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Subpart 9: BT Cloud Voice

BT Cloud Voice pricing information

1. Installation, connection and set-up charges

	One off charge
	Exc. VAT (£)
BT Cloud Voice Service Connection Charge	£100.00
Optional Services	
BT Cloud Voice – Onsite installation charge (per site) (excludes Phone, LAN and Gateway installation, charges for which are set out below)	£75.00
BT Cloud Voice – Phone installation charge (per handset)	£9.00
BT Cloud Voice – LAN installation charge (per LAN)	£50.00
BT Cloud Voice – SIP Gateway Installation (per Gateway)	£75.00

Note: devices refer to IP Phone installations

2. Monthly payment charges (including associated one-off connections charges)

2.1 User Feature Pack Licenses (per licence)

	One-off payments	Monthly rental payments	Optional Total Care monthly charge
	Connection Charge Exc. VAT (£)	Exc. VAT (£)	Exc. VAT (£)
BT Cloud Voice Basic User - Minimum Period of 1 year	£0.00	£8.40	£1.20
BT Cloud Voice Connect User - Minimum Period of 1 year	£0.00	£11.50	£1.70
BT Cloud Voice Collaborate User - Minimum Period of 1 year	£0.00	£17.80	£2.40
BT Cloud Voice Basic User - Minimum Period of 2 years	£0.00	£6.70	£1.10
BT Cloud Voice Connect User - Minimum Period of 2 years	£0.00	£9.20	£1.50
BT Cloud Voice Collaborate - Minimum Period of 2 years	£0.00	£14.30	£2.10
BT Cloud Voice Basic User - Minimum Period of 3 years	£0.00	£6.70	£1.10
BT Cloud Voice Connect User - Minimum Period of 3 years	£0.00	£9.20	£1.50
BT Cloud Voice Collaborate User - Minimum Period of 3 years	£0.00	£14.30	£2.10
BT Cloud Voice Basic User - Minimum Period of 5 years	£0.00	£6.30	£1.00
BT Cloud Voice Connect User - Minimum Period of 5 years	£0.00	£8.70	£1.40
BT Cloud Voice Collaborate User - Minimum Period of 5 years	£0.00	£13.40	£2.00
BT Cloud Voice SIP-T Essentials User (unlimited users)	£0.00	£0.00	£0.00
BT Cloud Voice SIP Trunk Channel – Minimum Period of 1 month	£10.00	£10.00	£1.00
BT Cloud Voice SIP Trunk Channel – Minimum Period of 1 year	£10.00	£7.00	£1.00
BT Cloud Voice SIP Trunk Channel – Minimum Period of 2 years	£10.00	£6.00	£1.00
BT Cloud Voice SIP Trunk Channel – Minimum Period of 3 years	£10.00	£5.00	£1.00

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	One-off payments	Monthly rental payments	Optional Total Care monthly charge
	Connection Charge Exc. VAT (£)	Exc. VAT (£)	Exc. VAT (£)
BT Cloud Voice SIP Trunk Channel – Minimum Period of 5 years	£10.00	£3.00	£1.00

In accordance with Clause 2.10 of the Conditions, the Service Care Level of maintenance BT will provide will be either Prompt Care (included within rental charge) or Total Care (optional charge) as specified in the order or as advised at the time the order was placed. Details of the Service Care Levels are included in Section 14 (http://www.bt.com/pricing/current/Maintenance_boo/sectoc.htm#0201-d0e1-section)

2.2 User Add-on Licenses (per licence)

	One-off payments	Monthly rental payments
	Connection Charge Exc. VAT (£)	Exc. VAT (£)
BT Cloud Voice - Reception Console	£0.00	£15.00
BT Cloud Voice - Receptionist Small Business	£0.00	£8.00
BT Cloud Voice - Shared Call Appearance	£0.00	£1.00
BT Cloud Voice - Toolbar - No longer available for new supply.	N/A	£0.50
BT Cloud Voice - Busy Lamp Field	£0.00	£0.50
BT Cloud Voice - Hot Desking Host	£0.00	£0.80
BT Cloud Voice - Hot Desking Guest	£0.00	£0.80
BT Cloud Voice – CRM Integrator	£0.00	£3.00
BT Cloud Voice – CRM Lite	£0.00	£0.50
BT Cloud Voice - Go TAPI	£0.00	£2.00
BT Cloud Voice - UC Business	£0.00	£3.00
BT Cloud Voice - Call Recording – No longer available for new supply	N/A	£6.00
BT Cloud Voice - Call Recording up to 1 year storage	£0.00	£2.00
BT Cloud Voice - Call Recording up to 3 years storage	£0.00	£3.50
BT Cloud Voice - Call Recording up to 5 years storage	£0.00	£5.00
BT Cloud Voice - Call Recording up to 7 years storage	£0.00	£7.00
BT Cloud Voice - Fax Messaging	£0.00	£0.50
BT Cloud Voice – User Failover	£0.00	£0.25
BT Cloud Voice – Smart Forwarding	£0.00	£0.25
BT Cloud Voice Call Analytics End Point Licence – Charge for Insight	£0.00	£0.30
BT Cloud Voice Call Analytics End Point Licence – Charge for Report	£0.00	£0.60
BT Cloud Voice Call Analytics End Point Licence – Charge for Report Premier	£0.00	£0.60
BT Cloud Voice Call Analytics Supervisor Licence – Charge for Insight	£0.00	£5.00
BT Cloud Voice Call Analytics Supervisor Licence – Charge for Report	£0.00	£8.00
BT Cloud Voice Call Analytics Supervisor Licence – Charge for Report Premier	£0.00	£25.00

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	One-off payments	Monthly rental payments
	Connection Charge Exc. VAT (£)	Exc. VAT (£)
BT Cloud Voice Call Analytics Insight User Licence – Charge for Report / Report Premier	£0.00	£5.00
BT Cloud Voice Call Analytics MyConsole Licence – Charge for Report / Report Premier	£0.00	£3.00
BT Cloud Voice Call Analytics View Agent Licence – Charge for Report Premier	£0.00	£10.00

(a) A minimum of one BT Cloud Voice Call Analytics Supervisor Licence per account is required for BT Cloud Voice Call Analytics.

(b) As part of BT Cloud Voice Call Analytics, BT will automatically assign a BT Cloud Voice Call Analytics End Point Licence for each BT Cloud Voice Licence and BT Cloud Voice SIP Trunk Channel. If additional BT Cloud Voice Licences or BT Cloud Voice SIP Trunk Channels are added in life, BT will also add the corresponding number of BT Cloud Voice Call Analytics End Point Licences and will levy Charges accordingly.

2.3 Site Add-on Licenses (per licence)

	One-off payments	Monthly rental payments
	Connection Charge Exc. VAT (£)	Exc. VAT (£)
BT Cloud Voice - Auto Attendant	£0.00	£8.00
BT Cloud Voice - Call Centre ACD	£0.00	£14.00
BT Cloud Voice - Hunt Group Plus	£0.00	£4.00
BT Cloud Voice - Call Centre ACD Plus	£0.00	£4.00

2.4 Geographic Numbers (per number)

	One-off payments	Monthly rental payments
	Connection Charge Exc. VAT (£)	Exc. VAT (£)
BT Cloud Voice Geographic Number	£1.00	£0.50

2.5 BT Cloud Voice – Customer Training

	One-off	Monthly Rental
BT Cloud Voice Training - 3 year	£0.00	£12.00
BT Cloud Voice Training - 5 year	£0.00	£10.00
BT Cloud Voice Training - 1 year (outright sale)	£400.00	£0.00
BT Cloud Voice On Site Training-Telephony Admin	£650.00	£0.00
BT Cloud Voice On Site Training - Using the Sys	£650.00	£0.00
Soft Skills Training (up to 50 individual registrations)	£0.00	£10.00
Business Skills Training (up to 50 individual registrations)	£0.00	£10.00

2.6. Door Entry Systems Maintenance

Minimum Period of Service	Monthly Recurring Charge per device		
	12 months	36 months	60 months
BT Cloud Voice Access Control - Visitor	£12.30	£11.07	£10.46

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		Monthly Recurring Charge per device	
BT Cloud Voice Access Control - Visitor & Staff	£12.90	£11.61	£10.97

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BT Cloud Voice Call Sharer Plan

	Monthly rental payments
	Exc. VAT (£)
BT Cloud Voice UK Sharer Plan options	
BT Cloud Voice UK Sharer Plan (PAYG)	£0.00
BT Cloud Voice UK Sharer Plan 500	£11.25
BT Cloud Voice UK Sharer Plan 1000	£22.50
BT Cloud Voice UK Sharer Plan 2500	£56.25
BT Cloud Voice UK Sharer Plan 5000	£112.50
BT Cloud Voice UK Sharer Plan 10000	£225.00
BT Cloud Voice UK Sharer Plan 20000	£400.00
BT Cloud Voice UK Sharer Plan 40000	£775.00
BT Cloud Voice UK Sharer Plan 60000	£1100.00
BT Cloud Voice UK Unlimited (User)	£7 per User Feature Pack (see paragraph 2.7)
BT Cloud Voice UK Unlimited (Channel)	£10 per Channel (see paragraph 2.8)
BT Cloud Voice International Sharer Plan options	
BT Cloud Voice International Sharer Plan (PAYG)	£0.00
BT Cloud Voice International Sharer Plan 100	£2.25
BT Cloud Voice International Sharer Plan 200	£4.50
BT Cloud Voice International Sharer Plan 500	£11.25
BT Cloud Voice International Sharer Plan 1000	£22.50
BT Cloud Voice International Sharer Plan 2000	£45.00
BT Cloud Voice International Sharer Plan 5000	£110.00
BT Cloud Voice International Sharer Plan 10000	£215.00

NOTES**1. Sharer Plans**

Customers must choose a single BT Cloud Voice UK Sharer Plan option **and** a BT Cloud Voice International Sharer Plan option for use with their BT Cloud Voice Service.

2. BT Cloud Voice UK Sharer Plan

2.1 The chargeable options available for BT Cloud Voice UK Sharer Plan are stated within the table above (BT Cloud Voice Sharer Plan).

2.2 The numerical value denotes the number of minutes per calendar month within each Sharer Plan for use across all users of the BT Cloud Voice Service. These are for Inland and Fixed to Mobile call types as specified in 2.3 and 2.4 below.

2.3 Inland Calls are defined as: 01, 02, 03, 05 (where charged at G21 rates) and calls to fixed destinations in the Republic of Ireland.

2.4 Fixed to Mobile calls which covers all charge bands, currently FM1 - FM17. Please refer to Section 2, Part 12, Subpart 1 of the BT Price List for more information.

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2.5 When the Customer opts for the BT Cloud Voice UK Sharer Plan (PAYG) the Customer will be charged for all UK calls in accordance with the Call Charges (as set out below paragraph 5.6.1). There will be no calls allowed free of charge apart from those described in paragraph 5.1.

2.6 Where the Customer opts for the BT Cloud Voice UK Sharer Plan Unlimited the Customer will be provided with Unlimited minutes for call types as described in paragraph 2.3 and 2.4 subject to each call being less than 60 minutes. Call not included within the BT Cloud Voice UK Sharer Plan Unlimited, and minutes in excess of the 60 minutes, are charged at the relevant pence per minute rates set out in paragraph 5.6.1.

2.7 Where the Customer opts for the BT Cloud Voice UK Sharer Plan Unlimited they will be charged on a per User Feature Pack basis. Customers will be charged for the BT Cloud Voice UK Unlimited (User), as stated within the table above, per User Feature Pack (of types Basic, Connect & Collaborate). The total BT Cloud Voice UK Sharer Plan Unlimited charge will be for the total number of User Feature Packs the Customer has in that period.

2.8 Where the Customer opts for the BT Cloud Voice UK Sharer Plan Unlimited they will be charged on a per Channel basis. Customers will be charged for the BT Cloud Voice UK Unlimited (Channel), as stated within the table above. The total BT Cloud Voice UK Sharer Plan Unlimited charge will be for the total number of Channels the Customer has in that period.

3. BT Cloud Voice International Sharer Plan

3.1 The chargeable options available for BT Cloud Voice International Sharer Plan are stated within the table above (BT Cloud Voice Sharer Plan).

3.2 The numerical value denotes the number of minutes per calendar month within each Sharer Plan for use across all users of the BT Cloud Voice Service. For PAYG (currently only available on BT Cloud Voice International Sharer Plan) calls will be charged at per minute pricing as stated below in paragraph 5.6.3.

3.3 International calls exclude:

(a) International Mobile

(b) International Special and Higher Rate service numbers

(For (a) and (b) above, please refer to paragraph 5.6.3 for more information)

(c) Calls to the countries listed in the table below (see section 5.6.3 for call charging details):

Afghanistan	Fiji	Nicaragua
Albania	Gabon	Niger
Antarctica Australian Territory	Gambia	Niue Island
Armenia	Ghana	Palau
Ascension Island	Greenland	Papua New Guinea
Azerbaijan	Guinea	Ross Island
Belarus	Guinea-Bissau	Rwanda
Belize	Guyana	Samoa (Western)
Benin	Haiti	Sao Tome And Principe
Bosnia	Ivory Coast (Cote D Ivoire)	Serbia
Burkina Faso	Kiribati	Seychelles
Cape Verde	Korea (North)	Sierra Leone
Central African Republic	Liberia	Solomon Island
Chad	Libya	Somalia
Comoros	Macedonia	Sri Lanka
Congo	Madagascar	St Helena
Cook Islands	Maldives	Suriname

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Cuba	Mali	Togolese Republic (The)
Democratic Republic Of Congo	Marshall Islands	Tokelau
Diego Garcia	Mauritania	Tonga
Djibouti	Micronesia	Tunisia
East Timor	Moldova	Tuvalu
Eritrea	Monaco	Vanuatu
Ethiopia	Myanmar	Yemen
Falkland Islands	Nauru	

4. BT Cloud Voice UK Sharer Plan and/or BT Cloud Voice International Sharer Plan minutes

Where a BT Cloud Voice UK Sharer Plan and/or BT Cloud Voice International Sharer Plan includes a number of minutes, sub- paragraphs 4.1- 4.2 below apply.

For the purposes of paragraph 4, "plan" means the BT Cloud Voice UK Sharer Plan, or BT Cloud Voice International Sharer Plan, or both, as applicable.

4.1 Minutes must be used within the calendar month and unused minutes will not be carried over into the following month. Unused minutes will be lost on termination of the contract.

4.2 Where call usage within the plan exceeds the stated number of minutes per calendar month, the Customer will be charged for any calls in excess of the stated number of minutes from the next calendar day until the end of that calendar month, in accordance with the Call Charges (as set out below paragraph 5.6).

5. BT Cloud Voice UK Sharer Plan and/or BT Cloud Voice International Sharer Plan Call Charges

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

5.2 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).

5.3 Call Charge Rounding - call charges are rounded up to the whole penny.

5.4 Duration Rounding - call durations are rounded up to the next 60 seconds.

5.5 No Set-Up Fee or Minimum Call Charge is applied.

5.6 Call Charges

5.6.1 The following charges apply to BT Cloud Voice UK Sharer Plans

(a) These Rates Apply Once Call Sharer Allowance has been consumed

Call Type	Pence per Minute		
	Daytime Pence per Minute Rate (Ex Vat)	Evening Pence per Minute Rate (Ex Vat)	Weekend Pence per Minute Rate (Ex Vat)
Local	2.00	2.00	2.00
National	2.00	2.00	2.00
g21 Rate	2.00	2.00	2.00
NI to RoI (fixed line destination)	2.00	2.00	2.00
GB to RoI (fixed line destination)	2.00	2.00	2.00

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 call...](#)

Daytime Pence per Minute Rate (Ex Vat)	Evening Pence per Minute Rate (Ex Vat)	Weekend Pence per Minute Rate (Ex Vat)
2.00	2.00	2.00

UK Fixed to Mobile Pence per Minute Rates			
Call Type	Daytime Pence per Minute Rate (Ex Vat)	Evening Pence per Minute Rate (Ex Vat)	Weekend Pence per Minute Rate (Ex Vat)
fm1-fm17	7	7	7
PN99	7	7	7

Please be aware PN99 calls are excluded from the Call Sharer Allowance and will be charged at the above rate at all times.

(b) These **Rates Apply to customers who have opted for the BT Cloud Voice UK Sharer Plan (PAYG) option.**

Call Type	Pence per Minute		
	Daytime Pence per Minute Rate (Ex Vat)	Evening Pence per Minute Rate (Ex Vat)	Weekend Pence per Minute Rate (Ex Vat)
Local	2.00	2.00	2.00
National	2.00	2.00	2.00
g21 Rate	2.00	2.00	2.00
NI to RoI (fixed line destination)	2.00	2.00	2.00
GB to RoI (fixed line destination)	2.00	2.00	2.00

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...](#)

Daytime Pence per Minute Rate (Ex Vat)	Evening Pence per Minute Rate (Ex Vat)	Weekend Pence per Minute Rate (Ex Vat)
2.00	2.00	2.00

UK Fixed to Mobile Pence per Minute Rates			
Call Type	Daytime Pence per Minute Rate (Ex Vat)	Evening Pence per Minute Rate (Ex Vat)	Weekend Pence per Minute Rate (Ex Vat)
fm1-fm17	6	6	6
PN99	6	6	6

5.6.2 The following charges apply to BT Cloud Voice International Sharer Plans

INTERNATIONAL FIXED LINE DESTINATIONS

IDD Destination.	Pence per Minute Rates Apply Once Call Sharer Allowance has been consumed.
Algeria	40
Andorra	25
Angola	75
Anguilla	55
Antigua & Barbuda	55

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IDD Destination.	Pence per Minute Rates Apply Once Call Sharer Allowance has been consumed.
Argentina	55
Aruba	55
Australia	7
Austria	5
Azores	20
Bahamas	55
Bahrain	30
Bangladesh	20
Barbados	55
Belgium	4
Bermuda	55
Bhutan	95
Bolivia	95
Botswana	75
Brazil	55
Brunei	75
Bulgaria	20
Burundi	95
Cambodia	95
Cameroon	75
Canada	5
Canary Islands	20
Cayman Islands	55
Chile	55
China	10
Christmas Island (I.O.)	95
Cocos Is	95
Colombia	55
Costa Rica	75
Croatia	20
Cyprus (South)	15
Czech Republic	10
Denmark	5
Dominica	55
Dominican Republic	55
Ecuador	95
Egypt	30
El Salvador	95
Equatorial Guinea	95
Estonia	15
Faroe Islands	40
Finland	5

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IDD Destination.	Pence per Minute Rates Apply Once Call Sharer Allowance has been consumed.
France	4
French Guiana	95
French Polynesia	95
Georgia	55
Germany	4
Gibraltar	25
Greece	5
Grenada	55
Guadeloupe	55
Guam	95
Guatemala	95
Honduras	95
Hong Kong	7
Hungary	10
Iceland	20
India	20
Indonesia	55
Iran	95
Iraq	95
Israel	10
Italy	4
Jamaica	55
Japan	7
Jordan	75
Kazakhstan	55
Kenya	75
Korea (South)	10
Kuwait	30
Kyrgyzstan	55
Laos	95
Latvia	15
Lebanon	30
Lesotho	95
Liechtenstein	20
Lithuania	15
Luxembourg	5
Macao	75
Madeira	20
Malawi	75
Malaysia	7
Malta	15
Martinique	55

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IDD Destination.	Pence per Minute Rates Apply Once Call Sharer Allowance has been consumed.
Mauritius	95
Mayotte	95
Mexico	59
Mongolia	95
Montenegro	20
Montserrat	55
Morocco	40
Mozambique	95
Namibia	75
Nepal	95
Netherlands	4
Netherlands Antilles	95
New Caledonia	95
New Zealand	25
Nigeria	75
Norfolk Island	95
Northern Marianas	95
Norway	5
Oman	55
Pakistan	20
Palestinian National Authority	10
Panama	75
Paraguay	95
Peru	75
Philippines	55
Poland	10
Portugal	5
Puerto Rico	55
Qatar	30
Reunion	95
Rodrigues Island	95
Romania	20
Russian Federation	10
Samoa (Usa)	95
San Marino	25
Saudi Arabia	30
Senegal	75
Singapore	7
Sint Maarten	95
Slovakia	10
Slovenia	10

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IDD Destination.	Pence per Minute Rates Apply Once Call Sharer Allowance has been consumed.
South Africa	15
South Sudan	75
Spain	4
St Kitts Nevis	55
St Lucia	55
St Pierre And Miquelon	95
St Vincent And the Grenadines	55
Sudan	75
Swaziland	95
Sweden	4
Switzerland	4
Syria	75
Taiwan	10
Tajikistan	95
Tanzania	75
Thailand	55
Trinidad & Tobago	55
Turkey (including Cyprus North)	15
Turkmenistan	95
Turks & Caicos Islands	55
Uganda	75
Ukraine	40
United Arab Emirates	30
Uruguay	55
USA	3
Uzbekistan	55
Vatican City	4
Venezuela	55
Vietnam	95
Virgin Islands (UK)	40
Virgin Islands (US)	40
Wallis & Futuna	95
Zambia	75
Zimbabwe	75

Note: BT Cloud Voice International Plan (PAYG) does not include any inclusive minutes and therefore all calls will be charged at the rates stated in the table below.

5.6.3 The following charges apply to BT Cloud Voice International PAYG and BT Cloud Voice International Sharer Plans (where the destination is not included in the Sharer product) at all times.

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IDD Destination.	Pence per Minute Rate At All Times (Ex Vat).
Afghanistan	95
Albania	40
Algeria	40
Andorra	25
Angola	75
Anguilla	55
Antarctica Australian Territory	95
Antigua And Barbuda	55
Argentina	55
Armenia	55
Aruba	55
Ascension Island	95
Australia	7
Austria	5
Azerbaijan	55
Azores	20
Bahamas	55
Bahrain	30
Bangladesh	20
Barbados	55
Belarus	55
Belgium	4
Belize	75
Benin	75
Bermuda	55
Bhutan	95
Bolivia	95
Bosnia	20
Botswana	75
Brazil	55
Brunei	75
Bulgaria	20
Burkina Faso	95
Burundi	95
Cambodia	95
Cameroon	75
Canada	5
Canary Islands	20
Cape Verde	95
Cayman Islands	55

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IDD Destination.	Pence per Minute Rate At All Times (Ex Vat).
Central African Republic	95
Chad	95
Chile	55
China	10
Christmas Island (I.O.)	95
Cocos Is	95
Colombia	55
Comoros	95
Congo	75
Cook Islands	95
Costa Rica	75
Croatia	20
Cuba	95
Cyprus (South)	15
Czech Republic	10
Democratic Republic Of Congo	75
Denmark	5
Diego Garcia	95
Djibouti	95
Dominica	55
Dominican Republic	55
East Timor	95
Ecuador	95
Egypt	30
El Salvador	95
Equatorial Guinea	95
Eritrea	95
Estonia	15
Ethiopia	95
Falkland Islands	95
Faroe Islands	40
Fiji	95
Finland	5
France	4
French Guiana	95
French Polynesia	95
Gabon	95
Gambia	95
Georgia	55
Germany	4

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IDD Destination.	Pence per Minute Rate At All Times (Ex Vat).
Ghana	75
Gibraltar	25
Greece	5
Greenland	95
Grenada	55
Guadeloupe	55
Guam	95
Guatemala	95
Guinea	95
Guinea-Bissau	95
Guyana	95
Haiti	95
Honduras	95
Hong Kong	7
Hungary	10
Iceland	20
India	20
Indonesia	55
Iran	95
Iraq	95
Israel	10
Italy	4
Ivory Coast (Cote D'Ivoire)	75
Jamaica	55
Japan	7
Jordan	75
Kazakhstan	55
Kenya	75
Kiribati	95
Korea (North)	95
Korea (South)	10
Kuwait	30
Kyrgyzstan	55
Laos	95
Latvia	15
Lebanon	30
Lesotho	95
Liberia	95
Libya	40
Liechtenstein	20

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IDD Destination.	Pence per Minute Rate At All Times (Ex Vat).
Lithuania	15
Luxembourg	5
Macao	75
Macedonia	40
Madagascar	95
Madeira	20
Malawi	75
Malaysia	7
Maldives	95
Mali	95
Malta	15
Marshall Islands	95
Martinique	55
Mauritania	95
Mauritius	95
Mayotte	95
Mexico	59
Micronesia	95
Moldova	55
Monaco	25
Mongolia	95
Montenegro	20
Montserrat	55
Morocco	40
Mozambique	95
Myanmar	95
Namibia	75
Nauru	95
Nepal	95
Netherlands	4
Netherlands Antilles	95
New Caledonia	95
New Zealand	25
Nicaragua	95
Niger	95
Nigeria	75
Niue Island	95
Norfolk Island	95
Northern Marianas	95
Norway	5

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IDD Destination.	Pence per Minute Rate At All Times (Ex Vat).
Oman	55
Pakistan	20
Palau	95
Palestinian National Authority	10
Panama	75
Papua New Guinea	95
Paraguay	95
Peru	75
Philippines	55
Poland	10
Portugal	5
Puerto Rico	55
Qatar	30
Reunion	95
Rodrigues Island	95
Romania	20
Ross Island	95
Russian Federation	10
Rwanda	95
Samoa (USA)	95
Samoa (Western)	95
San Marino	25
Sao Tome And Principe	95
Saudi Arabia	30
Senegal	75
Serbia	20
Seychelles	75
Sierra Leone	75
Singapore	7
Sint Maarten	95
Slovakia	10
Slovenia	10
Solomon Island	95
Somalia	95
South Africa	15
South Sudan	75
Spain	4
Sri Lanka	75
St Helena	95
St Kitts Nevis	55

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IDD Destination.	Pence per Minute Rate At All Times (Ex Vat).
St Lucia	55
St Pierre And Miquelon	95
St Vincent And The Grenadines	55
Sudan	75
Suriname	95
Swaziland	95
Sweden	4
Switzerland	4
Syria	75
Taiwan	10
Tajikistan	95
Tanzania	75
Thailand	55
Togolese Republic (The)	95
Tokelau	95
Tonga	95
Trinidad & Tobago	55
Tunisia	40
Turkey (including Cyprus North)	15
Turkmenistan	95
Turks & Caicos Islands	55
Tuvalu	95
Uganda	75
Ukraine	40
United Arab Emirates	30
Uruguay	55
USA	3
Uzbekistan	55
Vanuatu	95
Vatican City	4
Venezuela	55
Vietnam	95
Virgin Islands (UK)	40
Virgin Islands (US)	40
Wallis & Futuna	95
Yemen	95
Zambia	75
Zimbabwe	75

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5.6.4 The following charges apply to BT Cloud Voice UK Sharer Plans and BT Cloud Voice International Sharer Plans (inc PAYG) at all times.

INTERNATIONAL MOBILE LINE / OTHER SPECIAL AND HIGHER RATE CALLS

IDD Destination.	IDD Mobile Terminations Pence per Minute Rate At All Times (Ex Vat)
Afghanistan	114
Albania	59
Algeria	59
Andorra	44
Angola	94
Anguilla	74
Antarctica Australian Territory	95
Antigua And Barbuda	74
Argentina	74
Armenia	74
Aruba	74
Ascension Island	95
Australia	26
Austria	24
Azerbaijan	74
Azores	39
Bahamas	55
Bahrain	49
Bangladesh	39
Barbados	74
Belarus	74
Belgium	23
Belize	94
Benin	94
Bermuda	74
Bhutan	114
Bolivia	114
Bosnia	39
Botswana	94
Brazil	74
Brunei	94
Bulgaria	39
Burkina Faso	114
Burundi	114
Cambodia	114
Cameroon	94
Canada	5
Canary Islands	39
Cape Verde	114

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IDD Destination.	IDD Mobile Terminations Pence per Minute Rate At All Times (Ex Vat)
Cayman Islands	74
Central African Republic	95
Chad	95
Chile	74
China	29
Christmas Island (I.O.)	95
Cocos Is	95
Colombia	74
Comoros	114
Congo	94
Cook Islands	95
Costa Rica	94
Croatia	39
Cuba	114
Cyprus (South)	34
Czech Republic	29
Democratic Republic of the Congo	94
Denmark	24
Diego Garcia	95
Djibouti	114
Dominica	74
Dominican Republic	74
East Timor	114
Ecuador	114
Egypt	49
El Salvador	114
Equatorial Guinea	114
Eritrea	114
Estonia	34
Ethiopia	114
Falkland Islands	95
Faroe Islands	59
Fiji	114
Finland	24
France	23
French Guiana	114
French Polynesia	114
Gabon	114
Gambia	114
Georgia	74
Germany	23
Ghana	94

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IDD Destination.	IDD Mobile Terminations Pence per Minute Rate At All Times (Ex Vat)
Gibraltar	44
Greece	24
Greenland	114
Grenada	74
Guadeloupe	74
Guam	95
Guatemala	114
Guinea	114
Guinea-Bissau	95
Guyana	114
Haiti	114
Honduras	114
Hong Kong	7
Hungary	29
Iceland	39
India	39
Indonesia	74
Iran	114
Iraq	114
Ireland (Republic of)	12
Israel	29
Italy	23
Ivory Coast (Cote D Ivoire)	94
Jamaica	74
Japan	26
Jordan	94
Kazakhstan	74
Kenya	94
Kiribati	95
Korea (North)	95
Korea (South)	29
Kuwait	49
Kyrgyzstan	74
Laos	114
Latvia	34
Lebanon	49
Lesotho	114
Liberia	114
Libya	59
Liechtenstein	39
Lithuania	34
Luxembourg	24

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IDD Destination.	IDD Mobile Terminations Pence per Minute Rate At All Times (Ex Vat)
Macao	94
Macedonia	59
Madagascar	114
Madeira	39
Malawi	94
Malaysia	26
Maldives	114
Mali	114
Malta	34
Marshall Islands	95
Martinique	74
Mauritania	114
Mauritius	114
Mayotte	114
Mexico	59
Micronesia	95
Moldova	74
Monaco	44
Mongolia	114
Montenegro	39
Montserrat	74
Morocco	59
Mozambique	114
Myanmar	114
Namibia	94
Nauru	95
Nepal	114
Netherlands	23
Netherlands Antilles	114
New Caledonia	114
New Zealand	44
Nicaragua	114
Niger	114
Nigeria	94
Niue Island	95
Norfolk Island	95
Northern Marianas	95
Norway	24
Oman	74
Pakistan	39
Palau	95
Palestinian National Authority	29

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IDD Destination.	IDD Mobile Terminations Pence per Minute Rate At All Times (Ex Vat)
Panama	94
Papua New Guinea	114
Paraguay	114
Peru	94
Philippines	74
Poland	29
Portugal	24
Puerto Rico	55
Qatar	49
Reunion	114
Rodrigues Island	95
Romania	39
Ross Island	95
Russian Federation	29
Rwanda	114
Samoa (Usa)	95
Samoa (Western)	114
San Marino	25
Sao Tome And Principe	114
Saudi Arabia	49
Senegal	94
Serbia	39
Seychelles	94
Sierra Leone	94
Singapore	26
Sint Maarten	114
Slovakia	29
Slovenia	29
Solomon Island	95
Somalia	114
South Africa	34
South Sudan	94
Spain	23
Sri Lanka	94
St Helena	95
St Kitts Nevis	74
St Lucia	74
St Pierre And Miquelon	114
St Vincent And The Grenadines	74
Sudan	94
Suriname	114
Swaziland	114

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IDD Destination.	IDD Mobile Terminations Pence per Minute Rate At All Times (Ex Vat)
Sweden	23
Switzerland	23
Syria	94
Taiwan	29
Tajikistan	114
Tanzania	94
Thailand	74
Togolese Republic (The)	114
Tokelau	95
Tonga	114
Trinidad & Tobago	74
Tunisia	59
Turkey (including Cyprus North)	34
Turkmenistan	114
Turks Caicos Islands	74
Tuvalu	95
Uganda	94
Ukraine	59
United Arab Emirates	49
Uruguay	74
USA	3
Uzbekistan	74
Vanuatu	114
Vatican City	23
Venezuela	74
Vietnam	114
Virgin Islands (UK)	59
Virgin Islands (US)	40
Wallis & Futuna	95
Yemen	114
Zambia	94
Zimbabwe	94

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BT Cloud Voice Customer Premise Equipment (CPE)

BT Cloud Voice - Customer Premise Equipment (CPE)

In this section of the BT Price List, CPE refers to IP Phones, LAN Switches, PBXs and gateways sold for use with the BT Cloud Voice service.

Charges for CPE are as specified on the Order Form.

BT's standard Conditions of Sale apply.

Where Customer applies to a third party finance house or other third party for financial facilities) the Supply - Financing Conditions of Supply apply. Both sets of terms and conditions are available here

<http://www2.bt.com/static/i/btetail/panetail/terms/index.html>

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Conditions and additional charges

Conditions

Early Termination Charges

1. The Customer will pay any outstanding connection or other non-recurring charges.
2. In accordance with clause 6.5 of the Conditions, the following will apply:

(a) Termination of User Feature Pack Licence with a Minimum Period of 12 months.

If a User Feature Pack Licence is terminated within its Minimum Period for any reason, the Customer will pay an early termination charge equal to the outstanding monthly rental charge due to the end of the Minimum Period of the terminated User Feature Pack Licence.

(b) Termination of User Feature Pack Licence or Customer Training with a Minimum Period of 24 months or greater.

If a User Feature Pack Licence or Customer Training is terminated within its Minimum Period for any reason, the following will apply:

- (i) if the User Feature Pack Licence or Customer Training is terminated within the first 12 months of the Minimum Period, the Customer will pay an early termination charge equal to the outstanding monthly rental charge due for the first 12 months of the Minimum Period, and 50% of the outstanding monthly rental charge due to the end of the Minimum Period of the terminated Customer Training and/or User Feature Pack Licence.
- (ii) If the User Feature Pack Licence or Customer Training is terminated after the first 12 months, the Customer will pay an early termination charge equal to 50% of the outstanding monthly rental charge due to the end of the Minimum Period of the terminated Customer Training and/or User Feature Pack Licence.

Cancellation

If a Customer cancels an order (BT Cloud Voice Service and/or CPE), the Customer will pay a charge of £65 (exc VAT) unless notice of cancellation is received by BT before the CPE has been despatched, in which case the charge will be £25 (exc VAT).

Abortive Visit

An Abortive Visit Charge will be applied as set out here:

http://www.bt.com/pricing/current/Misc_boo/1393_d0e1.htm#1393-d0e1