

Section 56: Business Customer Options

Part 20: BT Business One Plan, BT Business One Plan Plus (i...

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**Subpart 4: BT Business One Plan Inclusive, BT Business One Plan Plus Inclusive and BT Business One Plan Traditional Inclusive**

*Note: On and after 1st March 2017, the Inclusive Call Allowance of 100 minutes is removed from BT Business One Plan Inclusive, BT Business One Plan Plus Inclusive and BT Business One Plan Traditional Inclusive for all customers, existing and new.*

Note: Changes to the Reward eligibility have been made - please refer to "Benefits of the Inclusive Products" below. Please see Special Notice [07/13 Withdrawal of End of Contract Period Credit...](#) .

The BT Business One Plan Inclusive, BT Business One Plan Plus Inclusive and the BT Business One Plan Traditional Inclusive (collectively known as the "Inclusive Products") *enable the Customer to* include the Inclusive-Call Allowance *Package* and *(previously known as the Customer Unlimited may Calls also include the Call-Package)*, (previously *The known Inclusive Products are available* as the Unlimited-Calls Package). The Inclusive Products are available as follows:

**Eligibility**

The Inclusive Products are available to customers who order:

- (a) One of the Inclusive Products; and
- (b) Any other service (including the Qualifying Services) that is required in order to be eligible for BT Business One Plan, BT Business One Plan Plus or BT Business One Plan Traditional, as applicable.

The Inclusive Products are available as follows:

BT Business One Plan Inclusive, BT Business One Plan Plus Inclusive and BT Business One Plan Traditional Inclusive - are available to Business customers who have 100 or less Lines and order on or after 1st March 2011.

The Tiers to which the Inclusive Products can be applied are as detailed in the BT Price List Entries for BT Business One Plan (excluding the £700000 Tier), BT Business One Plan Plus (excluding the £700000 Tier) and BT Business One Plan Traditional.

The Inclusive Products are not available with BT Business Hosted Voice Plus.

To continue to receive the benefits of the Inclusive Products, the Customer must make at least one Chargeable Call per calendar month (this does not apply where the Customer is taking the Call Package on at least one Eligible Line). Where the Customer does not make one chargeable call per calendar month BT may suspend the charges applicable, in which case the charges will revert to those set out in the Price List Entries for BT Business One Plan, BT Business One Plan Plus or BT Business One Plan Traditional (as applicable) or terminate the Contract.

The BT Price List entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional can be found at [Business Customer Options BT Business One Plan , BT Business One Plan Plus \(including BT Business Hosted Voice Plus\) and BT Business One Plan Traditional. Sec56, F20](#)

**Definitions**

Definitions are detailed in the standard terms and conditions for BT Business One Plan which can be found at <http://www.bt.com/business/terms>.

In addition the following definitions apply to the Inclusive Products.

**Additional Monthly Subscription** - means the charge payable each month by the Customer in return for which the Customer will receive the Call Package, this charge is in addition to any line rental charges that apply to the Customer's Underlying Lines.

**Chargeable Call** - means a call for which a charge will appear on the Customer's bill.

**Eligible Line** - means a line or channel of the type listed as an Access Qualifying Service which is included in the Customer's Inventory to *which the Inclusive-Call Allowance Package will may be applied, and details to of which the are*

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Call **set** Package **out** may **below**. **The exclusions** be applied, details of which are set out below. The exclusions set out below apply.

**Inclusive Call Allowance****Installation** - means **lines** the inclusive **or** call **channels** allowance **with** that **the** will **same** apply **telephone** per **number** line **and** per **which** calendar **typically** month **terminate** as **on** set **the** out **same** below **piece of equipment/CPE**.

**Installation****Lines** - means lines **or** **provided** channels **under** with the same telephone number and which typically terminate on the same **a** piece **contract** of **between** equipment/CPE. **the Customer and BT including but not limited to Business PSTN, ISDN2, ISDN2e, ISDN30, Featureline, Featureline Compact and Featureline Corporate.**

**Lines****One Plan** - means lines **BT** provided **Business** under **One Plan**, a contract between the Customer and BT including but not limited to Business PSTN, **One** ISDN2, **Plan** ISDN2e, **Plus** ISDN30, **or** Featureline, **BT** Featureline **Business** Compact **One** and **Plan** Featureline Corporate **Traditional**.

**One Plan****Call Package** - means BT **the** Business **call** **One** allowance **Plan**, **available** BT **on** Business **Eligible** **One** **Lines** **Plan** **details** **Plus** **of** **or** **which** BT **are** Business **set** **One** **out** **Plan** **Traditional** **below**.

**All** **other** **Package** **definitions** - **are** means **as** **detailed** the call allowance available on Eligible Lines **in** details **the** of **Contract** which **for** are **BT** set **Business** out **One** below. **Plan including the Service Schedule and the BT Price List.**

All other definitions are as detailed in the Contract for BT Business One Plan including the Service Schedule and the BT Price List.

**The Inclusive Call Allowance**

The Inclusive Products provide an Inclusive Call Allowance on the customer's Eligible Lines.

The Inclusive Products are not available with the £700000 Tier in BT Business One Plan and BT Business One Plan Plus.

1. The Inclusive Call Allowance will be applied to all the Eligible Lines (subject to sub paragraph 6 below);
2. The customer will receive an Inclusive Call Allowance of 100 minutes per calendar month per Eligible Line;
3. The Inclusive Call Allowance applies to the following call types:

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.

4. The Inclusive Call Allowance applies per Eligible Line. It cannot be transferred to another Eligible Line and any unused allowance cannot be carried forward to another month. At the beginning of each calendar month the minutes allowance for the Inclusive Call Allowance is reset. For Installations see note below.

5. The Inclusive Call Allowance will be applied to any Eligible Lines that are migrated from an existing One Plan contract to the Inclusive Products. Please note that the Migration Rules published below will apply.

6. Installation - the customer will receive the Inclusive Call Allowance on all Eligible Lines in the Installation. Where the customer takes the Call Package, this must be taken on all Eligible Lines within the Installation.

7. Any calls:

- (i) in excess of the Inclusive Call Allowance (for Installations see the note below); or
- (ii) which are not included within the Inclusive Call Allowance,

will be charged at the relevant One Plan rates as detailed in Business Customer Options of this BT Price List. Where no published One Plan rate applies, the call will be charged at the rates applicable to the Standard Contract.

Note regarding Installations:

For Installations, when measuring whether or not calls become chargeable under paragraph 7(i) above, BT will measure at Installation level which means that:

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Each calendar month, BT will add together the Inclusive Call Allowance for all Eligible Lines in the Installation ("Total Allowance") and the usage across all the Eligible Lines in the Installation ("Total Usage"). Where the Total Usage in that calendar month exceeds the Total Allowance in that calendar month, BT will commence charging as set out in paragraph 7 on all Eligible Lines in the Installation.

8. For Customers taking the BT Business One Plan Plus Inclusive (with or without the Call Package), the intra-company calls will not count towards the Inclusive Call Allowance, in which case the total of the customer's intra-business zero-rated calls' minutes must not exceed 75% of the customer's total BT Business One Plan Plus Inclusive chargeable minutes.

9. It is the customer's responsibility to monitor their usage against the Inclusive Call Allowance.

### The Call Package

Customers who take the Inclusive Products may in return for the Additional Monthly Subscription (details of which are set out below) take the Call Package on any Eligible Line (subject to paragraph 4 below). The Call Package will apply in addition to the Inclusive Call Allowance on those lines.

The stated minimum for each Tier is the Nominal Committed Spend.

Call Package	Additional Monthly Subscription per month per Eligible Line (in addition to normal line rental) (note 1)	
Tier (note 2)	BT Business One Plan Traditional	BT Business One Plan/BT Business One Plan Plus
	Exc VAT	Exc VAT
£	£	£
£200	27.50	n/a
£500	27.00	19.00
£5000	26.50	18.50
£30000	26.00	18.00
£100000	25.50	17.50
£200000	25.00	17.00
£400000	n/a	16.50

Note 1 : charges are stated exclusive of VAT.

Note 2: The Call Package is not available on the £700000 Tier in BT Business One Plan and BT Business One Plan Plus.

1. The Call Package applies to the following call types:

(a) 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;

(b) fixed to mainland UK Mobile calls (Excludes calls to specialised numbers at other rates);

(c) fixed to IDD fixed destination calls except for those specified in the following table (also excludes calls to IDD Mobiles, IDD Special and Higher Rate Services and International ISDN 64kbit/s data calls).

Antarctica Australian Territory	Guinea Bissau	Rodriguez Islands
Bhutan	Kiribati	Ross Island
Cambodia (Kingdom of)	Korea PDR (North)	Samoa (US)
Christmas Island	Laos	Samoa (Western)
Cocos Islands	Marshall Island	Sao Tome & Principe
Comoros	Mayotte	Solomon Islands
Cook Islands	Micronesia	St Helena

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Cuba	Mongolia	St Pierre & Miquelon
Diego Garcia	Nauru	Tokelau
Djibouti	New Caledonia	Tonga
East Timor	Niue	Tristan da Cunha
Fiji	Norfolk Islands	Tuvalu
French Guiana	Northern Marianas	Vanuatu
French Polynesia	Palau (The Republic of)	Wallis & Futuna
Greenland	Papua New Guinea	
Guam	Reunion	

2. The Call Package applies per Eligible Line. It cannot be transferred to another Eligible Line.
3. The Call Package may be applied to any Eligible Lines that are migrated from an existing One Plan contract to the Inclusive Products. Please note that the migration rules detailed below will apply.
4. Installation - where the customer takes the Call Package, the customer will receive the Calls Package on all Eligible Lines in the Installation.
5. The following call allowance applies to the Call Package:

For any and each Eligible Line (for Installations see the note below):

- (a) Inland and IDD calls (as listed in paragraph (1) above) – 5000 minutes per calendar month;
- (b) F2M minutes – 500 minutes\* per calendar month.

For calls in excess of the 5000 minutes and/or the 500 minutes, the Customer will be charged from the next calendar day until the end of that calendar month in accordance with paragraph 6 below.

Note regarding Installations:

For Installations, the Call Package can be applied per Eligible Line and the Additional Monthly Subscription is payable per Eligible Line. When measuring the Customer’s usage, BT will measure at Installation level which means that:

Each calendar month, BT will add together the allowance per Eligible Line in the Installation ("Total Allowance") and the usage across all the Eligible Lines in the Installation ("Total Usage"). Where the Total Usage in that calendar month exceeds the Total Allowance in that calendar month, BT will commence charging as set out in paragraphs 6 below on all Eligible Lines in the Installation.

6. Any calls which:

- a) Are **Exceed** not **60** included **minutes** within **in length**, the Inclusive Call Allowance will be charged at the relevant **minutes** One Plan rates as detailed in: **excess of 60 minutes will be charged for as follows:**

The **Inland**: Business **in** Customer **accordance** Options **with** section **of** **pence** this **per** BT **minute rates** Price **in** List. Where **Table no A** published **in** One Plan rate applies, the call **Price** will **List** charged **Entries** at **for** the **BT** rates **Business** applicable **One** to **Plan**, the **BT** Standard **Business** Contract. **One Plan Plus** and **BT Business One Plan Traditional** (as applicable).

- b) **F2M**: Exceed 60 minutes in length, **accordance with** the minutes **the pence** in excess **per** of 60 minutes **minute** will **rates** be **in** charged **Table D** in **for** as **the** follows: **Price List Entries for BT Business One Plan, BT Business One Plan Plus and Table C for BT Business One Plan Traditional** (as applicable).

**Inland** **International**: in accordance with the pence per minute rates in Table A in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business **B** One **in** Plan **the** Traditional **Price** (as **List** applicable). **Entries for BT Business One Plan, BT Business One Plan Plus and Table D for BT Business One Plan Traditional** (as applicable).

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F2M: *b*) in accordance with the excess of the pence 5000 per Inland minute and rates IDD call allowance listed in Table *paragraph D* in 5 the above Price List Entries for BT Business One Plan, BT Business One Plan Plus follows, and Table C for BT Business One Plan Traditional (as applicable).

International *Inland*: in accordance with the pence prices per minute rates in Table *A in B* in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and Table *D* for BT Business One Plan Traditional (as applicable).

International: *e*) In excess accordance of with the 5000 prices Inland and IDD call allowance listed in paragraph *Table 5D* above or as Table follows: *B in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and Table G or Table F for BT Business One Plan Traditional (as applicable).*

Inland: in accordance with the prices in Table *A in the Price c*) List *In* Entries excess for of BT the Business 500 One F2M Plan, minutes\* BT listed Business One Plan Plus and BT Business in One *paragraph* Plan 5 Traditional above (as applicable): follows:

International: *In* in accordance with the prices pence per minute Table *D rates* or Table *B in Table the F1* Price and List Entries *F2* for or BT *F1* Business One Plan, BT Business One Plan Plus and Table *F3 G* or Table *F* for BT Business in One the Plan Price Traditional List (as Entries applicable): for BT Business One Plan, BT Business One Plan Plus and Table *D and Table E* for BT Business One Plan Traditional (as applicable).

An example of the charging under paragraphs 6 (c) and (d) In for excess illustrative of purposes only, the 500 F2M minutes\* listed in paragraph 5 above as follows:

In Where accordance with the pence customer' per minute rates, f2m usage is in Table excess *F1 of* and 500 *F2 minutes* or *but* *F1* and *F3* in the Price customer's List *Inland* Entries and for *IDD* BT minutes Business have One not Plan, exceeded 5000 minutes in that calendar month, BT Business will One charge Plan Plus and Table *D* and Table *E* for BT the Business excess One f2m Plan minutes\* Traditional (these as charges applicable). will apply from the next calendar day and will apply for the remainder of the calendar month). However the inland/IDD will still be covered by the Call Package until the 5000 minutes is exceeded.

An \* example of the charging charges under that paragraphs will be (e) applied and are (d) the for rates as illustrative set purposes out only: in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional (as applicable) - as stated in (a) and (b) above

Where the customer's f2m usage is in excess of 500 minutes but the customer's inland and IDD minutes have not exceeded 5000 minutes in that calendar month, BT will charge for the excess f2m minutes\* (these charges will apply from the next calendar day and will apply for the remainder of the calendar month). However the inland/IDD will still be covered by the Call Package until the 5000 minutes is exceeded.

\* the charges that will be applied are the rates as set out in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional (as applicable) - as stated in (a) and (b) above -  
**Commitment Period Applicable to the Inclusive Products and Expiry of the Commitment Period**

1. A Commitment Period of 24 months applies to the Inclusive Products.
2. Upon expiry of the Commitment Period, the following rules will apply:

(a) Non Rollover Contracts:

These are contracts which will not rollover to a Subsequent Commitment Period. At the end of the Commitment Period the following will not apply:

(i) A Subsequent Commitment Period;

(ii) The Committed Spend and associated reconciliation charges (for the avoidance of doubt any reconciliation charges due for the Commitment Period will apply);

(b) Rollover Contracts:

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

(ii) This rollover will apply to the ~~Inclusive Call Allowance and the Call Package~~.

Details of the Tiers to which a Rollover Contract and a Non Rollover Contract apply are detailed in the Price List Entry for BT Business One Plan and BT Business One Plan Traditional

3. Where a customer is migrating to one of the Inclusive Products from:

(a) an option within the Inclusive Products; or

(b) an existing BT Business One Plan, BT Business One Plan Plus or BT Business One Plan Traditional contract the migration rules set out below will apply.

4. Where a customer has a contract for an option within the Inclusive Products and the customer adds new lines, adds the Call Package, removes lines or removes the Call Package, the customer will not have to resign the contract for the Inclusive Products.

5. Where a customer has a contract for an option within the Inclusive Products and changes the Tier or Committed Spend, the migration rules set out below will apply.

#### **Qualifying Services**

The Qualifying Services applicable to the Inclusive Products are as detailed in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional.

#### **Committed Spend**

The Customer must commit to a Committed Spend within one of the Tiers listed in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional. The Inclusive Products are not available on the £700000 Tier and are not available with BT Business Hosted Voice Plus.

#### **Eligible & Contributory Spend and Non-Eligible & Contributory Spend**

The Eligible & Contributory Spend (excluding BT IP Trunk) and Non Eligible & Contributory Spend is as detailed in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional.

The Additional Monthly Subscription will be Eligible & Contributory Spend.

#### **Benefits of the Inclusive Products**

All other benefits are stated in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional.

#### **Reconciliation Charge**

Except as set out below, the reconciliation rules are as detailed in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional (as applicable).

The reconciliation charge will be as follows:

For the tiers below £5000 - BT will apply a charge equal to 100% of the difference between the Adjusted Nominal Committed Spend and the Total Contributory Spend.

For the £5000 tier and those above £5000 - BT will apply a charge equal to 20% of the difference between the Adjusted Nominal Committed Spend and the Total Contributory Spend.

Note that a different reconciliation charge applies where the customer is migrating - see below.

#### **Migration**

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#### **Migration within the Inclusive Products**

(a) Migration prior to the Commitment Start Date Provided that the customer has met the eligibility criteria set out above, the Customer may move from one option within the Inclusive Products (the "Original Option") to another option within the Inclusive Products (the "Alternative Option") prior to the Commitment Start Date of the Original Option.

(b) Migration on or after the Commitment Start Date.

The Customer may move:

(i) from one option within the Inclusive Products (the "Original Option") to another option within the Inclusive Products with an equal or higher Committed Spend ("the Alternative Option"); or

(ii) to an equal or higher Committed spend or tier within the Original Option,

and a reconciliation charge will not apply provided that the Customer's Total Contributory Spend under the Original Option is 75% or more of the pro rata Adjusted Nominal Committed Spend applicable to the Original Option;

#### **Migration from the Inclusive Products**

The migration rules are as detailed in the BT Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional (as applicable).

#### **Reconciliation Charge applicable to Migration between Inclusive Products and Migration from the Inclusive Products**

The reconciliation charge will be as follows:

For the tiers below £5000 - BT will apply a charge equal to 100% of the difference between the pro rata Adjusted Nominal Committed Spend and the Total Contributory Spend.

For the £5000 tier and those above £5000 - BT will apply a charge equal to 20% of the difference between the pro rata Adjusted Nominal Committed Spend and the Total Contributory Spend.

#### **Migration to the Inclusive Products**

The migration rules and reconciliation charges are as detailed in the appropriate BT Price List Entry for the customer's current contract.

#### **Conditions**

1. The Inclusive Products are provided under BT's Contract for BT Business One Plan including the BT Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional (as applicable), the terms set out in this publication and the Order Form.

2. The services included in the Inventory are provided under the applicable standard terms and conditions.

3. BT One Bill Plus and Direct Debit are the preferred billing and payment method.

4. The Inclusive Products are available as follows:

BT Business One Plan Inclusive and BT Business One Plan Traditional Inclusive - are available to Business customers who have 100 or less Lines and order BT Business One Plan Inclusive, BT Business One Plan Plus Inclusive or BT Business One Plan Traditional Inclusive on or after 1st March 2011.

5. Minute rounding applies as set out at:

[http://www.bt.com/pricing/current/Gen\\_Notes\\_boo/0001\\_d0e219.htm#0001-d0e219](http://www.bt.com/pricing/current/Gen_Notes_boo/0001_d0e219.htm#0001-d0e219)

6. The Line Rental Discount does not apply to the Inclusive Products.

7. The Inclusive Products are for the Customer's own use and must not be resold or otherwise transferred.

8. The Inclusive Products are available to customers who have 100 or less Lines and order one of the Inclusive Products on or after 1st March 2011 - Where the Customer exceeds these limits, the following may apply:

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- a) BT will terminate the contract for the Inclusive Product; and
  - b) The Customer will automatically commence a BT Business One Plan contract to which a new 24 month Commitment Period will apply; and
  - c) The Committed Spend applicable to the Inclusive Product contract will continue to apply to the BT Business One Plan contract
  - d) Terms and conditions and charges for BT Business One Plan will apply (including reconciliation charges)
  - e) Reconciliation charges may apply to the terminated Inclusive Product contract
9. All charges (other than those stated above) will be charged in accordance with the charges and rules set out in the BT Price List entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional (as applicable) which may in turn reference other sections within the BT Price List.

**Exclusions**

The exclusions detailed in the Price List Entries for BT Business One Plan, BT Business One Plan Plus and BT Business One Plan Traditional (as applicable) apply to the Inclusive Products. In addition the following exclusions apply to the Inclusive Products:

BT Business Hosted Voice Plus

BT Business One Plan Special Offer 3

One Plan Call Packages Special Offer

BT Business Value PSTN lines will not be eligible for the 100 Inclusive minutes available within the BT Business One Plan Inclusive family.

The Line Rental Discount does not apply to the Special Offer.

British Telecom Plc

1 March 2011