

Section 56: Business Customer Options

Part 18: BT Business VoIP Services

Subpart 12: BT Cloud Voice Express

1. BT Cloud Voice Express pricing information
2. BT Cloud Voice Express call plan
3. Conditions and additional charges

Words that are capitalised but have not been defined in this BT Price List entry have the meanings given to them in the General Terms and the BT Cloud Voice Express Schedule found at [https://business.bt.com/terms/under the 'IP Communications' heading](https://business.bt.com/terms/under%20the%20'IP%20Communications'%20heading).

This BT Price List entry sets out the Charges payable for your BT Cloud Voice Express Service.

1. BT Cloud Voice Express pricing information

User packages

User Package	Minimum term	Monthly Recurring Charges	One-off payments
		Exc. VAT (£)	Exc. VAT (£)
BT Cloud Voice Express (W60P)*	12 months	£21	£30
	24 months	£18.50	£30
	36 months	£18.50	£30
BT Cloud Voice Express (W56H)**	12 months	£21	£30
	24 months	£18.50	£30
	36 months	£18.50	£30
BT Cloud Voice Express	12 months	£21	£30
	24 months	£18.50	£30
	36 months	£18.50	£30

*This user package is provided with an inclusive Yealink W60P IP phone or any other appropriate successor phone.

**This user package provided with an inclusive Yealink W56H IP phone or any other appropriate successor phone.

IP Phones

This refers to IP Phones sold for use with the BT Cloud Voice Express Service.

Charges for IP Phones are as specified on your Order.

Delivery

A one off charge of £9.95 per order applies for delivery of IP Phones per Order.

2. BT Cloud Voice Express call plan

The following tables set out the call charges applicable under BT Cloud Voice Express. Calls to any destination not detailed below will be priced at Business Baseline rates as set out in the BT Price List here: (http://www.bt.com/pricing/current/Call_Charges_boo/0016_d0e1.htm#0016-d0e1).

Internal 'On-Net' Calls i.e. calls to other numbers within the Customer's BT Cloud Voice Express service, are free of charge at all times.

Table A: Set up fee

	At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT
	pence per minute	pence per minute

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All call types in the tables below	10.00	12.00
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Table B: Prices for Local and National Geographic Calls

	At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT
	pence per minute	pence per minute
Local/National	10.00	12.00

Also includes calls charged at g21 rate and shown as 11 under Categorisation for Customer Options in Section 2 Part 11.

Table C: Prices for Calls to Mobiles

Chargeband	At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT
	pence per minute	pence per minute
fm1	14.00	16.80
fm2	14.00	16.80
fm3	14.00	16.80
fm4	14.00	16.80
fm5	14.00	16.80
fm6	14.00	16.80
fm7 *	18.00	21.60
fm8	14.00	16.80
fm9 *	18.00	21.60
fm10 *	18.00	21.60
fm11 *	23.00	27.60
fm12	14.00	16.80
fm13 *	23.00	27.60
fm14	14.00	16.80
fm15 *	18.00	21.60
fm16	14.00	16.80
fm17 *	18.00	21.60

* These calls are excluded from the BT Cloud Voice Express UK Unlimited Call Package and will be charged at the rates shown above at all times.

Table D: Prices for International Direct Dialed (IDD) Calls to Fixed Lines

Chargebands	At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT
	pence per minute	pence per minute
1	5.00	6.00
2	5.00	6.00
3	5.00	6.00
4	15.00	18.00

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Chargebands	At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT
	pence per minute	pence per minute
5	15.00	18.00
6	15.00	18.00
7	15.00	18.00
8	40.00	48.00
9	40.00	48.00
10	40.00	48.00
11	40.00	48.00
12	75.00	90.00
13	75.00	90.00
13a	80.00	96.00
14	100.00	120.00

For a list of countries by IDD chargebands see Table H

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 E: Prices for International Direct Dialed (IDD) Calls to Mobile Telephones and other Special and Higher

Chargebands	At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT
	pence per minute	pence per minute
1	n/a	n/a
2	25.00	30.00
3	25.00	30.00
4	35.00	42.00
5	35.00	42.00
6	35.00	42.00
7	35.00	42.00
8	60.00	72.00
9	60.00	72.00
10	60.00	72.00
11	60.00	72.00
12	95.00	114.00
13	95.00	114.00
13a	n/a	n/a
14	120.00	144.00

Full details of the destinations and number ranges to which these charges apply are shown at Section 2 Part 17.

For a list of countries by IDD chargeband see Table H.

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

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Non geographic call services – see Notices 2015 - 10/15 - Changes to charges for non-geographic calls (084, 087, 09 and 118) on business fixed lines

At All Times (Day, Evening & Weekend)	
Exc VAT	Inc VAT
pence per minute	pence per minute
10.00	12.00

All Other Call Prices

Call prices not covered in Tables A to H will be charged in accordance with the Standard Contract including call prices for fixed calls to WiFi Specialised Services [FW] covering bands FW1 – FW12 inclusive. Calls to WiFi Specialised Services are available at Section 2 Part 1 Sub Part 2. Wi-Fi group codes are available at Section 2 Part 12 Sub Part 1.

Table H - International Chargebands for Cloud Voice Express calls

Route	Chargeband
Afghanistan	14
Albania	11
Algeria	11
Andorra	9
Angola	13
Anguilla	12
Antarctica Australian Territory	14
Antigua & Barbuda	12
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
Bhutan	14
Bolivia	14
Bosnia-Herzegovenia	8
Botswana	13

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Route	Chargeband
Brazil	12
Brunei Darussalam	13
Bulgaria	8
Burkina Faso	14
Burundi	14
Cambodia (Kingdom of)	14
Cameroon	13
Canada	3
Canary Islands	8
Cape Verde	14
Cayman Islands	12
Central African Rep.	14
Chad	14
Chile	12
China	5
Christmas Island	14
Cocos Islands	14
Colombia	12
Comoros	14
Congo	13
Cook Islands	14
Costa Rica	13
Cote D'Ivoire	13
Croatia	8
Cuba	14
Cyprus (North and South)	7
Czech Republic	5
Democratic Republic of the Congo (formerly Zaire)	13
Denmark	3
Diego Garcia	14
Djibouti	14
Dominica	12
Dominican Republic	12
East Timor	14
Ecuador	14
Egypt	10
El Salvador	14
Equatorial Guinea	14
Eritrea	14
Estonia	6
Ethiopia (Federal Democratic Republic of)	14
Falkland Islands	14

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Route	Chargeband
Faroe Islands	11
Fiji	14
Finland	3
France	2
French Guiana	14
French Polynesia	14
Gabon	14
Gambia	14
Georgia	12
Germany	2
Ghana	13
Gibraltar	9
Greece	3
Greenland	14
Grenada (inc. Carriacou)	12
Guadeloupe	12
Guam	14
Guatemala	14
Guinea	14
Guinea Bissau	14
Guyana	14
Haiti	14
Honduras	14
Hong Kong	4
Hungary	5
Iceland	8
India	8
Indonesia	12
Iran	14
Iraq	14
Ireland (Republic of)	2
Israel	5
Italy	2
Jamaica	12
Japan	4
Jordan	13
Kazakhstan	12
Kenya	13
Kiribati	14
Korea PDR (North)	14
Korea Republic (South)	5
Kuwait	10

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Route	Chargeband
Kyrgyz Republic	12
Laos	14
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
Marshall Island	14
Martinique	12
Mauritania	14
Mauritius	14
Mayotte	14
Mexico	13a
Micronesia	14
Moldova	12
Monaco	9
Mongolia	14
Montenegro	8
Montserrat	12
Morocco	11
Mozambique	14
Myanmar (formerly Burma)	14
Namibia	13
Nauru	14
Nepal	14
Netherlands	2
New Caledonia	14
New Zealand	9
Nicaragua	14
Niger	14

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Route	Chargeband
Nigeria	13
Niue	14
Norfolk Islands	14
Northern Marianas	14
Norway	3
Oman	12
Pakistan	8
Palau (The Republic of)	14
Palestinian National Authority	5
Panama	13
Papua New Guinea	14
Paraguay	14
Peru	13
Philippines	12
Poland	5
Portugal	3
Puerto Rico	12
Qatar	10
Reunion	14
Rodriguez Islands	14
Romania	8
Ross Island	14
Russia	5
Rwandese Republic	14
Samoa (US)	14
Samoa (Western)	14
San Marino	9
Sao Tome & Principe	14
Saudi Arabia	10
Senegal	13
Serbia	8
Seychelles	13
Sierra Leone	13
Singapore	4
Sint Maarten	14
Slovak Republic	5
Slovenia	5
Solomon Islands	14
Somalia	14
South Africa	7
South Sudan	13
Spain (inc. Balearic Islands)	2

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Sri Lanka	13
St Helena	14
St Kitts & Nevis (formerly St Christopher)	12
St Lucia	12
St Pierre & Miquelon	14
St Vincent & the Grenadines	12
Sudan	13
Suriname	14
Swaziland	14
Sweden	2
Switzerland	2
Syria	13
Taiwan	5
Tajikistan	14
Tanzania	13
Thailand	12
Togolese Republic (The)	14
Tokelau	14
Tonga	14
Trinidad & Tobago	12
Tunisia	11
Turkey	7
Turkmenistan	14
Turks & Caicos Is	12
Tuvalu	14
Uganda	13
Ukraine	11
United Arab Emirates	10
Uruguay	12
USA	1
Uzbekistan	12
Vanuatu	14
Vatican City	2
Venezuela	12
Vietnam	14
Virgin Islands (UK)	11
Virgin Islands (USA)	11
Wallis & Futuna	14
Yemen	14
Zambia	13
Zimbabwe	13

Table I - Prices for Calls to Personal Numbering Services

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Chargeband	At All Times (Day, Evening & Weekend)	
	Exc VAT	Inc VAT
	pence per minute	pence per minute
PN99	14.00	16.80

These calls are excluded from the BT Business Call UK Unlimited Call Package and will be charged at the rates shown above at all times.

Call Packages

The following Call Packages as set out in the tables below, are available at an Additional Monthly Recurring Subscription Charge

Call Package	Minute Allowance	Included Call Types (Only call types that are expressly specified in this Price List section are included)	Additional Monthly Subscription Charge per Line (exc VAT)
UK Unlimited Call Package	Unlimited (subject to each call being less than 60 minutes. See Conditions number 2 below).	Inland Calls which are defined as: 01, 02, 03, 05 (where charged at G21 rates), and Calls from Northern Ireland to fixed destinations in the Republic of Ireland • Fixed to UK Mobile Calls (excludes calls to * specialised numbers and other rates – see also Table C);	£14.90

* Calls to WiFi Specialised numbers are excluded from the BT Business Call Cloud Voice Express UK Unlimited Call Package and will be charged at the standard rates at all times.

Call Package Additional Terms and Conditions

The Call Package is subject to the following additional terms and conditions:

- Application of the Call Package - if the customer opts into the Call Package, then all user packages within the customer's Cloud Voice Express service must have the Call Package applied to them (in which case the Additional Monthly Subscription Charge will apply per user package).
- BT will charge for calls that are not included within the Call Package and minutes in excess of the 60 minutes at the relevant pence per minute rates set out above.
- Additions and Deletions - The Customer can add and remove the Call Package from User Packages at any time. If they choose to add or remove a Call Package from a User Package, the following applies:
 - Removal of a Call Package – the Call Package must be removed from all user packages in the CVE Service
 - Addition of a Call Package – the Call Package must be applied to every user package in the CVE Service (in which case the Additional Monthly Subscription Charge will apply per user package)
- Duration and call rounding is in accordance with the General Notes- under Dialed Call Charges.

Note: Where the Customer does not pay by Direct Debit the Payment Processing Fee set out in Section 15 Part 12 Subpart 3 will apply.