

Section 56: Business Customer Options
Part 12: BT Business Plan & BT Business Plan (CR)

Subpart 1: BT Business Plan

Please see Special Notice [48/05 BT Business Plan \(Customer Based\) Idd Special...](#)

Please see Special Notice [49/05 BT Business Plan January 2006 Special Offer](#)

Please see Special Notice [4/06 BT Business Plan January 2006 Special Offer](#), which supercedes Special Notice [49/05 BT Business Plan January 2006 Special Offer](#).

Please see Special Notice [20/06 BT Business Plan August 2006 Special Offer](#)

Please see Special Notice [23/06 Changes to Variation Paragraphs in Some BT Te...](#)

Please see Special Notice [19/07 BT Business Plan \(Special Offer 1\)](#)

Please see Special Notice [22/08 BT Business One Plan & BT Business Plan \(Cus...](#)

Changes to the End of Contract Period Credit eligibility have been made. Please see Special Notice [07/13 Withdrawal of End of Contract Period Credit...](#)

Description

BT Business Plan is a pricing package for Business Telephony customers and the PST call prices charged for specified call types are dependent on the Customer's Committed Call Spend.

There are two main options within the package:

1) a **Site Based** option which has a Nominal Committed Call Spend of £250£500 or £750 per annum per Site and a Contract Period of 12 months. Contracts with an Operational Service Date before 23rd September 2003 for the £500 tier have an actual Committed Call Spend of £500.

The following will apply to the **Site Based** option with effect from 1st August 2006,

- (1.1) Site based options will not be available for new supply.
- (1.2) Existing Site Based customers who want to change to a lower, equal or higher Site based tier must start a new Customer Based contract.

The following will apply to the Site Based option with effect from 30th June 2009:

- (1.3) Existing site based customers will not be able to add new lines or convert existing lines on the package..
- (1.4) Customers will no longer be eligible for an End of Contract Period Credit on their annual spend.
- (1.5) Customers on Business Plan (CR) will no longer receive a reconciliation.

2) a **Customer Based** option which has Nominal Committed Call Spend amounts of:

BT Business Plan Lite, BT Business Plan Tiers £250.00, £500.00, £750.00, £5000.00, £30000.00 or £100000.00 per annum with an inland capped call price.

Customers with BT Business Plan Tiers £5000.00, £30000.00 or £100000.00 may request subscription without charge to an option providing capped call prices on specified international routes. Customers with BT Business Plan Tier £750.00 receive this option as standard.

Customers with BT Business Plan Lite or BT Business Plan Tiers £250.00, £500.00, £750.00, £5000.00, £30000.00 or £100000.00 may request subscription without charge to an option providing capped call prices on specified calls to UK mobile numbers.

A contract period of 12 months is available for all BT Business Plan Tiers. Customers with BT Business Plan Tiers £5000.00, £30000.00 or £100000.00 may select a 24 month contract period. A contractual period does not apply to BT Business Plan Lite.

An End of Contract Period Credit applies to Contracts dated before the 20th August 2012 and to any Subsequent Contract. Details of the End of Contract Period Credit are detailed below.

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In addition to the above Customers may select to take an option which allows either their BT Mobile Call Spend or their BT Mobile Call Spend and BT Mobile Line Rental Spend to contribute to their Committed Call Spend under their BT Business Plan (Customer Based) Contract. Customers on customer based contracts, BT Business Plan Lite and BT Business Plan Tiers 250, 500 and 750 are excluded from this option and are not entitled to apply for either of the two types available. The two types available under this option are:

BT Business Plan (Customer Based) with BT Mobile:

- (i) Subject to (iii) below both BT Mobile Call Spend and BT Mobile Line Rental Spend are Non-Eligible & Contributory Spend and do not qualify for any End of Contract Period Credit;
- (ii) All BT Mobile tariffs can be included under this Contract except BT Mobile Direct and BT Talk Time Sharer (previously known as BT Talk Time);
- (iii) Where an EU Roaming Data Extra Optional Extra (as detailed in Section 10 Part 7 is added to an existing Contract for Mobile Service, spend on EU Roaming Data Extra will not be Eligible & Contributory Spend or Non-Eligible & Contributory Spend. Where the EU Roaming Data Extra Optional Extra is ordered at the same time as the Contract for Mobile Service the spend on EU Roaming Data Extra will be Non-Eligible & Contributory Spend.

An End of Contract Period Credit applies to Contracts dated before the 20th August 2012 and to any Subsequent Contract. Details of the End of Contract Period Credit are detailed below.

BT Business Plan (Customer Based) with BT Mobile and Reward:

- (i) PST Call Spend and BT Mobile Call Spend are Eligible & Contributory Spend and any End of Contract Period Credit may be applied against such spend in accordance with the rules set out in this section of the Price List;
- (ii) BT Mobile Line Rental Spend is neither Eligible & Contributory Spend or Non-Eligible & Contributory Spend.
- (iii) The only BT Mobile tariffs that can be included under this Contract are BT Mobile Business Standard, BT Mobile Business Circle and BT Mobile Business Circle Complete;

An End of Contract Period Credit applies to Contracts dated before the 1st July 2012 and to any Subsequent Contract. Details of the End of Contract Period Credit are detailed below.

Customers wishing to take either 'BT Business Plan (Customer Based) with BT Mobile' or 'BT Business Plan (Customer Based) with BT Mobile and Reward' must:

- (a) sign a new Contract with either a 12, 18 or 24 months Contract Period;
- (b) in the case of a Customer with a new BT Mobile Contract, in addition to completing the Application Form, specify in the Customer's BT Mobile Contract this option and the relevant BT Mobile tariff to be included.
- (c) in the case of 'BT Business Plan (Customer Based) with BT Mobile and Reward' option, sign a new BT Mobile Contract which includes the BT Mobile Business Standard tariff or the BT Mobile Business Circle tariff, or the BT Mobile Business Circle Complete tariffs.

BT's terms and conditions for BT Business Mobile Services or BT's terms and conditions for BT Mobile Services apply.

A Customer's Committed Call Spend cannot exceed the next level of Nominal Committed Call Spend.

- Capped call prices subject to certain conditions specified within this Part.

Customers will receive BT Assurance Plus* repair service on all BT Business Plan lines (excluding Private Circuits and Mobile services) as part of this package at no extra charge. See Section 14 :Part 1 . NB *BT Assurance Plus has been withdrawn from new supply with effect from 30th November 2011. This will be withdrawn from all customers between 30th November 2011 to 30th April 2013. New BT Business Plan customers after this date will not receive BTAP. All lines (excluding Private Circuits and Mobile services) will receive Prompt Care included in the line rental charge (see Section 14 Part 1 Sub-part2).

Customers will receive BT Assurance Plus repair service on all BT Business Plan lines (excluding Private Circuits and Mobile services) as part of this package at no extra charge. See [Section 14:Part 1:](#)

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Rollover Contracts

Customers who have committed to a Nominal Committed Call Spend of £5000.00, £30000.00 or £100000.00 and have 11 or more employees

These are contracts which will rollover to a Subsequent Contract Period (to which the Committed Call Spend will apply) upon expiry of a Contract Period or Subsequent Contract Period unless the Customer ends the Contract between the sixth day before the end of a Contract Period or Subsequent Contract Period and the 28th day after the end of a Contract Period or a Subsequent Contract Period.

Contracts dated before the 20th August 2012 - these Contracts will be eligible for an End of Contract Period Credit up to the Spend Measurement Date on or prior to the 31st August 2014. This Spend Measurement Date will be the last date upon which an End of Contract Period Credit will be applied and no End of Contract Period Credit will be applied between that Spend Measurement Date and 31st August 2014.

Where the Customer signs a new contract which is a Subsequent Contract rather than rollover to a Subsequent Commitment Period, the Customer will be eligible for an End of Contract Period Credit up to the Spend Measurement Date on or prior to the 31st August 2014. This Spend Measurement Date will be the last date upon which an End of Contract Period Credit will be applied and no End of Contract Period Credit will be applied between that Spend Measurement Date and 31st August 2014.

Non Rollover Contracts

Customers who have committed to a Nominal Committed Call Spend of £250.00 , £500.00 or £750.00.

These are contracts which will not rollover to a Subsequent Contract Period at the end of the Contract Period.

At the end of the Contract Period:

- a. BT will measure the Customer's eligible spend and apply any End of Contract Period Credit/reconciliation rules as appropriate.
- b. Thereafter the following will apply:
 - i) the contract will continue until terminated by either party as detailed in the Contract and
 - ii) the Subsequent Contract Period, Committed Call Spend and reconciliation will no longer apply.

In addition, the End of Contract Period Credit included in a Contract dated before the 20th August 2012 and to any Subsequent Contract, will no longer apply at the end of the Commitment Period. Details of the End of Contract Period Credit are set out below.

Reconciliation - Customers should note the Reconciliation rules below, which explain the circumstances that would lead to a reconciliation charge being raised if the Adjusted Nominal Committed Call Spend is not achieved. These do not apply to the site based option except for BT Business Plan (CR).

All reconciliation charges which are below £10.00 will be waived off by BT.

Contracts dated before the 20th August 2012 - these Contracts will be eligible for an End of Contract Period Credit up to the Spend Measurement Date on or prior to the 31st August 2014. This Spend Measurement Date will be the last date upon which an End of Contract Period Credit will be applied and no End of Contract Period Credit will be applied between that Spend Measurement Date and 31st August 2014.

Where the Customer signs a new contract which is a Subsequent Contract rather than rollover to a Subsequent Commitment Period, the Customer will be eligible for an End of Contract Period Credit up to the Spend Measurement Date on or prior to the 31st August 2014. This Spend Measurement Date will be the last date upon which an End of Contract Period Credit will be applied and no End of Contract Period Credit will be applied between that Spend Measurement Date and 31st August 2014.

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Definitions

The following definitions apply for the Site Based option:

`**Committed Call Spend**' means the figure the Customer agrees to spend (excluding VAT), on BT Business Plan (Site Based) Services.

`**Contract Period(s)**' means a period of 12 months commencing on the Operational Service Date or an anniversary of the Operational Service Date.

The following definitions apply for the Customer Based option:

`**Committed Call Spend**' means the level of annual spend (net of discount) to which the Customer commits in any Contract Period, as specified in the application form.

`**BT Mobile Call Spend**' means the level of call spend (excluding VAT), including text and call related charges, billed and at those prices set out by BT Mobile.

`**BT Mobile Line Rental Spend**' means the level of mobile line rental spend (excluding VAT), billed and at those prices set out by BT Mobile.

`**BT Mobile Spend**' means the total figure of BT Mobile Call Spend and BT Mobile Line Rental Spend.

`**BT Business Broadband Voice Call Spend (BBV Call Spend)**' means spend (excluding VAT) on calls made using the BT Business Broadband Voice service chargeable at the pence per minute rates set out in the Customer's BT Business Broadband Voice contract. This excludes spend on inclusive call packages and port rentals.

`**Contract Period**' means a period of 12 months or 24 months as selected on the Application Form by the Customer or the term specified in the appropriate Contract commencing on the Operational Service Date or an anniversary of the Operational Service Date.

`**Eligible & Contributory Call Spend**' means:

For BT Business Plan (Customer Based) contracts excluding BT Business Plan (Customer Based) Tiers 250, 500 & 750 contracts and BT Business Plan Lite:

(a) the PST Call Spend (excluding VAT) at the BT Business Plan (Customer Based) prices set out in the BT Price List; and

(b) the BBV Call Spend (excluding VAT) at the pence per minute rates set out in the Customer's BT Business Broadband Voice contract; and

(c) where the Customer takes the BT Business Plan (Customer Based) with BT Mobile and Reward option, the BT Mobile Call Spend (excluding VAT), and

(d) BT MeetMe (UK and Global) bridge access spend, Inbound & Outbound MeetMe call charges (excluding VAT) billed at least one month prior to the Spend Measurement Date.

For BT Business Plan (Customer Based) contracts (Tiers 250, 500 & 750) and BT Business Plan Lite

(a) the PST Call Spend (excluding VAT) at the BT Business Plan (Customer Based) prices set out in the BT Price List; and

(b) the BBV Call Spend (excluding VAT) at the pence per minute rates set out in the Customer's BT Business Broadband Voice contract.

(c) BT MeetMe (UK and Global) bridge access spend, Inbound & Outbound MeetMe call charges (excluding VAT) billed at least one month prior to the Spend Measurement Date.

all of which contribute to achieving the Committed Call Spend and are eligible for any End of Contract Period Credit.

`**Non - Eligible & Contributory Call Spend**' means:

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For BT Business Plan (Customer Based) contracts excluding BT Business Plan (Customer Based) Tiers 250, 500 & 750 contracts and BT Business Plan Lite:

- (a) PST Call Spend (excluding VAT) to which the BT Business Plan (Customer Based) prices have not been applied and which are charged at the prices set out in the BT Price List; and
- (b) IDC Call Charges made using the International Direct Connect product; and
- (c) where the Customer is taking the BT Business Plan (Customer Based) with BT Mobile, the BT Mobile Call Spend (excluding VAT) and BT Mobile Line Rental Spend (excluding VAT).

For BT Business Plan (Customer Based) contracts excluding BT Business Plan (Customer Based) Tiers 250, 500 & 750 contracts and BT Business Plan Lite:

- (a) PST Call Spend (excluding VAT) to which the BT Business Plan (Customer Based) prices have not been applied and which are charged at the prices set out in the BT Price List; and
- (b) IDC Call Charges made using the International Direct Connect product.

all of which contribute to achieving the Committed Call Spend but are not eligible for any End of Contract Period Credit. Where the Customer is taking the BT Business Plan (Customer Based) with BT Mobile and Reward Option, BT Mobile Line Rental spend does not contribute to achieving the Committed Call Spend and is not eligible for any End of Contract Period Credit.

`Spend Measurement Date' means the day and month date specified by BT as the date in each year on which BT will measure the Total Contributory Call Spend and the Eligible & Contributory Call Spend against the Customer's actual annual spend.

`Adjusted Nominal Committed Call Spend' means 85% of Nominal Committed Call Spend.

`End of Contract Period Credit' means a credit on Eligible & Contributory Call Spend which may be applied at the end of a Contract Period as set out in the BT Price List.(Applies to Contracts dated before the 1st July 2012 only.)

`Nominal Committed Call Spend' means the applicable start figure for the spend band within which the Customer's Committed Call Spend lies. This does not apply to Customers on the £500 Site based option where the Operational Service Date is prior to 23rd September 2003.

`Total Contributory Call Spend' means the total of Eligible & Contributory Call Spend and Non-Eligible and Contributory Call Spend.

“Subsequent Contract” means a Contract signed by the Customer on or after the 1st July 2012 which replaces a Contract for BT Business Plan signed prior to the 1st July 2012 (the “Original Contract”) and which is for the same BT Business Plan option and includes the same terms and conditions including but not limited to the Contract Period and Committed Call Spend as those applicable to the Original Contract.

The following definitions apply equally to both Site Based and Customer Based options:

`Capped Calls' means the first hour or any part thereof, of a local or national geographic call, Fixed to Mobile calls charged at fm1, fm3-fm5, fm7, fm8 and fm9 rates within the Fixed to Mobile Capped Calls option or International Direct Dialed calls to the countries included within the `IDD Capped Calls' option. These will be subject to a maximum price as set out in Tables A , B and F below.

`Site' means:

A single set of premises; or

Different sets of premises where none of the sets of premises in question is more than 200 metres in lateral distance from any other. A single set of premises excludes the public highway and means premises whose boundaries touch and are owned by or occupied by a single person. The lines to which discounts apply must be rented from BT by the Customer or the Customer's wholly owned subsidiaries.

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Eligibility

Contracts with a Nominal Committed Call Spend of ,£5000.00, £30000.00or £100000.00 are only available to customers with 11 or more employees

BT Business Customers (including their nominated Subsidiaries) who rent eligible business lines from BT, are eligible to apply for this package. Customers should anticipate spending on Total Contributory Call Spend a minimum of £250 (ex VAT) per annum for each year of the Contract Period for the Customer Based option. BT Business Plan (Site based) has been withdrawn from new supply with effect from 1/8/2006. Customers who rent eligible lines from BT for BT Business Plan (Site based) are entitled to remain on this product subject to the revised rules as detailed within the price list.

Lines registered with BT Bill Direct are eligible for BT Business Plan call prices where the BT Bill Direct billing address is associated with a BT Business Plan billing address.

For the Site Based option;

Calls from the following lines rented from BT by the Customer are excluded from BT Business Plan.-

Residential Lines; Service Provider Calls and Access lines; Payphone lines rented at the standard payphone line rate; Temporary Lines / Temporary Service Lines; Rented Card Phone Line; Lines not provided by BT; Payphones rented at concessionary rates; BT Direct Connect Lines; ISDN Connect; Shared Service Lines; Support Lines; BT Service Lines; FeatureNet Embark; Telepoint; Out of Area Lines.

Residential Lines; Service Provider Calls and Access lines; Payphone lines rented at the standard payphone line rate; Temporary Lines / Temporary Service Lines; Rented Card Phone Line; Lines not provided by BT.

For the Customer Based option;

Calls from the following lines rented from BT by the Customer are excluded from BT Business Plan.-

Residential Lines; Service Provider Calls and Access lines; Payphone lines rented at the standard payphone line rate; Temporary Lines / Temporary Service Lines; Rented Card Phone Line; Lines not provided by BT.

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Exclusions

The following do not contribute to the Total Contributory Call Spend and are not eligible for any End of Contract Period Credit (this is applicable to the Customer Based Option and for contracts dated before the 1st July 2012).

Expenditure on Mobile Services, except those included under a Contract for `BT Business Plan (Customer Based) with BT Mobile' or `BT Business Plan (Customer Based) with BT Mobile and Reward'.

Broadband spend with the exception of BBV Call Spend.

Access (Connection and Rental Charges), will not contribute to the Total Contributory Call Spend, with the exception of:

- (i) those Caller products specified in the Eligible and Contributory section of the Pricing Information; and
- (ii) BT Mobile Line Rental Spend included in the Customer's Contract for `BT Business Plan (Customer Based) with BT Mobile'.

In addition, calls made from the following Products/Services will not contribute to the Total Contributory Call Spend or any End of Contract Period Credit

Chargecard calls billed to a credit card; Exchange lines provided at non-served premises; Inbound Service calls and Network Service facility fees.

Other PST Discount Packages

No other PST call pricing packages (including BT Dual Discount) may be taken in conjunction with BT Business Plan at the same Site.

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Pricing Information

(1)The following Committed Call Spend and Contract Period are required:

For the Customer Based package

Non Rollover Contracts

£250.00 or more per 12 month Contract Period,

£500.00 or more per 12 month Contract Period,

£750.00 or more per 12 month Contract Period,

Rollover Contracts

£5000 per annum or more for each year of each 12 or 24 month Contract Period or

£30000 per annum or more for each year of each 12 or 24 month Contract Period or

£100000 per annum or more for each year of each 12 or 24 month Contract Period

(2)The BT Business Plan call prices associated with the Committed Call Spend amounts are set out in tables A-K at the end of this section.

(3)All other calls not specified in these tables will be charged at BT's standard published prices.

(4)The international routes within BT Business Plan chargebands for International Direct Dialed and International ISDN 64k/bits data calls are detailed in the Call Prices section below. These chargeband definitions are different to BT's standard chargeband definitions and other BT pricing packages.

(5)A Call Set-up charge and a Price Cap will apply to all Local and National geographic Call Prices, to IDD Capped Call Prices (excluding 250 & 500 tiers) and to Fixed To Mobile Capped Call Prices. All other call types will be subject to a Minimum Call Charge. Call prices are detailed in the Call Prices section below.

(6)For lines with Inclusive Call Allowances, the actual chargeable Call Spend will contribute to the Total Contributory Call Spend at the BT Business Plan prices.

for the Site Based Option:

End of Contract Period Credit for the Site Based Option

With effect from 30th June 2009, customers on the Site Based Option will no longer receive the End of Contract Period Credit.

Migration Rules for the Site Based Options:

With effect from 1st August 2006 the BT Business Plan (Site Based) contract will not be available to customers who wish to move sites for the new site. Customers wishing to move sites must terminate the BT Business Plan (Site Based) contract and commence a new BT Business Plan (Customer based) contract for the new site, or customers may migrate to an alternative BT business package.

Customers may terminate the BT Business Plan (Site Based) contract at any time, with or without migration to another BT package.

The new Contract will be for a full Contract Period and spend under the ceased Contract Period will not count towards the Committed Call Spend for the new Contract Period.

Reconciliation Rules for the Site Based Option:

There will be no reconciliation rules applied to Site Based Option contracts (except BT Business Plan (CR)) terminated on 1st October 2006 or later. With effect from 30th June 2009 reconciliation charges will not apply to customers on BT Business Plan (CR).

for the Customer Based Option:

Eligible & Contributory Calls for the Customer Based Option:

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An End of Contract Period Credit applies to Contracts dated before the 20th August 2012. Details of the End of Contract Period Credit are detailed below.

The following types of call spend contribute towards the achievement of the Customer's Committed Call Spend and are eligible for any End of Contract Period Credit calculation, subject to the rules set out in this section of the Price List:

For BT Business Plan (Customer Based) contracts excluding BT Business Plan (Customer Based) Tiers 250, 500 & 750 contracts and BT Business Plan Lite:

- (i) PSTN and ISDN call spend on Local, National, calls charged at g21 rates, Fixed to Mobile, International Direct Dialed, International ISDN 64Kbit and Fixed to International Mobile, and
- (ii) BT Mobile Call Spend under a `BT Business Plan (Customer Based) with BT Mobile and Reward' Contract. BT Mobile Business Standard, BT Mobile Business Circle, and BT Mobile Business Circle Complete are the only BT Mobile tariffs that are eligible and
- (iii) BBV Call Spend at the specified pence per minute rates set out in the Customer's Business Broadband Voice contract.
- (iv) BT MeetMe (UK and Global) bridge access spend, Inbound & Outbound MeetMe call charges (excluding VAT) billed at least one month prior to the Spend Measurement Date.
- (v) BT IP Trunk - access and call spend .
- (vi) BT SIP Trunk - access and call spend.

Note:

Where the Customer's mobile calls and / or rental/access spend is included in another calls and / or line package, that Mobile call and rental spend will not contribute to the Customer's Total Contributory Spend.

For BT Business Plan (Customer Based) contracts (Tiers 250, 500 & 750) and BT Business Plan Lite:

- (i) PSTN and ISDN call spend on Local, National, calls charged at g21 rates, Fixed to Mobile, International Direct Dialed, International ISDN 64Kbit and Fixed to International Mobile; and
- (ii) the BBV Call Spend (excluding VAT) at the specified pence per minute rates set out in the Customer's Business Broadband Voice contract; and
- (iii) BT MeetMe (UK and Global) bridge access spend, Inbound & Outbound MeetMe call charges (excluding VAT) billed at least one month prior to the Spend Measurement Date.
- (iv) BT IP Trunk - access and call spend.
- (v) BT SIP Trunk - access and call spend.

Note:

Where the Customer's mobile calls and / or rental/access spend is included in another calls and / or line package, that Mobile call and rental spend will not contribute to the Customer's Total Contributory Spend.

Non-Eligible & Contributory Call Spend for the Customer Based Option:

The following types of call spend contribute towards the achievement of the Customer's Committed Call Spend but are not eligible for any End of Contract Period Credit calculation:

For BT Business Plan (Customer Based) contracts excluding BT Business Plan (Customer Based) Tiers 250, 500 & 750 contracts and BT Business Plan Lite:

- (i) All other PSTN & ISDN call spend including quarterly rentals on Night Caller, Afternoon Caller, Evening Caller, Weekend Caller and Evening Caller Plus: and

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(ii) BT Mobile Call Spend and BT Mobile Line Rental Spend under a 'BT Business Plan (Customer Based) with BT Mobile' Contract. All BT Mobile tariffs contribute except BT Mobile Direct and BT Talk Time Sharer (previously known as BT Talk Time)

For BT Business Plan (Customer Based) contracts excluding BT Business Plan (Customer Based) Tiers 250, 500 & 750 contracts and BT Business Plan Lite:

(i) All other PSTN & ISDN call spend including quarterly rentals on Night Caller, Afternoon Caller, Evening Caller, Weekend Caller and Evening Caller Plus; and

(ii) IDC Call Charges made using the International Direct Connect product; and

End of Contract Period Credit

As set out below, BT will calculate any applicable End of Contract Period Credit for eligible customers on their last Spend Measurement Date between 1 September 2013 and 31 August 2014. Customers will not be eligible for any further End of Contract Period Credit under a Contract or Subsequent Contract after that last Spend Measurement Date and the End of Contract Period Credit will be withdrawn from Contracts and Subsequent Contracts on 31 August 2014.

The End of Contract Period Credit is included in Contracts dated before the 20th August 2012 and Subsequent Contracts.

Please note the difference between Rollover and Non Rollover Contracts and how this impacts on the Credit. For Non Rollover contracts the End of Contract Period Credit will cease to apply upon expiry of the Contract Period..

The End of Contract Period Credit is calculated on the Spend Measurement Date and applied to a subsequent bill as follows:

TIER	WHICH SPEND MEASURED	CALCULATION	CREDIT APPLIED TO:	AMOUNT OF CREDIT %
£250.00 £500.00 £750.00	Total Contributory Call Spend	greater than the Nominal Committed Call Spend and greater than 85% of their Committed Call Spend	Committed Call Spend	2.5%
		greater than the Nominal Committed Call Spend but less than 85% of the Committed Call Spend	Eligible & Contributory Call Spend	2.5% (subject to a maximum of 2.5% of Nominal Committed Call Spend)
£5000.00 £30000.00 £100000.00	Eligible & Contributory Call Spend	greater than the Nominal Committed Call Spend and greater than 85% of their Committed Call Spend	Committed Call Spend	2.5%
		greater than the Nominal Committed Call Spend but less than 85% of the Committed Call Spend	Nominal Committed Call Spend	

Migration before the end of the Contract Period

TIER	WHICH SPEND MEASURED	LEVEL OF SPEND	CREDIT APPLIED TO WHICH SPEND	AMOUNT OF CREDIT %
£250.00 £500.00 £750.00	Total Contributory Call Spend	greater than the pro-rata Nominal Committed Call Spend and greater than 85% of their pro-rata Committed Call Spend	Pro-rata Committed Call Spend	2.5%

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TIER	WHICH SPEND MEASURED	LEVEL OF SPEND	CREDIT APPLIED TO WHICH SPEND	AMOUNT OF CREDIT %
		greater than the pro-rata Nominal Committed Call Spend but less than 85% of the Committed Call Spend	Pro-rata Eligible & Contributory Call Spend	2.5% (subject to a maximum of 2.5% of Pro-rata Nominal Committed Call Spend)
£5000.00 £30000.00 £100000.00	Eligible & Contributory Call Spend	greater than the pro-rata Nominal Committed Call Spend and greater than 85% of their pro-rata Committed Call Spend	Pro-rata Committed Call Spend	2.5%
		greater than the pro-rata Nominal Committed Call Spend but less than 85% of the Committed Call Spend	Pro-rata Nominal Committed Call Spend	

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BT Mobile Call Spend will be taken into account in determining the Customer's Total Contributory Call Spend with effect from 1 July 2006.

BT Business Plan (Customer Based) with BT Mobile

BT Mobile Spend will be taken into account in determining the Customer's Total Contributory Call Spend with effect from 1 July 2006.

In all cases, any End of Contract Period Credit will be applied against the Customer's PST billing account.

Migration Rules for the Customer Based Option:

Customers may apply at any time during the Contract Period or Subsequent Contract Period, subject to the Reconciliation Rules laid out below, to move:

- (i) up to a higher Committed Call Spend but not to a lower Committed Call Spend. Migration from the Customer-based option to the Site-based option is considered a migration to a lower Committed Call Spend;
- (ii) to another BT product of equivalent or greater Contract Period and the same or greater Committed Call Spend.
- (iii) to BT Business One Plan, without reconciliation, provided that the same or greater Committed Call Spend is maintained. In the case of customers moving from a £750 Nominal Committed Spend customers may take the £500 BT Business One Plan Nominal Committed Spend providing that a £750 Committed Call Spend is maintained or in the case of customers moving from a £10000 Nominal Committed Spend customers may take the £5000 BT Business One Plan Nominal Committed Spend providing that a £10000 Committed Spend is maintained.
- (iv) to BT Business Reward, without reconciliation, provided that the same or greater Committed Call Spend is maintained. In the case of customers moving from the £250 Nominal Committed Spend customers may take the £200 BT Business Reward tier. In the case of customers moving from a £750 Nominal Committed Spend customers may take the £500 BT Business Reward tier. In the case of customers moving from a £10000 Nominal Committed Spend customers may take the £5000 BT Business Reward tier.
- (v) to BT Business Flex, without reconciliation, provided that the same or greater Committed Spend is maintained.
- (vi) to BT Business Complete, without reconciliation, provided that all of the lines in the inventory of the contract are migrated to the BT Business Complete contract.

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The original Contract will be terminated and a new Contract Period commenced. The new Contract will be for a full Contract Period and spend under the ceased Contract Period will not count towards the Committed Call Spend for the new Contract Period.

Customers migrating from another Commitment product may take a lower BT Business Plan level, without reconciliation, providing they have met 85% of their pro rata Adjusted Committed Call Spend, but must retain their previous Committed Call Spend amount for a further Contract Period.

Reconciliation Rules for the Customer Based Option for £250.00, £500.00 & £750.00 Tiers:

BT will allow a 15% tolerance on Customers' Nominal Committed Call Spend to allow for the effect of price reductions during the Contract Period. This means that if the Customer's Total Contributory Call Spend is at least 85% of the Nominal Committed Call Spend, no reconciliation charges will apply.

1. If the Customer's Total Contributory Call Spend is less than 85% of £250.00, £500.00 or £750.00 Nominal Committed Call Spend, selected by the Customer, on the Spend Measurement Date, the Customer will be charged on a bill after the Spend Measurement Date as follows:

A reconciliation payment equal to the difference between the Adjusted Nominal Committed Call Spend and their Total Contributory Call Spend.

2. If the Customer terminates BT Business Plan before the end of the Contract Period and before reaching the Committed Call Spend, then the Customer will be billed a reconciliation charge as follows:

A reconciliation payment equal to the difference between the Adjusted Nominal Committed Call Spend and their Total Contributory Call Spend.

This will be invoiced after the cessation of the Contract.

Reconciliation Rules for the Customer Based Option for £5000.00, £30000.00 & £100000.00 Tiers:

BT will allow a 15% tolerance on Customers' Nominal Committed Call Spend to allow for the effect of price reductions during the Contract Period or Subsequent Contract Period. This means that if the Customer's Total Contributory Call Spend is at least 85% of the Nominal Committed Call Spend, no reconciliation charges will apply.

In respect of the Migration Rules (i) & (ii) above, a reconciliation charge will apply as follows:

If, on the Spend Measurement Date, the Customer's Total Contributory Call Spend is less than 75% of the pro rata Adjusted Nominal Committed Call Spend, the Customer will be billed for 20% of the difference. For example if a Customer commits to spending £30000.00 per annum and migrates six months into the Contract Period or Subsequent Contract Period, they should have spent a minimum of £10125.00 (this being 75% of £13500.00 - six months pro rata of the Adjusted Nominal Committed Call Spend). If the Customer has only spent £9000.00 they will be charged 20% of the difference between £9000.00 and £10125.00.

If;

The Customer's Total Contributory Call Spend at the end of any year within the Contract Period or Subsequent Contract Period is below the Adjusted Nominal 'Committed Call Spend' selected by the Customer

Or

the Customer terminates the Contract before the end of the Contract Period or Subsequent Contract Period and before reaching the Adjusted Nominal Committed Call Spend for any year within the Contract Period or Subsequent Contract Period. The Customer shall pay a reconciliation payment of 20% of the difference between the Total Contributory Call Spend and the Adjusted Nominal Committed Call Spend. This payment will be invoiced after cessation of the Contract against the Customer's PST billing account.

BT Business Plan (Customer Based) with BT Mobile and Reward

BT Mobile Call Spend will be taken into account in determining the Customer's Total Contributory Call Spend with effect from 1 July 2006.

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BT Business Plan (Customer Based) with BT Mobile

BT Mobile Spend will be taken into account in determining the Customer's Total Contributory Call Spend with effect from 1 July 2006.

BT Call Centre Advance (Cca)

Customers can elect to have an option, **BT Call Centre Advance (CCA)**, at the time of choosing BT Business Plan. CCA is an outbound calling option. By paying a monthly channel and/or line fee, Customers will be able to benefit from reduced charges for inland, national geographic and fixed to mobile calls. The monthly fee and associated call charges under CCA will contribute towards the Total Contributory Call Spend for BT Business Plan, See Section 56 Part 19 - BT Call Centre Advance.

BT Business Plan Call Prices

Notes:

Calculating Capped Call Pricing and Set-Up Fees

The price of capped calls will be the Set-up Fee plus the pence per minute rate specified, multiplied by the duration of the call, until the value of the call reaches the cap. The capped call charge will apply until the call duration reaches 1 hour, after which the price of the call will equal the duration of the call less one hour multiplied by the pence per minute rate specified plus the capped call charge from the first hour of the call.

The application of minimum call charges

Where a minimum call charge is applicable the minimum call charge applies once the call has been connected. Where the charge for the call exceeds the minimum call charge the charge for the call is applied rather than the minimum call charge.

BT Business Plan Call Prices

Table A1: Local and National Call Prices - Standard Option - Prices for All Site & Customer Based Tiers At All Times.

Annual Nominal Committed Call Spend12 month contract period	Annual Nominal Committed Call Spend24 month contract period	Pence Per minute At all times	
		Local ational Calls (1)	
		Pence Per Minute	
		Exc VAT	Inc VAT
		pence	pence
Up to and including £5000 per Customer	Up to and including £5000 per Customer	29.00	34.80
£30000 per Customer	£30000 per Customer	27.00	32.40
£100000 per Customer	£100000 per Customer	26.00	31.20

(1) Includes calls charged at g21 rate and shown as 11 under Categorisation for Customer Options in Section 2 Part 11

Table A2: Local and National Call Prices - Tailored Option - Prices for All Tiers At All Times.

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Annual Nominal Committed Call Spend 12 month contract period	Annual Nominal Committed Call Spend 24 month contract period	Pence Per minute	
		At all times	
		Local and National Calls (1)	
		Pence Per Minute	
		Exc VAT	Inc VAT
		pence	pence
Up to and including £5000 per Customer	Up to and including £5000 per Customer	27.00	32.40
£30000 per Customer	£30000 per Customer	27.00	32.40
£100000 per Customer	£100000 per Customer	26.00	31.20

(1) Includes calls charged at g21 rate and shown as 11 under Categorisation for Customer Options in Section 2 Part 11

Table B: Set Up Fees Applicable to All Calls (excluding ISDN 64k/bit).

Annual Nominal Committed Call Spend	Set Up Fee	
	Exc VAT	Inc VAT
	pence	pence
All tiers	29.00	34.80

Table C: Minimum Call Charges Applicable to ISDN 64k/bit Calls

Annual Nominal Committed Call Spend	Minimum Call Charge	
	Exc VAT	Inc VAT
	pence	pence
All tiers	3.00	3.60

Table D: Prices Applicable to the International Direct Dialed (IDD) Calls - Prices for all tiers at all times

International Direct Dialed Chargebands	At all times	
	Exc VAT	Inc VAT
	pence per minute	pence per minute
1	15.00	18.00
2	15.00	18.00
3	15.00	18.00
4	40.00	48.00
5	40.00	48.00
6	40.00	48.00
7	40.00	48.00
8	65.00	78.00
9	65.00	78.00
10	100.00	120.00
11	100.00	120.00
12	165.00	198.00
13	165.00	198.00
13a	173.00	207.60
14	165.00	198.00

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See Table J for a list of countries by IDD chargeband.

Table E: Access Charge for calls to 084, 087, 09 & 118 numbers

Non geographic call services – see [Notices 2015 - 10/15 - Changes to charges for non-geographic call...](#)

The Access Charge for calls to Non geographic numbers – 084, 087, 09, & 118 - will be set at the same rate as the national geographic call.

Table F - Calls to Mobiles

Chargeband	Pence Per minute	
	Exc VAT	Inc VAT
	p	p
fm1	29.00	34.80
fm2	43.00	51.60
fm3	29.00	34.80
fm4	29.00	34.80
fm5	29.00	34.80
fm6	34.00	40.80
fm7	34.00	40.80
fm8	34.00	40.80
fm9	29.00	34.80
fm10	34.00	40.80
fm11	34.00	40.80
fm12	34.00	40.80
fm13	34.00	40.80
fm14	29.00	34.80
fm15	29.00	34.80
fm16	29.00	34.80
fm17	29.00	34.80

Table G - International ISDN 64k/Bits Data Calls

The BT Business Plan prices shown below apply to International ISDN 64k/bits Data Calls for the £250, £500, £750 & £5000 Committed Call Spend. The chargebands are as shown below.

International ISDN 64K/bit Chargebands	Pence Per minute	
	Exc VAT	Inc VAT
	pence	pence
1	36.00	43.200
2	43.20	51.840
3	115.20	138.240
4	180.00	216.000
5	216.00	259.200

See Table K for a list of countries by International ISDN 64k/bit chargebands.

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The BT Business Plan prices shown below apply to International ISDN 64k/bits Data Calls for £30000 and £100000 Committed Call Spend. The chargebands are as shown below.

International ISDN 64K/bit Chargebands	Pence Per minute	
	Exc VAT	Inc VAT
	pence	pence
1	30.00	36.00
2	36.00	43.200
3	96.00	115.20
4	150.00	180.00
5	180.00	216.00

See Table K for a list of countries by International ISDN 64k/bit chargebands.

Table H: Prices for International Direct Dialed (IDD) Calls to Mobile Telephones

IDD calls to some mobile telephones and other special and higher rate services registered in foreign countries will be charged at 37.00p (ex VAT)/44.40p (inc VAT) per minute more than the equivalent pence per minute price shown in Table D above for an IDD call to a fixed telephone in that country. Full details of the destinations and number ranges to which this applies are shown at Section 2 Part 17 .

Prices for Calls From Northern Ireland to the Republic of Ireland

Calls from Northern Ireland to fixed telephones in the Republic of Ireland will be charged at the appropriate Inland rate. Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as calls from the rest of the United Kingdom to mobile telephones registered in the Republic of Ireland.

Table I - BT Text Prices

	Price in Pence per Text	
	24 hr	
	Exc VAT	Inc VAT
	pence	pence
Text to a fixed line in the UK	6.8	8.2
Text to a mobile telephone in the UK	6.8	8.2
UK texts - to a premium rate service*	N/A	N/A

* Texts to premium rate services are not currently available.

Please see Section 2. Part 1 Sub-Part `BT TEXT' for further information relating to the BT Text service.

Table J - International Chargebands for PSTN and ISDN Calls

Applicable to PSTN and ISDN calls for BT Business Plan except for International ISDN 64k/bits Data Calls.

Route	Chargeband
Afghanistan	14
Albania	11
Algeria	11
Andorra	9
Angola	13
Anguilla	12
Antigua & Barbuda	12

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Route	Chargeband
Antilles (Netherlands)	14
Argentina	12
Armenia	12
Aruba	12
Ascension Island	14
Australia	4
Austria	3
Azerbaijani Republic	12
Azores	8
Bahamas	12
Bahrain	10
Bangladesh	8
Barbados	12
Belarus	12
Belgium	2
Belize	13
Benin	13
Bermuda	12

Route	Chargeband
Bolivia	14
Bosnia-Hercegovenia	8
Botswana	13
Brazil	12
Brunei Darussalam	13
Bulgaria	8
Burkina Faso	14
Burundi	14
Cameroon	13
Canada	3
Canary Islands	8
Cape Verde	14
Cayman Islands	12
Central African Rep.	14
Chad	14
Chile	12
China	7
Colombia	12
Congo	13
Costa Rica	13
Cote D'Ivoire	13
Croatia	8

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Route	Chargeband
Cyprus	7
Czech Republic	7
Democratic Republic of the Congo (formerly Zaire)	13
Denmark	3
Dominica	12
Dominican Republic	12
Ecuador	14
Egypt	10
El Salvador	14
Equatorial Guinea	14
Eritrea	14
Estonia	6

Note 1 : Calls to these countries are charged at BT standard prices, see Basic International Call Charges in Section 2 Part 2

Route	Chargeband
Ethiopia (Federal Democratic Republic of)	14
Falkland Islands	14
Faroe Islands	11
Finland	3
France	2
Gabon	14
Gambia	14
Georgia	12
Germany	2
Ghana	13
Gibraltar	9
Greece	3
Grenada (inc. Carriacou)	12
Guadeloupe	12
Guatemala	14
Guinea	14
Guyana	14
Haiti	14
Honduras	14
Hong Kong	4
Hungary	7
Iceland	8
India	8
Indonesia	12
Iran	14
Iraq	14

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Route	Chargeband
Ireland (Republic of)	2
Israel	6
Italy	2
Jamaica	12
Japan	4
Jordan	13
Kazakhstan	12
Kenya	13
Korea Republic (South)	7
Kuwait	10
Kyrgyz Republic	12

Route	Chargeband
Latvia	7
Lebanon	10
Lesotho	14
Liberia	14
Libya	11
Liechtenstein	8
Lithuania	7
Luxembourg	3
Macao	13
Macedonia	11
Madagascar	14
Madeira	8
Malawi (The Republic of)	13
Malaysia	4
Maldives	14
Mali	14
Malta	7
Martinique	12
Mauritania	14
Mauritius	14
Mexico	13a
Moldova	12
Monaco	9
Montenegro	8
Montserrat	12
Morocco	11
Mozambique	14
Myanmar (formerly Burma)	14
Namibia	13

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Route	Chargeband
Nepal	14
Netherlands	2

Route	Chargeband
New Zealand	9
Nicaragua	14
Niger	14
Nigeria	13
Norway	3
Oman	12
Pakistan	8
Palestinian National Authority	6
Panama	13
Paraguay	14
Peru	13
Philippines	12
Poland	7
Portugal	3
Puerto Rico	12
Qatar	10
Romania	8
Russia	7
Rwandese Republic	14
San Marino	9
Saudi Arabia	10
Senegal	13
Serbia	8
Seychelles	13
Sierra Leone	13
Singapore	4
Sint Maarten	14
Slovak Republic	7
Slovenia	7
Somalia	14
South Africa	7
South Sudan	13
Spain (inc. Balearic Islands)	2
Sri Lanka	13

Route	Chargeband
St Kitts & Nevis (formerly St Christopher)	12
St Lucia	12
St Vincent & the Grenadines	12

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Route	Chargeband
Sudan	13
Suriname	14
Swaziland	14
Sweden	2
Switzerland	2
Syria	13
Taiwan	7
Tajikistan	14
Tanzania	13
Thailand	12
Togolese Republic (The)	14
Trinidad & Tobago	12
Tunisia	11
Turkey	7
Turkmenistan	14
Turks & Caicos Is	12
Uganda	13
Ukraine	11
United Arab Emirates	10
Uruguay	12
USA	1
Uzbekistan	12
Vatican City	2
Venezuela	12
Vietnam	14
Virgin Islands (UK)	11
Virgin Islands (USA)	11
Yemen	14
Zambia	13
Zimbabwe	13

Note 1: Calls to all other countries are charged at BT Standard prices, please see Basic International Call Charges in Section 2 Part 2 [Basic International Call Charges](#)

Table K - Chargebands for International ISDN 64k/Bits Data Calls.

Route	Chargeband
Andorra	2
Argentina	5
Australia	3
Austria	2
Azores	2
Bahrain	3
Barbados	3

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Route	Chargeband
Belarus	3
Belgium	2
Bermuda	3
Bosnia-Hercegovenia	2
Brazil	5
Brunei	5
Bulgaria	2
Canada	2
Canary Islands	2
Cape Verde	3
Chile	5
China	4
Colombia	3
Croatia	2
Cyprus (Not including Northern Cyprus)	2
Czech Republic	2
Denmark	2
Egypt	3
Estonia	2
Finland	2
France	2
Germany	2
Ghana	3
Gibraltar	2
Greece	2
Hong Kong	3
Hungary	2
Iceland	2
India	5
Indonesia	4
Irish Republic from Northern Ireland	1
Ireland (Republic of)	2
Israel	3
Italy	2
Japan	4
Jordan	3
Kazakhstan	3
Korea Republic (South)	4
Latvia	2
Liechtenstein	2
Lithuania	2
Luxembourg	2

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Route	Chargeband
Macedonia	2
Madeira	2
Malaysia	4

Route	Chargeband
Maldives	5
Malta	2
Mauritius (Incl. Rodriguez Island)	5
Mexico	3
Monaco	2
Morocco	3
Nepal	5
Netherlands	2
New Zealand	3
Norway	2
Pakistan	4
Peru	5
Philippines	4
Poland	2
Portugal	2
Puerto Rico	2
Qatar	3
Romania	2
Russia	3
Saudi Arabia	3
Serbia	2
Seychelles	5
Singapore	3
Slovakia	2
Slovenia	2
South Africa	3
Spain	2
Sri Lanka	5
Sweden	2
Switzerland	2
Taiwan	5
Thailand	4
Turkey (incl. Northern Cyprus)	3
Uganda	3
United Arab Emirates	3
Ukraine	4
USA	2

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Route	Chargeband
Vatican City	2

Table L : Prices for Calls to Personal Numbering Services

Chargeband	Set Up Fee At All Times		At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence per minute	pence per minute
PN99	29.00	34.80	29.00	34.80

These calls are excluded from the BT Business Plan & BT Business Plan (CR) Call Package and will be charged at the rates shown above at all times.

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Terms and Conditions

- (1) BT's standard terms & conditions for BT Business Services (as appropriate) and the terms and conditions for BT Business Broadband Voice Service as appropriate, will continue to apply to the Customer and its nominated Subsidiaries or holding company, as amended by the Contract for the relevant BT Business Plan option. For `BT Business Plan (Customer Based) with BT Mobile and `BT Business Plan (Customer Based) with BT Mobile and Reward' option, BT's terms and conditions for BT Mobile Services or BT's terms and conditions for BT Business Mobile Services also apply.
- (2) Customers must apply to join the BT Business Plan pricing package. The pricing package will commence from the Operational Service Date specified by BT, and the applicable BT Business Plan PST call prices will be applied from that date.
- (3) Customers applying for BT Business Plan must provide BT with the Inventory which contains details of the eligible PST, Broadband and Mobile lines to be included in the package, and inform BT of any changes throughout the duration of the Contract Period.
- (4) Customers are required to commit to a Committed Call Spend amount (for the Site or Customer Based option) for their:
 - (a) PST Call Spend at the BT Business Plan prices and,
 - (b) BBV Call Spend where they are contracting for the BT Business Plan (Customer Based) option: (excluding Customer Based contracts, BT Business Plan Lite, and BT Business Plan Tiers 250, 500 & 750) and
 - (c) BT Mobile Call Spend where they are contracting for `BT Business Plan (Customer Based) with BT Mobile and Reward' option, which will be charged at the BT Mobile prices specified in the Customer's BT Mobile Services or BT Business Mobile Services Contract: and
 - (d) BT Mobile Spend where they are contracting for BT Business Plan (Customer Based) with Mobile at the BT Mobile prices specified in the Customer's BT Mobile services or BT Business Mobile Services Contract.
- (5) All lines and Sites included in the BT Business Plan package will have all other PST call pricing packages ceased from the Operational Service Date of the BT Business Plan package, with the exception of those packages shown in the Eligibility section above.
- (6) Customers moving from a BT Choices package will not face any reconciliation charges for moving from that package to the BT Business Plan package. Reconciliation charges may apply to Customers moving from an existing BT Commitment product to the BT Business Plan package. All reconciliation charges which are below £10.00 will be waived off by BT.
- (7) For Contracts for the Customer Based Option that are dated before 1st July 2012,

if the Customer reaches the Total Contributory Call Spend part way through the Contract Period of the package and then ceases the package, the Customer will receive any End of Contract Period Credit after cessation. In this case the Spend Measurement Date for the calculation of any End of Contract Period Credit will be the date of cessation and the Contract Period will be the period that the contract was in force. For `BT Business Plan (Customer Based) with BT Mobile and `BT Business Plan (Customer Based) with BT Mobile and Reward' option, calculation of the Total Contributory Call Spend is subject to the special rules specified under the Pricing Information part of this section of the Price List entry.
- (8) Customers are entitled to an average of four hours calling per day of Capped Calls (for each call type for which there is a Capped Call price) from any one line to any one number throughout each calendar month. Usage beyond this level will be subsequently charged at BT Business Plan pence per minute prices as set out in Tables A and B, unless, in addition, the average number of calls per day per calendar month to the relevant number is 16 or greater. The average of four hours per day per calendar month is calculated by dividing the total duration of Capped Calls to any one number in any calendar month by the number of days in that calendar month. The average number of calls to any one number per day per calendar month is calculated by dividing the total number of Capped Calls to any one number in any calendar month by the number of days in that calendar month.

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Additional Information

Direct Debit will be the preferred payment option.

Other additional benefits include:

BT Call Tracker reports*. See Section [2Part 20](#)

The customer may also receive: BT Call Tracker - by registering on BT.COM via the My BT Account and this will subsequently be provided at no additional charge until the BT Business Plan contract is terminated unless a contract with another qualifying package is signed. *Please note that this service is not available on all lines. Lines will be checked for eligibility at the point of order. BT Call Tracker is provided subject to its own terms and conditions available at <http://www.bt.com/terms>