

Section 1: Exchange Lines  
Part 2: Permanent Service (New & Takeover)

## Subpart 3:Pricing Information

## RESIDENTIAL

## Connection &amp; Takeover Charge Per PSTN Line

	Connection Charge	
	Residential	
	Exc VAT	Inc VAT
	£	£
<b>1 Line</b>	108.33	130.00
- Unlimited Weekend Calls	108.33	130.00
- Unlimited Evening & Weekend Calls	108.33	130.00
- Unlimited Anytime Calls	108.33	130.00
- Unlimited Weekend Plan	108.33	130.00
- Unlimited Evening & Weekend Plan	108.33	130.00
- Unlimited Anytime Plan	108.33	130.00
- Unlimited Anytime Plus Plan	108.33	130.00
- Residential Payphone lines	108.33	130.00
- BT Basic	108.33	130.00

	Takeover Charge	
	Residential	
	Exc VAT	Inc VAT
	£	£
Take-over of service where no changes to internal or external wiring are required.	41.67	50.00

Additional charges may apply if extensive new construction is required.

A take-over connection charge will not be payable for taking-over an existing line when ordered with any Broadband & calls package\* or when you're moving home and transferring your service with us.

\*If you cancel your Broadband & Calls package before your package start date you must pay the full take-over connection charge of £50.00 for a single line that was ordered with your Broadband & Calls package.

If the premises has had telephone service from BT in the recent past, and the wiring and socket is undamaged and the line still has dialling tone, a connection charge may not be payable. Where there is no suitable BT telephone line available in the property a connection charge of £130.00 (Inc VAT) may apply. This fee covers engineering work in the exchange or customer's property in order to connect the line. BT will advise of a connection charge at the time the order is placed however this will be confirmed after checks have been carried out against the details of your property, to ascertain the condition of the wiring and sockets.

	Connection Charge	
	Exc VAT	Inc VAT
	£	£
Conversion of hard-wired master socket to Linebox and Regularisation of illicit master socket:		
Per line - normal	0.00	0.00
Each additional line on same installation converted at same time as first line	0.00	0.00

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**Rental Per Quarter (Excluding Telephone)**

	Residential Rental on first line		Residential Rental on additional lines	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£ (pq)	£ (pq)	£ (pq)	£ (pq)
One Line:				
- Unlimited Weekend Calls	47.48	56.97	47.48	56.97

**Concessionary Rental for Payphone Lines Provided in Business Premises in Circumstances as Shown in Part 3 of This Section.**

	Rental	
	Exc VAT	Inc VAT
	£ (pq)	£ (pq)
Concessionary rental for Payphone Lines - Residential	32.56	39.08

**Early Termination Charges**

If the customer terminates their agreement before the end of the minimum period the customer will pay a charge for ending the agreement early, by way of compensation to BT. The charge for ending any service for either a new line or a line that a customer takes over is as follows:

**Unlimited Weekend Calls Package and any special offer related to this package**

If the customer does decide to end their contract within the 12 or 18 month minimum term, they will incur a single charge calculated on the number of days remaining in the term at the equivalent monthly rate of £8.50 each month left of the minimum term.

**Unlimited Weekend Plan Package and any special offer related to this package:**

If the customer does decide to end their contract within the 12 or 18 month minimum term, they will incur a single charge calculated on the number of days remaining in the term at the equivalent monthly rate of £8.75 for each month left of the minimum term.

**Unlimited Evening and Weekend Calls Package and any special offer related to this package**

If the customer does decide to end their contract within the 12 or 18 month minimum term, they will incur a single charge calculated on the number of days remaining in the term at the equivalent monthly rate of £10.50 for each month left of the minimum term.

**Unlimited Evening and Weekend Plan Package and any special offer related to this package:**

If the customer does decide to end their contract within the 12 or 18 month minimum term, they will incur a single charge calculated on the number of days remaining in the term at the equivalent monthly rate of £11.00 for each month left of the minimum term.

**Unlimited Anytime Calls Package and any special offer related to this package:**

If the customer does decide to end their contract within the 12 or 18 month minimum term, they will incur a single charge calculated on the number of days remaining in the term at the equivalent monthly rate of £13.75 for each month left of the minimum term.

**Unlimited Anytime Plan Package and any special offer related to this package:**

If the customer does decide to end their contract within the 12 or 18 month minimum term, they will incur a single charge calculated on the number of days remaining in the term at the equivalent monthly rate of £13.25 each month left of the minimum term.

**Unlimited Anytime Plus Package and any special offer related to this package:**

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If the customer does decide to end their contract within the 12 or 18 month minimum term, they will incur a single charge calculated on the number of days remaining in the term at the equivalent monthly rate of £16.25 for each month left of the minimum term.

The termination charges above are not subject to VAT.

These early termination charges do not apply to existing customers moving to a new location within the same building. Under these circumstances a shift and visit charge would apply unless an installation take-over is applicable. VAT is not applicable to cancellation charges.

**BUSINESS****Connection & Takeover Charge Per PSTN Line\***

\* For this section of the Price List, Business PSTN line includes BT Business PSTN, BT Business Value PSTN and BT Business Critical PSTN lines, unless otherwise stated

	Connection Charge or Takeover Charge	
	Business	
	Exc VAT	Inc VAT
	£	£
New Lines		
- per new business PSTN line (regardless of number of lines ordered) - 12 month Minimum Period	140.00	168.00
- per new business PSTN line (regardless of number of lines ordered) - 24 month Minimum Period	125.00	150.00
Take-over of business PSTN line with Dial Tone, where no changes to internal or external wiring are required - charge is per line	40.00	48.00
Take-over of business PSTN line with Dial Tone, where no changes to internal or external wiring are required - charge is per line and when the line is taken with a new, or added to, an existing calls/lines package as follows:  BT Business Plan (customer based only), BT Business Plan Lite (customer based only), BT Business Reward, BT Customer Commitment, BT Premier Value, BT Business One Plan, BT Accumulate, BT Business Complete (for BT Business PSTN Lines with a 24 month Minimum Period), BT Business Flex or BT Business Call Essentials.	15.00	18.00

NB Takeover applies when a Customer occupies a premises and a line used by a previous Customer is already in place at the premises, has a Dial Tone, (or soft dial tone) , and where no changes to internal or external wiring are required. It does not apply for number changes or other administrative changes on a line at a customer's existing premises. In these circumstances charges will apply.

The full connection fee will be charged for customers requesting new service unless and until a site survey, conducted by a BT engineer, confirms that wiring already exists and is fit for purpose and no additional work is required.

Following this confirmation, any full connection charge already raised will be credited back to the customer on their next bill. If the wiring is not suitable and further works are required the full connection fee will be charged and time related charges may also apply see Section 15 Part 8.

	Connection Charge	
	Exc VAT	Inc VAT
	£	£
Conversion of hard-wired master socket to Linebox and Regularisation of illicit master socket:		
Per line - normal	26.50	31.80

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	Connection Charge	
	Exc VAT	Inc VAT
	£	£
Per line - where there is someone in the household who is disabled as defined by the Disability Discrimination Act i.e. someone with a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities	0.00	0.00
Each additional line on same installation converted at same time as first line	30.00	36.00

**PSTN Conversion Charges From Isdn2/2e**

The table below details the rates for customers who have Highway or ISDN service but wish to cease the current service and take up PSTN.

	Conversion Charge	
	Exc VAT	Inc VAT
	£	£
PSTN Conversion charge from ISDN2/2e	44.65	53.58
PSTN Conversion charge from ISDN2/2e for movers	0.00	0.00
PSTN Conversion from ISDN2/2e to enable Local Loop Unbundling. Local Loop Unbundling charges apply.	0.00	0.00

Where customers convert to PSTN service, the minimum period is 12 months unless stated otherwise above.

A mover in this instance is defined as a BT customer who ceases PSTN service when moving premises, and at the same time requests a reprovide of PSTN only at new premises where ISDN2 exists. Any BT customer who does not request a PSTN reprovide at the time of ceasing service will be required to pay the relevant charge to convert the ISDN2 installation at the new premises to PSTN.

**Rental Per Quarter (Excluding Telephone)**

	Business	
	Exc VAT	Inc VAT
	£ (pq)	£ (pq)
BT Business Value PSTN Line * (12 month Minimum Period)	57.60	69.13
BT Business Value PSTN Line * (24/36/60 month Minimum Period)	50.70	60.85
BT Business PSTN Line (12 month Minimum Period)	71.10	85.32
BT Business PSTN Line (24 month Minimum Period)	67.50	81.00
BT Business Critical PSTN Line (12 month Minimum Period)	85.50	102.60
BT Business Critical PSTN Line (24/36/60 month Minimum Period)	82.20	98.65
BT Business Line Divert (12 month Minimum Period) - Not Available for New Supply	71.10	85.32
BT Business Value PSTN Line (12 month Minimum Period) - For customers who ordered online before 22nd February 2016. Not Available for New Supply or resign.	50.70	60.85
BT Business Value PSTN Line (24 month Minimum Period) - For customers who ordered online before 22nd February 2016. Not Available for New Supply or resign.	44.10	52.93

\* BT Business Value lines do not have aux working so cannot be used as a multi-line or connected with a rack or switch. BT Business Value lines do not support customers with CPS for their calls.

At the end of the Minimum Period the line rental charge will revert to the standard line rental charge for the 12 month Minimum Period of the same product (as set out in the table above).

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**Concessionary Rental for Payphone Lines Provided in Business Premises in Circumstances as Shown in Part 3 of This Section.**

	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Concessionary rental for Payphone Lines - Business	71.10	85.32

**Low Cost Line**

1. BT, may, at its discretion and by invitation only, apply the line rental charges at a special discounted rate as set out below provided that the Customer

(a) enters into a new contract for PSTN line(s) with a Minimum Period of 24 months, the PSTN line rental charges per line are:

- i) £51.13 per quarter (inc VAT), or
- ii) £47.53 per quarter (inc VAT)
- iii) £64.80 per quarter (Inc VAT)
- iv) £57.60 per quarter (inc VAT)

(b) enters into a new contract for PSTN line(s) with a Minimum Period of 24, 36 or 60 months, the line rental charges per line are \* (see Note 1):

- i) £54.00 per quarter (inc VAT) \*
- ii) £47.52 per quarter (inc VAT) \*
- iii) £43.92 per quarter (inc VAT) \*

The following prices are no longer available for new supply from 31 October 2013:

- iv) £45.00 per quarter (inc VAT)
- v) £43.20 per quarter (inc VAT)
- vi) £41.40 per quarter (inc VAT)

Customers will be notified at the time of entering into the contract which of the above charges and Minimum Period applies.

2. At the end of the Minimum Period, the charges for the PSTN line(s) will revert to the standard line charges applicable for the BT Business PSTN Line (12 month Minimum Period) (as set out in the table above).

3. BT's standard published terms and conditions apply including early termination charges if Customers terminate the contract before the end of the Minimum Period.

4. Charges and conditions are subject to change as detailed in BT's standard published terms and conditions.

\*Note 1:

(a) Where the line is included in the following packages:

- i) BT Business Complete or
- ii) BT Business One Plan/inclusive/Traditional/Traditional Inclusive /One Plan Plus/One Plan Plus Inclusive

Spend on that line will be Eligible and Contributory. (This means that the line will be eligible for any discounts or benefits of the package and the spend on the line will contribute to the committed spend of the package.)

(b) Where the line is included in the following packages:

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- i) BT Customer Commitment
- ii) BT Business Plan
- iii) BT Premier value
- iv) BT Accumulate

Spend on that line will be Non-Eligible and Contributory. (This means that the line will not be eligible for any discounts or benefits of the package but the spend on the line will contribute to the committed spend of the package.)

(c) Other than specified in (a) and (b) above, the line may not be included in any other calls and/or lines discounts package benefit and will not count towards any committed spend of such a package.

#### **Service Care Levels**

For details of the Service Care Levels which is available or included in the line, see Section 14.

#### **Payment Processing Fee**

A payment processing fee is payable on each account for customers who do not settle their accounts by Monthly Payment Plan or variable Direct Debit - see Section 15 Part 12 sub part 3.

#### **Early Termination Charges**

If the customer terminates the contract for a BT Business PSTN line (including BT Business Value PSTN and BT Business Critical PSTN) before the end of the Minimum Period, the following early termination charges will apply:

##### **1. Contracts with a 12 Month Minimum Period**

If the contract is terminated within 12 months, the customer will pay BT the full rental for the remainder of the 12 month period.

##### **2. Contracts with a 24 Month Minimum Period**

i) Where the Contract is terminated within the first 12 months of the Minimum Period, the Customer will pay BT the full rental due for the first 12 months of the Minimum Period and 65% of the rental that would otherwise have been payable for the remainder of the Minimum Period at the rental applicable on the date of termination (exclusive of VAT).

ii) Where the Contract is terminated after the first 12 months of the Minimum Period, the Customer will pay BT 65% of the rental that would otherwise have been payable for the remainder of the Minimum Period at the rental applicable on the date of termination (exclusive of VAT).

##### **3. BT Business Line Divert**

If the contract for the PSTN rental is terminated within the 12 month Minimum Period the customer will pay BT the full PSTN line rental for the remainder of the 12 month period.

##### **4. For Contracts on 12 month and 24 month Minimum Period and BT Business Line Divert:**

i) VAT will not be applied to these termination charges, unless otherwise stated.

ii) Termination charges where a Customer is moving a PSTN Business Line do not apply to existing customers moving to a new location within the same building.

Under these circumstances a shift and visit charge would apply unless installation takeover is applicable. Please See Part 12 of this Section.

iii) Termination charges will not apply where the customer wishes to upgrade service at a site from PSTN to ISDN2e, ISDN30e, Featureline, Featureline Compact, Featureline Corporate, Featurenet Embark, Featureline to ISDN2e and ISDN30, or a 'converged' proposition involving BT PSTN lines, ISDN lines or Featurelines, under a new contract of at least the equivalent remaining Minimum Period.

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iv) Termination charges will not apply where a customer wishes to cease an installation and relocate to another site and BT PSTN, ISDN2e, ISDN30e, Featureline, Featureline Compact, Featureline Corporate or Featurenet Embark is taken at that site (with normal connection or takeover charges) under a new contract with at least the minimum term of service on the ceasing line i.e 12 or 24 months). The charge will not be applied irrespective of when during the initial term of service that the relocation takes place.

v) Termination charges apply irrespective of whether the business PSTN line was provided as new or was taken over.

vi) For BT Business Line Divert only - early termination charges will not apply where the customer moves to an ordinary Business PSTN line, however the PSTN customer will be held to the remainder of the 12 month Minimum Period. If the customer seeks to terminate within the remainder of the 12 month Minimum Period, early termination charges apply.

**BUSINESS AND RESIDENTIAL**

The following applies to both Business and Residential lines

**1) Order Cancellation Charge**

Charges will be raised where a Customer cancels a Contract or the provision of a line before Service is provided, the charges are as follows:

- (a). £15.00 charge per cancellation call (this charge is VAT exempt); and
- (b). BT's reasonable costs incurred in getting ready to provide the Service.

This charge will apply to new provisions, takeovers and conversions.

**2) CHANGES**

Minor changes in office records to customer's name or address without change of premises - no charge.

The charge applies per exchange line or group of exchange lines (auxiliary working) and the Charges for alterations are cumulative.

The charge for change of number is additional to any takeover charge, and is limited to number changes within the local exchange area only. As a general principle when a removing customer asks for his/her old telephone number to be provided at his/her new address, a Change of Number charge is made. The only exception is where the old number is to be provided on a new exchange line at the new address, in which case no Change of Number charge is made.

	<b>Connection Charge</b>	
	<b>Exc VAT</b>	<b>Inc VAT</b>
	<b>£</b>	<b>£</b>
Conversion of hard-wired master socket to Linebox and Regularisation of illicit master socket:		
Per line - normal	26.50	31.80
Per line - where there is someone in the household who is disabled as defined by the Disability Discrimination Act i.e. someone with a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities	0.00	0.00
Each additional line on same installation converted at same time as first line	38.17	45.81

	<b>CSS Code</b>	<b>Connection Charge</b>			
		<b>Business</b>		<b>Residential</b>	
		<b>ExcVAT</b>	<b>IncVAT</b>	<b>ExcVAT</b>	<b>IncVAT</b>
<b>1. ALTERATION AT CUSTOMER'S REQUEST</b>					
Telephone number changed		43.00	51.60	20.83	25.00