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Out of Plan Charges

We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. For more details click [here](#)

Call Charges

		Calls made from		
		UK	Roaming Zone 1a	Roaming Zone 1b
Calls to Standard Numbers	UK Local & National	35p per minute	35p per minute	29.1p per minute
	UK Mobile	35p per minute	35p per minute	29.1p per minute
	Fixed lines & Mobiles in Roaming Zones 1a & 1b	Charged at International rates – see here	35p per minute	29.1p per minute

Data Charges

		Data Usage in		
		UK	Roaming Zone 1a	Roaming Zone 1b
Data Usage		10p per MB	10p per MB	8.3p per MB

Data usage is measured in Kilobytes (KB). There are 1024 Kilobytes of data in a Megabyte (MB).

Data charges are rounded down to the tenth of a penny

Continued below

Message Charges

		Messages Sent from (per message)		
		UK	Roaming Zone 1a	Roaming Zone 1b
SMS Messages sent to (per message)	UK	12p	12p	10p
	Roaming zones 1a and 1b	Charged at International rates – see here		

		Messages received or retrieved in		
		UK	Roaming Zone 1a	Roaming Zone 1b
BT Mobile Voicemails		FREE		

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Excluded from Plan Charges

We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. For more details click [here](#)

Call Charges		Calls made from		
		UK	Roaming Zone 1a	Roaming Zone 1b
Calls to Service Numbers (084, 087, 090 & 118*)		30p per minute + Service Charge	Charged at roaming rates	
Call Forwarding	To numbers that would be included as part of your Plan's inclusive call allowance	Deducted from your Plan's inclusive call allowance		
	To numbers that would be excluded from or in excess of your Plan's inclusive call allowance	Charged at the appropriate Out of Plan or Excluded from Plan rate		
Video Calling		Not Supported		
Collect Calls (Reverse charge to mobile)		£10.00 per 20 minutes (or part of)		
Premium Rate Numbers		Refer to the Specialised Numbers Tariff Guide.		
Calls to Freephone Numbers		FREE		
Calls to Emergency Services (999, 111, 112, 116)		FREE		
Calls to Non-Emergency Services (101)		15p per call	4.3p per minute	3.6p per minute
Calls to Electricity Helpline (105)		FREE		

* For a list of 118 numbers that you can dial with BT Mobile, click [here](#)

Message Charges

	Messages Sent from (per message)		
	UK	Roaming Zone 1a	Roaming Zone 1b
MMS Messages (per message) (Includes an SMS with an Emoticon)			40p

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Mobile Call duration & charge rounding

UK Calls

Call durations are rounded up to the next whole second (with the minimum duration being 1 second). There is a minimum charge of one minute. Call charges are rounded down to the next tenth of a penny.

Calls to service numbers (084, 087, 090 & 118).

Access charge - Call durations are rounded up to the next whole second. There is a minimum charge of one minute. The call charge is rounded up to the next penny

Service charge (where duration based) – Call durations are rounded up to the next whole second. The call charge is rounded up to the next tenth of a penny.

International Calls

Call durations are rounded up to the next whole second (with the minimum duration being 1 second). There is a minimum charge of one minute.

Call charges are rounded down to the tenth of a penny

Roaming Calls

The durations of calls made while roaming are rounded up to the next whole second (with the minimum duration being 1 second). There is a minimum charge of 30 seconds. The durations of calls received while roaming are rounded up to the next whole second (with the minimum duration being 1 second).

Call charges are rounded down to the tenth of a penny.

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International Call & Text charges from the UK

		Calls (pence per minute)	Texts (pence per text)
Standard Call & Text rates to International Numbers from the UK (Click here for a list of countries and International Call Zones)	Zone 1	60	25.2
	Zone 2	46	
	Zone 3	90	
	Zone 4	90	
	Zone 5	120	
	Zone 6	766	

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Roam Like at Home

What is it?

From 15th June 2017, new EU Mobile Roaming regulations apply. While you're travelling in any of 47 destinations you'll be able to use the usage allowance for calls, texts and data that's included with your SIM Only, Family SIM or Handset plan, in the same way that you do when you're in the UK. If you go over one of your allowances while you're roaming in these destinations, you'll start to pay the normal out of plan charges for any type of extra calls, texts or data usage you make that would normally be included in your monthly allowance. You can see those charges [here](#).

Where can I roam like at home?

You can roam like at home in any of the following destinations:

Roaming Zone 1a	Austria, Belgium, Bulgaria, Croatia, Cyprus*, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (Incl. Azores & Madeira), Romania, Slovak Republic, Slovenia, Spain, Sweden, Vatican City
Roaming Zone 1b	Canary Islands, French Guiana, Gibraltar, Guadeloupe, Guernsey, Iceland, Jersey, Liechtenstein, Martinique, Mayotte, Norway, Reunion, Saint Barthelemy, Saint Martin, San Marino, Switzerland

* When roaming in Northern Cyprus you may connect to a Turkish network. As Turkey is not in the EU and not a Roam Like Home country, any roaming usage may be charged at the rates detailed [here](#).

Fair use policy

The EU Mobile Roaming regulations allow us to operate a fair use policy that applies in the following situations:

Data Roaming

When you're data roaming in any of the destinations in the table above, if your SIM Only, Family SIM or Handset plan includes a data allowance of 20GB or more, and you use more than our fair use policy allowance of 15GB of data in one monthly billing period, we're allowed to charge you a surcharge if you carry on roaming in these destinations. If you go over both our fair use policy and the data allowance for your SIM Only, Family Sim or Handset plan, we can charge you both the out of plan charge for data and the surcharge for breaking our fair use policy. We'll warn you before you go over the fair use policy limit and when you reach the limit. The data roaming surcharges which may be applied are detailed [here](#).

Continued below

Stable UK Link

Roam like at home is intended for use if you live or are usually based in the UK and you mainly use the BT Mobile service in the UK. In particular, if you've been roaming in any of the "roam like at home" destinations in the table above for more than half of any 4 month period, we may decide that you do not have a stable link to the UK and we can ask you to explain the reasons for your roaming usage. If we do this, we will contact you and tell you what sort of proof we need to satisfy ourselves that you're using roaming as intended e.g. occasional rather than regular or permanent usage. You'll have 14 days to contact us. If you don't contact us or if we don't think that your explanation for your use of roaming is reasonable, we may charge you a surcharge in addition to your use of your allowance and any out of bundle charges you incur, until we are satisfied that you are using roaming as we would expect. In these circumstances, the roaming charges which may be applied are detailed [here](#). We will lift the surcharges as soon as we are satisfied that your roaming usage matches our expectation for a consumer with a stable UK link. Where we have reason to believe that you have re-sold UK SIM cards to anyone not living in or with stable links to the UK, we may, in line with the BT Mobile Service terms and conditions, suspend service on those SIM cards until we are satisfied that you have not used the BT Mobile service in an unauthorised way.

Questions or Complaints?

If you need to contact us about any aspect of our fair use policy, our Customer Complaints Code tells you how to do that and how we will deal with any complaint or dispute. You can read the code at bt.com/complaintscode, or you can ask us to send you a copy.

Fair use policy surcharges

Roaming Zones	Calls made within Zone and from Zone to UK mobile and standard landline numbers	Calls received in Zone	Texts sent within Zone and from Zone to UK mobile and standard landline numbers	Data used in Zone
	Pence per Minute		Pence per Text	Pence per MB
Zones 1a & 1b	3.2	1.1	1	0.78

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Roaming Charges

The charges shown for Roaming Zones 1a and 1b below are only payable for any usage which is normally excluded from the usage allowance for your BT Mobile SIM Only Plan, BT Mobile Phone Plan or BT Mobile Family SIM Plan.

Roaming Zones	Calls made within Zone and from Zone to UK mobile and standard landline numbers	Calls made from Zone to the rest of the world	Calls received in Zone	Texts sent within Zone and from Zone to UK mobile and standard landline numbers	Texts sent from Zone to the rest of the world	Data used in Zone
	Pence per Minute			Pence per Text		Pence per MB
Zone 1a	4.3	140	0	1.7	30	4.3
Zone 1b	3.6	140	0	1.4	30	3.6
Zone 3	140	140	125	40	40	500
Zone 4	170	170	80	40	40	500
Zone 5	140	140	130	40	40	500
Zone 6	165	165	130	40	40	500
Zone 7	170	170	130	40	40	500
Zone 8	165	165	150	40	40	500
Zone 9	540	540	280	87	87	920

Click [here](#) for a list of countries and International Roaming Zones

Retrieving voicemail within a roaming zone (excluding roaming zones 1a and 1b) is charged as a standard roaming call to the UK. There is no charge for receiving voicemails whilst roaming.

MMS (picture messages) cost 40p when roaming.

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BT Mobile International and Roaming Zones

Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone
Afghanistan	5	7	Bermuda	5	4	Comoros	5	7
Albania	5	4	Bhutan	5	7	Congo	5	8
Algeria	5	7	Bolivia	5	7	Congo (Dem Rep of)	5	8
Andorra	3	7	Bosnia & Herzegovina	5	4	Cook Islands	5	7
Angola	5	7	Botswana	5	5	Costa Rica	5	7
Anguilla	5	7	Brazil	5	6	Croatia	3	1a
Antigua & Barbuda	5	7	British Virgin Islands	5	7	Cuba	5	8
Argentina	5	5	Brunei	5	7	Cyprus	3	1a
Armenia	5	5	Bulgaria	3	1a	Czech Republic	3	1a
Aruba	5	7	Burkina Faso	5	4	Denmark	3	1a
Ascension Island	5	7	Burundi	5	7	Diego Garcia	5	7
Australia	4	3	Cambodia	5	7	Djibouti	5	8
Austria	3	1a	Cameroon	5	7	Dominica	5	7
Azerbaijan	5	7	Canada	3	3	Dominican Republic	5	5
Azores	3	1a	Canary Islands	3	1b	Dutch Antilles	5	6
Bahamas	5	7	Cape Verde	5	8	East Timor	5	7
Bahrain	5	7	Cayman Islands	5	7	Ecuador	5	5
Balearic Islands	3	1a	Central African Republic	5	4	Egypt	5	6
Bangladesh	5	7	Chad	5	4	El Salvador	5	7
Barbados	5	7	Chile	5	7	Eritrea	5	7
Belarus	5	7	China	5	3	Estonia	3	1a
Belgium	3	1a	Christmas Islands	4	7	Ethiopia	5	7
Belize	5	7	Cocos Islands	4	7	Falkland Islands	5	8
Benin	5	7	Colombia	5	5	Faroe Islands	3	5

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Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone
Ferries and Planes (AeroMobile, MCP, OnAir, Seanet Maritime Communications AB, Thuraya)	6	9	Guyana	5	6	Laos	5	8
			Haiti	5	7	Latvia	3	1a
			Honduras	5	7	Lebanon	5	4
Fiji	5	7	Hong Kong	5	3	Lesotho	5	4
Finland	3	1a	Hungary	3	1a	Liberia	5	7
France	3	1a	Iceland	3	1b	Libya	5	7
French Guiana	3	1b	India	5	3	Liechtenstein	3	1b
French Polynesia	5	7	Indonesia	5	5	Lithuania	3	1a
French West Indies	3	1b	Iran	5	7	Luxembourg	3	1a
Gabon	5	5	Iraq	5	7	Macau	5	7
Gambia	5	7	Ireland	1	1a	Macedonia	5	5
Georgia	5	4	Isle of Man	1	1a	Madagascar	5	4
Germany	3	1a	Israel	5	5	Madeira	3	1a
Ghana	5	4	Italy	3	1a	Malawi	5	4
Gibraltar	3	1b	Ivory Coast	5	5	Malaysia	5	5
Greece	3	1a	Jamaica	5	7	Maldives	5	8
Greenland	5	4	Japan	5	3	Mali	5	7
Grenada	5	7	Jersey	2	1b	Malta	3	1a
Guadeloupe	3	1b	Jordan	5	5	Maritime Services (AAM)	6	9
Guam	5	7	Kazakhstan	5	7	Marshall Islands	5	7
Guatemala	5	4	Kenya	5	5	Martinique	3	1b
Guernsey	2	1b	Kiribati	5	7	Mauritania	5	7
Guinea	5	5	Kosovo	5	7	Mauritius	5	7
Guinea - Equatorial	5	4	Kuwait	5	6	Mayotte	5	1b
Guinea Bissau	5	4	Kyrgyzstan Republic	5	7	Mexico	5	5

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Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone
Micronesia	5	7	Pakistan	5	4	Senegal	5	5
Midway Islands	5	7	Palau	5	8	Serbia	5	5
Moldova	5	5	Palestinian Authority	5	7	Seychelles	5	7
Monaco	3	1a	Panama	5	7	Ships	6	9
Mongolia	5	5	Papua New Guinea	5	7	Sierra Leone	5	5
Montenegro	5	6	Paraguay	5	7	Singapore	5	3
Montserrat	5	5	Peru	5	5	Slovak Republic	3	1a
Morocco	5	4	Philippines	5	7	Slovenia	3	1a
Mozambique	5	7	Poland	3	1a	Solomon Islands	5	7
Myanmar	5	7	Portugal	3	1a	Somalia	5	7
Namibia	5	7	Puerto Rico	5	7	South Africa	5	5
Nauru	5	7	Qatar	5	7	South Korea	5	7
Nepal	5	4	Reunion	3	1b	Spain	3	1a
Netherlands	3	1a	Rodriguez Island	5	7	Sri Lanka	5	5
New Caledonia	5	7	Romania	3	1a	St Helena	5	7
New Zealand	4	5	Ross Island	5	7	St. Kitts and Nevis	5	7
Nicaragua	5	5	Russia	5	6	St. Lucia	5	7
Niger	5	4	Rwanda	5	7	St. Pierre & Miquelon	5	7
Nigeria	5	5	Saint Barthelemy	3	1b	St. Vincent & the Grenadines	5	7
Niue	5	7	Saint Martin	3	1b	Sudan	5	7
Norfolk Island	5	7	Samoa	5	7	Suriname	5	7
North Korea	5	7	Samoa (Western)	5	7	Swaziland	5	4
Northern Marianas	5	7	San Marino	3	1b	Sweden	3	1a
Norway	3	1b	Sao Tome & Principe	5	7	Switzerland	3	1b
Oman	5	7	Saudi Arabia	5	5	Syria	5	4

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Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone	Country	International Zone	Roaming Zone
Taiwan	5	4	Turkmenistan	5	8	Vanuatu	5	7
Tajikistan	5	4	Turks & Caicos	5	7	Vatican City	3	1a
Tanzania	5	6	Tuvalu	5	7	Venezuela	5	7
Thailand	5	6	Uganda	5	5	Vietnam	5	7
Togo	5	4	Ukraine	5	6	Wake Island	5	7
Tokelau	5	7	United Arab Emirates	5	7	Yemen	5	7
Tonga	5	7	United States of America	3	3	Zambia	5	7
Trinidad & Tobago	5	7	Uruguay	5	4	Zimbabwe	5	7
Tunisia	5	5	US Virgin Islands	5	7			
Turkey	5	3	Uzbekistan	5	8			

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BT Mobile Add-ons

USA Data Bundle	One-off Charge
20MB	£3.00
100MB	£15.00

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

Extra Speed Add-on	Monthly Charge
Up to 60Mbps* Maximum Speed	£4.00

- * Speeds available will vary based on the number of users, distance from the mast and the type of 4G phone used.
- Allow up to 24 hours to activate. 30 day rolling contract applies with no minimum term.
- Requires a compatible 4G-ready phone. Check coverage in your area before ordering at bt.com/coveragechecker

Continued below

UK Add-ons	Monthly Charge
Unlimited Minutes	£5.00
500 MB Data	£4.00
1 GB Data	£6.00

- Add-ons run on a 30 day rolling contract until you cancel them.
- When you first buy an Add-On, it lasts until the date of your next BT Mobile bill. It covers minutes or data used over your inclusive plan allowance, up to the allowance for that Add-On, from your last BT Mobile bill until your next one. (So if you buy a 500MB Add-On 10 days before the date of your next bill, it'll cover the data you use for those days and the previous 20).
- Any unused add-on allowance will not carry over when your billing month ends. If you go over your add-on allowance, standard charges will apply.
- Add-on allowances will refresh at the start of each new billing cycle along with normal tariff allowances.
- UK Minutes and Data add-ons can be used when you roam like at home in Roaming Zones 1a and 1b.

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118 Directory Enquiry numbers you can dial with BT Mobile

Directory Enquiry Service Numbers

BT UK	BT International	Others													
118-404; 118-500	118-505	118-000; 118-001; 118-002; 118-003; 118-004; 118-005; 118-006; 118-008; 118-009; 118-010; 118-012; 118-013; 118-017; 118-018; 118-020; 118-022; 118-023; 118-031; 118-033; 118-039; 118-040; 118-044; 118-050; 118-055; 118-058; 118-059; 118-077; 118-080; 118-081; 118-088; 118-097; 118-098; 118-099; 118-101; 118-102; 118-105; 118-106; 118-108; 118-109; 118-110; 118-111; 118-113; 118-114; 118-115; 118-117; 118-118; 118-119; 118-120; 118-122; 118-124; 118-126; 118-127; 118-128; 118-129; 118-130; 118-131; 118-132; 118-133; 118-136; 118-137; 118-138; 118-140; 118-143; 118-144; 118-146; 118-147; 118-148; 118-149; 118-156; 118-157; 118-158; 118-160; 118-164; 118-165; 118-166; 118-169; 118-170; 118-172; 118-174; 118-175; 118-176; 118-178; 118-180; 118-181; 118-182; 118-183; 118-187; 118-188; 118-189; 118-190; 118-194; 118-199; 118-200; 118-201; 118-202; 118-212; 118-213; 118-214; 118-215; 118-218; 118-220; 118-221; 118-224; 118-225; 118-226; 118-227; 118-228; 118-229; 118-232; 118-233; 118-234; 118-240; 118-241; 118-242; 118-246; 118-247; 118-248; 118-249; 118-252; 118-255; 118-258; 118-260; 118-262; 118-277; 118-278; 118-284; 118-287; 118-288; 118-298; 118-299; 118-300; 118-301; 118-303; 118-308; 118-310; 118-312; 118-313; 118-318; 118-321; 118-323; 118-328; 118-331; 118-332; 118-333; 118-334; 118-338; 118-339; 118-343; 118-348; 118-350; 118-354; 118-355; 118-357; 118-358; 118-359; 118-360; 118-361; 118-362; 118-363; 118-364; 118-365; 118-366; 118-373; 118-374; 118-376; 118-383; 118-386; 118-390; 118-392; 118-393; 118-400; 118-402; 118-412; 118-414; 118-415; 118-424; 118-425; 118-426; 118-429; 118-432; 118-434; 118-438; 118-440; 118-441; 118-442; 118-444; 118-448; 118-449; 118-450; 118-452; 118-453; 118-455; 118-456; 118-458; 118-463; 118-467; 118-468; 118-469; 118-480; 118-485; 118-488; 118-499; 118-501; 118-502; 118-503; 118-504; 118-505; 118-506; 118-507; 118-508; 118-509; 118-510; 118-511; 118-515; 118-518; 118-520; 118-522; 118-525; 118-526; 118-528; 118-529; 118-543; 118-544; 118-547; 118-548; 118-550; 118-551; 118-553; 118-555; 118-558; 118-559; 118-560; 118-561; 118-567; 118-575; 118-577; 118-580; 118-582; 118-583; 118-585; 118-586; 118-588; 118-590; 118-592; 118-595; 118-598; 118-599; 118-600; 118-606; 118-613; 118-616; 118-626; 118-628; 118-629; 118-632; 118-633; 118-639; 118-644; 118-647; 118-648; 118-661; 118-662; 118-666; 118-667; 118-675; 118-678; 118-680; 118-686; 118-696; 118-700; 118-701; 118-707; 118-708; 118-722; 118-723; 118-724; 118-726; 118-733; 118-737; 118-738; 118-739; 118-742; 118-743; 118-744; 118-747; 118-750; 118-751; 118-754; 118-759; 118-764; 118-770; 118-772; 118-773; 118-774; 118-776; 118-777; 118-783; 118-786; 118-795; 118-799; 118-800; 118-801; 118-802; 118-803; 118-805; 118-806; 118-807; 118-808; 118-810; 118-811; 118-813; 118-814; 118-815; 118-817; 118-818; 118-819; 118-821; 118-825; 118-826; 118-827; 118-829; 118-831; 118-833; 118-838; 118-841; 118-844; 118-845; 118-846; 118-847; 118-850; 118-851; 118-855; 118-856; 118-864; 118-865; 118-866; 118-868; 118-869; 118-872; 118-875; 118-876; 118-877; 118-878; 118-879; 118-880; 118-885; 118-886; 118-887; 118-888; 118-889; 118-891; 118-897; 118-899; 118-900; 118-901; 118-902; 118-905; 118-908; 118-909; 118-911; 118-918; 118-927; 118-929; 118-932; 118-940; 118-942; 118-944; 118-948; 118-949; 118-950; 118-955; 118-956; 118-958; 118-960; 118-961; 118-962; 118-970; 118-976; 118-977; 118-978; 118-986; 118-987; 118-989; 118-990; 118-993; 118-995													

For charges for calls to the Directory Enquiry Service numbers listed in the table above, click [here](#) to view the Specialised Number Tariff Guide.

[Back to BT Mobile Pricing](#)

BT Mobile Calling Plans we no longer sell

BT Mobile Plans – Handsets

Monthly Charges & Allowances	Tier 1				Tier 2			
	BT Mobile 500MB Plan	BT Mobile 2GB Plan	BT Mobile 15GB Plan	BT Mobile 20GB Plan	BT Mobile 500MB Plan	BT Mobile 2GB Plan	BT Mobile 15GB Plan	BT Mobile 20GB Plan
Plan Rental – Standard	£25.00	£30.00	£40.00	£40.00	£36.00	£41.00	£51.00	£51.00
Plan Rental – BT Broadband Households	£20.00	£25.00	£35.00	£35.00	£31.00	£36.00	£46.00	£46.00
Minimum Term (Months)	24	24	24	24	24	24	24	24
Early Termination Charge (per month)	£16.00	£20.00	£28.25	£28.25	£25.00	£29.00	£37.25	£37.25
Minutes	400	1000	Unlimited	Unlimited	400	1000	Unlimited	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	2GB	15GB	20GB	500MB	2GB	15GB	20GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

Continued below

BT Mobile Calling Plans we no longer sell - continued

Monthly Charges & Allowances	Tier 4		
	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 15GB Plan
Plan Rental – Standard	£44	£49	£59
Plan Rental – BT Broadband Households	£39	£44	£54
Minimum Term (Months)	24	24	24
Early Termination Charge (per month)	£31.50	£35.50	£43.75
Minutes	400	1000	Unlimited
Texts	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	15GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

BT Mobile Plans – SIM Only

Monthly Charges & Allowances	BT Mobile 20GB Plan	BT Mobile 2GB Plan	BT Mobile 6GB Plan
Plan Rental - Standard	£25.00	£15.00	£20.00
Plan Rental – BT Broadband Households	£20.00	£10.00	£15.00
Minimum Contract (Months)	12	12	12
Early Termination Charge	£16.25	£8.00	£12.00
Minutes	Unlimited	1000	Unlimited
Texts	Unlimited	Unlimited	Unlimited
Data	20GB	2GB	6GB
BT Wi-Fi	Unlimited	Unlimited	Unlimited

Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

BT Mobile Plans – Family SIM

Monthly Terms & Allowances	BT Mobile 2GB Plan	BT Mobile 6GB Plan
Max. number of SIMs on plan	5	5
Plan Minimum Contract (Months)	12	12
Individual SIM rental liability (Days)	30†	30†
Early Termination Charge	£8.00	£12.00
Minutes	1000	Unlimited
Texts	Unlimited	Unlimited
Data	2GB	6GB
BT Wi-Fi	Unlimited	Unlimited

Inclusive allowance

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

- † The plan has a 12 month contract and each Family SIM has a 30 day rental liability - any Family SIM can be cancelled with a 30 days' notice until one SIM remains on the plan.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

Continued below

BT Mobile Plans – Family SIM

Monthly Plan Charges – Standard (2GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£15.00	£13.00	£12.00	£11.00	£10.00
2 SIMs	£23.00	£20.00	£18.00	£16.00	
3 SIMs	£30.00	£26.00	£23.00		
4 SIMs	£36.00	£31.00			
5 SIMs	£41.00				

Monthly Plan Charges – BT Households (2GB)

1 SIM	£10.00	£8.00	£7.00	£6.00	£5.00
2 SIMs	£18.00	£15.00	£13.00	£11.00	
3 SIMs	£25.00	£21.00	£18.00		
4 SIMs	£31.00	£26.00			
5 SIMs	£36.00				

- Each Family SIM has its own individual allowance of 2GB of data, 1000 minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

BT Mobile Plans – Family SIM – continued

Monthly Plan Charges – Standard (6GB)	BT Mobile Handsets registered to the same BT Mobile Family SIM Account				
	Family SIMs only	+ 1 Handset	+ 2 Handsets	+ 3 Handsets	+ 4 Handsets
1 SIM	£20.00	£17.00	£15.00	£13.00	£12.00
2 SIMs	£32.00	£27.00	£23.00	£20.00	
3 SIMs	£42.00	£35.00	£30.00		
4 SIMs	£50.00	£42.00			
5 SIMs	£57.00				

Monthly Plan Charges – BT Households (6GB)

1 SIM	£15.00	£12.00	£10.00	£8.00	£7.00
2 SIMs	£27.00	£22.00	£18.00	£15.00	
3 SIMs	£37.00	£30.00	£25.00		
4 SIMs	£45.00	£37.00			
5 SIMs	£52.00				

- Each Family SIM has its own individual allowance of 6GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

BT Mobile Calling Plans we no longer sell - continued

BT Mobile Add-ons

Europe* Data Bundle	One-off Charge
100MB	£4.00
300MB	£10.00

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

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

[Back to BT Mobile Pricing](#)

Click on an option below

BT Sport on BT TV

BT Sport on Sky TV – BT Broadband Customers

BT Sport on Sky TV – Without BT Broadband

BT Sport on TalkTalk TV – Without BT Broadband

BT Sport on the BT Sport App & Online Player

BT Sport on BT Mobile

BT Sport products we no longer sell

BT Sport Pricing

[Back to Main Menu](#)

BT Sport on BT TV

BT TV Package	BT Sport Minimum Term	BT Sport Pack Price (monthly)	Early Termination Charge (monthly)
Starter	12 months	£3.50	£2.50
TV Max or TV Max HD	30 days	£0	
All Other TV Packages		£3.50	

- BT Sport Pack on BT TV is not available without BT Broadband.
- Customers taking BT Sport on BT TV must take a new or additional 12 month BT TV contract, or have at least 12 months remaining on an existing BT TV contract.

BT Sport Add-ons

	Description	Add-on Price (monthly)	
BT Sport HD Pack	Let's you watch the content in your BT Sport subscription in high definition	£6.50*	
BT Sport Multi-platform	Let's you watch BT Sport on both BT TV and Sky TV	With TV Max or TV Max HD	£7.50
		With all other TV Packages	£13.50

- BT Sport HD Pack on BT TV has a minimum term of 30 days.
- * While you subscribe to HD Extra with BT TV, there will be no charge for BT Sport HD Pack

BT Sport on the Sky Digital Satellite Platform – BT Broadband customers

	BT Broadband Contract Type when taking BT Sport Pack	BT Sport Pack Price (monthly)
BT Sport Pack	New/additional 12 month minimum term or at least 12 months remaining on existing minimum term	£10.00
	Outside of minimum term	£16.75

- At the end of any new, additional or existing BT Broadband minimum contract term, you will start to pay the “Outside of minimum term” price unless you renew your BT Broadband contract for a further 12 months.
- BT Sport Pack on the Sky Digital Satellite Platform has a minimum contract term of 12 or 18 months depending on the package you choose

BT Sport on the Sky Digital Satellite Platform – Without BT Broadband

	Minimum Contract Term	Activation Fee	BT Sport Pack Price (monthly)
All customers	1 Month	£35.00	£25.99
	12 Months	£20.00	

BT Sport on TalkTalk TV – Without BT Broadband*

	Minimum Contract Term	Activation Fee	BT Sport Pack Price (monthly)
All customers	1 Month	£35.00	£25.99
	12 Months	£20.00	

* BT Sport on TalkTalk is not available with BT Broadband

BT Sport Add-ons

	Description	Add-on Price (monthly)
BT Sport HD Pack	Let's you watch the content in your BT Sport subscription in high definition	£6.50
BT Sport Second Box	Let's you watch the content in your BT Sport subscription on a second Sky Set-top box in the same household	£6.00

- BT Sport HD Pack on the Sky Digital Satellite Platform has a minimum term of 30 days.
- BT Sport Second Box is only available with BT Sport Pack on the Sky Digital Satellite Platform

[Back to BT Sport Pricing](#)

BT Sport on the BT Sport App & Online Player

	BT Broadband Contract Type when taking BT Sport Pack	BT Sport Pack Price (monthly)
BT Sport App & Online Player	New/additional 12 month minimum term or at least 12 months remaining on existing minimum term	£7.00

- At the end of any new, additional or existing BT Broadband minimum contract term, you will continue to pay the standard monthly BT Sport Pack on the BT Sport App & Online Player price.
- BT Sport Pack on the BT Sport App & Online Player has a minimum contract term of 12 or 18 months depending on the package you choose.
- BT Sport Pack on the BT Sport App & Online Player is not available without BT Broadband.

BT Sport on BT Mobile

	Minimum Contract Term	BT Sport Pack Price (monthly)
BT Mobile 15GB Plan customers (without BT Broadband)	1 month	£0
All other BT Mobile customers (without BT Broadband)	1 month	£7.00

- BT Mobile customers with BT Broadband should take BT Sport Pack on the BT Sport App & Online Player.

[Back to BT Sport Pricing](#)

BT Sport products we no longer sell

BT Sport Lite on BT TV

BT Broadband Customer Type	BT Broadband Contract Type	BT Sport Lite Price (monthly)
Existing Customer	In an existing BT Broadband minimum term	£3.50
	BT Broadband with no minimum term	

- BT Sport Lite on BT TV has a minimum term of 30 days.
- BT Sport Lite on BT TV is not available without BT Broadband.

BT Sport Lite on the Sky Digital Satellite Platform – BT Broadband customers

BT Broadband Customer Type	BT Broadband Contract Type when taking BT Sport Lite	BT Sport Lite Price (monthly)
Existing Customer	Renew for minimum 12 months	£3.50
	At least 12 months remaining on existing minimum term	
	Outside of minimum term	£10.25

- At the end of any new, additional or existing BT Broadband minimum contract term, you will start to pay the “Outside of minimum term” price unless you renew your BT Broadband contract for a further 12 months.
- BT Sport Pack on the Sky Digital Satellite Platform has a minimum contract term of 1 month.

Continued below

BT Sport Lite on the Sky Digital Satellite Platform – Without BT Broadband

	Minimum Contract Term	BT Sport Lite Price (monthly)
All customers	1 month	£13.50

- BT Sport Lite is not available for new supply to customers without BT Broadband

BT Sport Lite on the BT Sport App & Online Player

	Minimum Contract Term	BT Sport Lite Price (monthly)
All BT Broadband customers	1 month	£3.50

- BT Sport Lite on the BT Sport App & Online Player is not available without BT Broadband.

BT Sport Lite on BT Mobile

	Minimum Contract Term	BT Sport Lite Price (monthly)
BT Mobile customers (without BT Broadband)	1 month	£3.50

- BT Mobile customers with BT Broadband should take BT Sport Lite on the BT Sport App & Online Player.

[Back to BT Sport Pricing](#)

Click on an option below

[Standard Broadband & Calls Packages](#)

[Infinity Broadband & Calls Packages](#)

[Ultrafast Broadband & Calls Packages](#)

[Package Add-ons](#)

[Packages we no longer sell](#)

Broadband & Calls Package Pricing

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Standard Broadband & Calls Packages

Standard & discounted monthly prices detailed below include £18.99 Standard Line Rental. Customers taking Line Rental Plus will pay £2.00 a month more than the prices detailed below. Customers that have paid Line Rental in advance with Line Rental Saver will pay £18.99 a month less than the prices detailed below.

		Broadband + Unlimited Weekend Calls**	Unlimited Broadband Extra + Unlimited Weekend Calls
New BT Broadband customers (per month)	During minimum contract*	£24.99*	£29.99*
	After minimum contract	£37.99	£42.99
Existing BT Broadband customers (per month)*		£37.99	£42.99
Upfront Fee (Activation + delivery)		£9.99	£9.99
Minimum Contract		18 months	18 months
Early Termination Charge (per month)		£20.25	£21.00
Data Usage Allowance		15GB	Unlimited
Excess Usage Charge (per GB or part of)		£1.80 per GB or part of	N/A

* These are our standard prices. The price you pay may be different if you took a product as part of a promotional offer.

** Only available to new customers in non-fibre enabled areas.

Continued below

UK Call Rates

We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

		Broadband + Unlimited Weekend Calls	Unlimited Broadband Extra + Unlimited Weekend Calls
Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + 22.0p set up fee	
	Evening (7pm – 7am Mon – Fri)		
	Weekends (All day Sat & Sun)	Included	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + Service Charge	
	Evening (7pm – 7am Mon – Fri)		
	Weekends (All day Sat & Sun)	Included	
Calls to the Channel Islands (landlines)		Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls	
Calls to Service Numbers (at all times)		13.0p per minute + Service Charge	
Calls to BT Mobile Consumer numbers (at all times)		17.0p per minute + 22.0p set up fee	
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)			

* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, , other non-voice calls and calls to the Channel Islands.

** Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

BT Home Hub

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

[Back to Packaged Services Pricing](#)

Infinity Broadband & Calls Packages

Standard & discounted monthly prices detailed below include £18.99 Standard Line Rental. Customers taking Line Rental Plus will pay £2.00 a month more than the prices detailed below. Customers that have paid Line Rental in advance with Line Rental Saver will pay £18.99 a month less than the prices detailed below.

		Package Pricing (Including Standard Line Rental)		
		Infinity + Unlimited Weekend Calls	Unlimited Infinity + Unlimited Weekend Calls	Unlimited Infinity 2 + Unlimited Weekend Calls
New BT Broadband customers (per month)	During minimum contract*	£24.99*	£34.99*	£49.99*
	After minimum contract	£34.99	£41.99	£56.49
Existing BT Broadband customers (per month)*		£34.99	£41.99	£56.49
Upfront Fee (Activation + delivery)		£29.99	£29.99	£0
Minimum Contract		12 months	18 months	18 months
Early Termination Charge (per month)		£19.75	£20.50	£27.00
Data Usage Allowance		30GB	Unlimited	Unlimited
Download Speed (up to)		38Mb	52Mb	76Mb
Excess Usage Charge (per GB or part of)		£1.80 per GB or part of	N/A	N/A

* These are our standard prices. The price you pay may be different if you took a product as part of a promotional offer.

Continued below

UK Call Rates

We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

		Infinity + Unlimited Weekend Calls	Unlimited Infinity + Unlimited Weekend Calls	Unlimited Infinity 2 + Unlimited Weekend Calls
Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + 22.0p set up fee		
	Evening (7pm – 7am Mon – Fri)			
	Weekends (All day Sat & Sun)	Included		
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + Service Charge		
	Evening (7pm – 7am Mon – Fri)			
	Weekends (All day Sat & Sun)	Included		
Calls to the Channel Islands (landlines)		Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls		
Calls to Service Numbers (at all times)		13.0p per minute + Service Charge		
Calls to BT Mobile Consumer numbers (at all times)		17.0p per minute + 22.0p set up fee		
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)				

* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.

** Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

BT Home Hub

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

[Back to Packaged Services Pricing](#)

Ultrafast Broadband & Calls Packages

Standard & discounted monthly prices detailed below include £18.99 Standard Line Rental. Customers taking Line Rental Plus will pay £2.00 a month more than the prices detailed below. Customers that have paid Line Rental in advance with Line Rental Saver will pay £18.99 a month less than the prices detailed below.

		Ultrafast 1 + Unlimited Weekend Calls	Ultrafast 2 + Unlimited Weekend Calls
New BT Broadband customers (per month)	During minimum contract*	£54.99	£59.99
	After minimum contract	£54.99	£59.99
Existing BT Broadband customers (per month)*		£54.99	£59.99
Upfront Fee (Activation + delivery)		£59.99	£59.00
Minimum Contract		18 months	18 months
Early Termination Charge (per month)		£22.00	£23.00
Data Usage Allowance		Unlimited	Unlimited
Excess Usage Charge (per GB or part of)		N/A	N/A

* These are our standard prices. The price you pay may be different if you took a product as part of a promotional offer. .

Continued below

UK Call Rates We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

		Ultrafast 1 + Unlimited Weekend Calls	Ultrafast 2 + Unlimited Weekend Calls
Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + 22.0p set up fee	
	Evening (7pm – 7am Mon – Fri)		
	Weekends (All day Sat & Sun)	Included	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	13.0p per minute + Service Charge	
	Evening (7pm – 7am Mon – Fri)		
	Weekends (All day Sat & Sun)	Included	
Calls to the Channel Islands (landlines)		Pence per minute rates: Daytime 13.0p Evening 2.34p Weekends 3.00p. 22.0p set up fee applies to all calls	
Calls to Service Numbers (at all times)		13.0p per minute + Service Charge	
Calls to BT Mobile Consumer numbers (at all times)		17.0p per minute + 22.0p set up fee	
Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times)			

* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.

** Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

Continued below

International Call Rates

Standard Call rates to International Numbers (Click here for a list of countries and International Call Bands)	Band A	50p per minute to Landlines or 50p per minute to Mobiles + 22.0p set up fee
	Band B	80p per minute to Landlines or 80p per minute to Mobiles + 22.0p set up fee
	Band C	140p per minute to Landlines or 140p per minute to Mobiles + 22.0p set up fee

BT Home Hub

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

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Package Add-ons

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

Calling Plan Add-ons	Additional Monthly Charge
Unlimited Evening & Weekend Calls Add-on	£4.00
Unlimited Anytime Calls Add-on	£9.50
Unlimited Weekend Calls Add-on	£2.50

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Packages we no longer sell

Standard monthly prices detailed below exclude Line Rental which is payable at the applicable rate as detailed [here](#)

Broadband & Calls Packages

Broadband Option	Calling Plan	Standard Price (Monthly)	Minimum Contract (Months)	Introductory Price (Monthly)	Introductory Period (Months)	Early Termination Charge (Monthly)
Unlimited Broadband Extra	Unlimited Evening & Weekend Calls	£23.00	12	£12.00	12	£27.25
Unlimited Infinity 1	Unlimited Evening & Weekend Calls	£29.50	12	£17.00	12	£24.00
Unlimited Infinity 2	Unlimited Evening & Weekend Calls	£36.00	12	£27.00	12	£29.58
Infinity 1	Unlimited Weekend Calls	£23.50	12	£11.00	12	£19.75
Broadband	Unlimited Anytime Calls	£17.00	12	£6.00	12	£15.00
Infinity 1	Unlimited Anytime Calls	£23.50	12	£11.00	12	£17.50
Broadband Plus	No Included Calls	£17.00	12	£7.00	12	£25.00
Broadband	Unlimited Weekend Calls	£17.00	12	£9.50	12	£20.25
Unlimited Broadband	No Included Calls	£22.00	12	£15.00	12	£8.25
Infinity 1 Plus	No Included Calls	£25.50	12	£12.50	12	£22.50
45GB Infinity 1	Unlimited Weekend Calls	£25.50	12	£15.00	12	£15.75
Broadband	Unlimited Evening & Weekend Plan	£20.00	18	£8.50	3	£25.25
Unlimited Broadband	Unlimited Weekend Plan	£22.00	18	£0.00	6	£8.50

Broadband Option	Calling Plan	Standard Price (Monthly)	Minimum Contract (Months)	Introductory Price (Monthly)	Introductory Period (Months)	Early Termination Charge (Monthly)
Unlimited Broadband	Unlimited Evening & Weekend Plan	£25.00	18	£0.00	6	£8.25
Unlimited Broadband	Unlimited Anytime Plan	£29.50	18	£18.00	12	£6.25
Unlimited Broadband Extra	Unlimited Evening & Weekend Plan	£27.00	18	£0.00	6	£31.75
Unlimited Infinity 1	Unlimited Evening & Weekend Plan	£31.50	18	£18.50	3	£28.00
Unlimited Infinity 2	Unlimited Evening & Weekend Plan	£35.50	18	£22.50	3	£24.50
Infinity 3	Unlimited Evening & Weekend Plan	£47.90	18	-	-	£26.25
Broadband Option 1	Unlimited Weekend Plan	£22.00	18	£7.25	18	£27.00
Broadband Option 1	Unlimited Evening & Weekend Plan	£20.00	18	£0.00	6	£25.25
Broadband Option 1	Unlimited Anytime Plan	£29.50	18	£15.00	12	£20.50
Broadband Option 2	Unlimited Evening & Weekend Plan	£24.00	18	£11.00	3	£8.50
Broadband Option 3	Unlimited Evening & Weekend Plan	£33.00	18	£22.00	3	£8.50
Infinity 1	Unlimited Evening & Weekend Plan	£28.50	18	£11.50	3	£24.75
Infinity 2	Unlimited Evening & Weekend Plan	£37.50	18	£22.50	3	£24.50
Broadband Option 2	Unlimited Weekend Plan	£26.00	18	-	-	£8.75
Broadband Option 3	Unlimited Anytime Plan	£39.50	18	-	-	£6.75

Broadband Option	Calling Plan	Standard Price (Monthly)	Minimum Contract (Months)	Introductory Price (Monthly)	Introductory Period (Months)	Early Termination Charge (Monthly)
Infinity 1	Unlimited Weekend Plan	£28.50	18	-	-	£26.00
Infinity 2	Unlimited Anytime Plan	£42.50	18	-	-	£29.25
Broadband	No Included Calls	£17.00	18	£6.00	6	£25.00
Broadband	Unlimited Weekend Calls	£17.00	18	£7.00	6	£20.25
Broadband Extra	Unlimited Evening & Weekend Calls	£20.00	12	£8.50	12	£25.00
Unlimited Broadband	Unlimited Weekend Calls	£22.00	12	£15.00	12	£8.25
Unlimited Broadband	Unlimited Weekend Calls	£20.00	18	£10.00	6	£8.25
Unlimited Broadband Extra	Unlimited Weekend Calls	£25.00	18	£12.50	6	£21.00
Infinity 1	No Included Calls	£20.00	18	£0.00	6	£19.75
Infinity 1	Unlimited Weekend Calls	£20.50	18	£10.00	6	£19.75
Infinity 1 Extra	Unlimited Evening & Weekend Calls	£23.50	12	£12.00	12	£23.75
Unlimited Infinity 1	Unlimited Weekend Calls	£25.50	18	£18.50	3	£20.50
Unlimited Infinity 2	Unlimited Weekend Calls	£30.50	12	£27.50	12	£27.00
Broadband	Unlimited Weekend Calls	£17.00	12	£6.00	12	£20.25

Broadband Option	Calling Plan	Standard Price (Monthly)	Minimum Contract (Months)	Introductory Price (Monthly)	Introductory Period (Months)	Early Termination Charge (Monthly)
Unlimited Infinity 2	Unlimited Weekend Calls	£31.50	18	£22.50	3	£27.00
Unlimited Infinity 3	Unlimited Evening & Weekend Calls	£42.15	18	-	-	-
Unlimited Infinity 4	Unlimited Evening & Weekend Calls	£52.50	18	-	-	-

Broadband, TV & Calls Packages

Broadband Option	Calling Plan	TV Option	Standard Price (Monthly)	Minimum Contract (Months)	Early Termination Charge (Monthly)
Broadband	Unlimited Evening & Weekend Plan	Gold	£63.65	24	-
Unlimited Broadband	Unlimited Weekend Plan	Box Only	£24.66	24	-
Unlimited Broadband	Unlimited Evening & Weekend Plan	Bronze	£43.47	24	-
Unlimited Broadband	Unlimited Anytime Plan	Box Only	£24.66	24	-
Unlimited Broadband Extra	Unlimited Evening & Weekend Plan	Bronze	£43.47	24	-

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Click on an option below

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Early Termination Charges Explained

What are Early Termination Charges (ETC's)?

When you order services from BT there will normally be a minimum contract period of 12, 18 or 24 months. If you decide to stop receiving a service (other than because you have a right to do that without paying an Early Termination Charge) within this minimum contract period, you'll normally have to pay an Early Termination Charge. The charge is the compensation you pay us for not keeping the service for the minimum period you agreed to when you took the service. Because it's a compensation payment, it is not subject to VAT.

Will I have to pay an Early Termination Charge if I am beyond my minimum contract period?

No. An Early Termination Charge only applies if you cancel within your minimum contract period. So for example if you took a service with a 12 month minimum contract period and then wanted to stop receiving the service 13 months later, no Early Termination Charge would be payable. However in most cases if you decide to stop a service, whether your minimum contract period has ended or not, you will need to give us up to 30 days' advance notice and you'll continue paying for the service until that notice period ends.

What will I be charged?

What you're charged depends on how long is left to run on your minimum contract period. The tables in this section show how much you're charged for each month remaining. So for example, if you have exactly six months left on your telephone service Unlimited Weekend Calls minimum contract period, you'll have to pay a charge of £8.50 multiplied by six, which is £51.00. You may also have to pay a charge for any equipment we have provided at a reduced cost for use with the service you are ending – see our terms and conditions or Tariff Guide for more details.

What happens if I cancel part way through a month?

We work out the charge for any part month on a daily basis. So for example, if you took Unlimited Weekend Calls on 1st January 2016 with a 12-month minimum contract period, and decided to cancel your contract so that it ended on 12th November 2016, you will be charged:

$£8.50 \text{ for December 2016} + (£8.50 \div 30) \times 18 \text{ (for 13th–30th November 2016)} = £5.10$

Total Early Termination Charge $£8.50 + £5.10 = £13.60$

Telephone ETC's

Line Rental / Calling Plan	Monthly Charge
Standard Line Rental / Line Rental Plus	£8.50
Unlimited Weekend Calls	£8.50
Unlimited Evening & Weekend Calls	£11.00
Unlimited Anytime Calls	£13.75
Home Phone Saver 2020	£9.50

Click [here](#) for Early Termination Charges for Calling Plans we no longer sell.

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Broadband & Calls Package ETC's

Broadband & Calls Package	Monthly Charge
BT Broadband + Unlimited Weekend Calls	£20.25
Unlimited BT Broadband Extra + Unlimited Weekend Calls	£21.00
Unlimited BT Broadband Extra + Unlimited Evening & Weekend Calls	£27.25
BT Infinity Lite + Unlimited Weekend Calls	£19.75
Unlimited BT Infinity 1 + Unlimited Weekend Calls	£20.50
Unlimited BT Infinity 1 + Unlimited Evening & Weekend Calls	£24.00
Unlimited BT Infinity 2 + Unlimited Weekend Calls	£27.00
Unlimited BT Infinity 2 + Unlimited Evening & Weekend Calls	£29.50
Ultrafast 1 + Unlimited Weekend Calls	£22.00
Ultrafast 2 + Unlimited Weekend Calls	£23,00

Click [here](#) for Early Termination Charges for Broadband & Calls Packages we no longer sell.

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BT Mobile ETC's

SIM Only & Family SIM Plans

BT Mobile Plan	Monthly Charge
500MB SIM Only	£3.75
2GB SIM Only	£8.00
3GB SIM Only	£8.75
6GB SIM Only	£13.00
15GB SIM Only	£16.25
20GB SIM Only	£16.25
2GB Family SIM	£8.00
3GB Family SIM	£8.75
6GB Family SIM	£13.00
15GB Family SIM	£16.25

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BT Mobile ETC's

Handset + SIM Plans

BT Mobile Plan		Monthly Charge
500MB Handset + SIM	Tier 1	£13.50
	Tier 2	£20.00
	Tier 3	£24.00
	Tier 4	£31.50
3GB Handset + SIM	Tier 1	£17.50
	Tier 2	£24.00
	Tier 3	£28.25
	Tier 4	£35.50
15GB Handset + SIM	Tier 1	£25.75
	Tier 2	£32.25
	Tier 3	£36.25
	Tier 4	£43.75

Click [here](#) for Early Termination Charges for BT Mobile Handset + SIM Plans we no longer sell.

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BT TV ETC's

BT TV Promotion	Monthly Charge
Starter	£0
Essential	£5.50
Entertainment	£6.75
Max HD	£11.25
Max	£12.00

Click [here](#) for Early Termination Charges for BT TV promotions we no longer sell.

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BT Sport ETC's

BT Sport Platform	Current Monthly Charge
BT Sport on BT TV with BT TV Starter	£2.50
BT Sport on Sky TV with BT Broadband	£4.25
BT Sport on Sky TV without BT Broadband	£17.50
BT Sport on TalkTalk TV without BT Broadband	£17.50
BT Sport on the BT Sport App (standalone)	£4.00

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Unpackaged Broadband / Infinity ETC's

Broadband / Infinity Product	Current Monthly Charge
Total Broadband Option 1	£18.50
Total Broadband Option 2	£22.25
Total Broadband Option 3	£25.00
Faster Total Broadband Option 3	£16.00
Infinity Option 1	£19.75
Infinity Option 2	£15.50
Infinity Option 3	£1.75
Infinity Option 4	£10.50

Click [here](#) for Early Termination Charges for Unpackaged Broadband / Infinity products we no longer sell.

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Glossary

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

Call Set Up Fee

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

Chargeband

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

Fair Usage (Policy)

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

Fixed Fee (Calls)

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

Fixed Line

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

Geographic

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

GPRS (General Packet Radio Service)

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

Hub (or “Router”)

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

Indirect Access Services

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

ISP

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

Landline

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

Local

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

Minimum Charge

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

MMS

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

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

Service numbers

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

NTS (Number Translation Services)

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

Personal Numbering Service

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

Premium Rate Service (“PRS”)

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

SMS

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

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Inclusion & accessibility

If you need extra help with communications, such as services for the visually or hearing impaired, or people with disabilities visit www.bt.com/includingyou where you'll find lots of information about our products and services, help and support, news, advice – all in one place. The Including You website is fully accessible and you can alter font sizes and background colour to suit your needs. Including You is **Browsealoud** enabled – Browsealoud is a clever bit of software which makes websites more accessible with easy speech, reading and translation tools – useful if you need help reading or seeing a computer screen.

At the top of every page there are options (next to the search box) to help everyone get the information they need, in the easiest and most comfortable way. Many pages also have information in **British Sign Language (BSL)** and if English isn't your first language, select the 'globe button', to translate the Including You website into your native language. If you prefer information in large print, audio (CD) or Braille, go to www.bt.com/mediatypes

Nuisance and Unwanted calls

Dealing with unwanted phone calls on your BT line. What you can do and how we can help.

Online Help – advice, guidance and how to complain on unwanted calls

All advice and guidance on handling nuisance and unwanted calls is detailed at www.bt.com/unwantedcalls

You can also download a useful booklet on how to deal with unwanted calls and at BT we've made it easy for you to complain to the regulators (Ofcom and the Information Commissioners Office). Just complete the Which? (Consumer organisations) complaints form on the unwanted calls website

Nuisance Calls Advice Line

If you don't have access to the internet or are receiving calls of a malicious or abusive nature contact. **0800 661 441 18001**
0800 661 441 Mon - Fri, 8am - 10pm, Sat, 9am - 6pm

Scams Advice

Your personal and financial information – including your BT bill and account number can be valuable to fraudsters – please keep them safe. Take some simple precautions to protect your personal details – for tips on how to protect yourself and find out the latest information go to; www.bt.com/scams

If you are a victim of a scam or attempted scam, do report this. Your information could form part of a bigger picture and help to protect others in a similar position to you. The quickest way to report scams or attempted scams is online to Action Fraud – the UK's national reporting centre for fraud and internet crime. The portal can also be accessed from bt.com/scams
You can also call Action Fraud on 0300 123 2040.

Useful Telephone Numbers

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

Offices Worldwide

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Registered office: 81 Newgate Street, London EC1A 7AJ.

Registered in England No: 1800000.

PHME 82077 /01//2018

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