

Section 56: Business Customer Options

Part 26: BT Business Complete

Subpart 1:BT Business Complete

Description.

If you have taken the BT Business Complete - 1p Offer please see Special Notice [04/11 BT Business Complete – 1p Offer](#) which also applies. Please note the line limit in the Special Notice will apply and not as specified below.

BT Business Complete is a discounted pricing package which enables Customers to consolidate certain specified fixed spend (including line rentals and call spend), Broadband spend and, from the 19th September 2011, mobile spend, in order to benefit from discounts against published charges.

BT Business Complete is available to all business customers provided that they:

- Commit to an annual Committed Spend
- Have 50 or fewer Lines; and
- Have at least one Line within the Inventory.

Section 56: Business Customer Options

Part 26: BT Business Complete

Definitions.

Definitions are detailed in the terms and conditions for BT Business Complete which can be found at: <http://www.bt.com/terms>(or any other url that BT advises to you). The following additional definitions apply:

Additional Monthly Subscription Charge means the additional monthly charge applicable to the Call Package as detailed below.

BT Mobile Device means a mobile device provided by BT under a Standard Contract included in the Inventory from the 19th September 2011, within which a BT SIM Card is used.

Calls means calls initiated on Lines in the Inventory.

Compatible Broadband Services means the BT Broadband services listed below, which are included in the Inventory.

Compatible Mobile Services means those BT Mobile services listed below which are included in the Inventory from the 19th September 2011.

Compatible Office 365 Service means the Office 365 services listed below which are included in the Inventory from 08/07/13.

Contributory Spend means the spend (excluding VAT) and net of any discount applied under BT Business Complete, that contributes to achieving the Committed Spend during the Minimum Period.

CUG means the closed user group applicable to the Intra Business Calls details of which are set out below.

Enhanced Service means the requirement to pay by direct debit and to utilise eBilling and eService under the BT Business Total Broadband Office Standard Contract and the BT Business Total Broadband Office Unlimited Standard Contract, is suspended provided that the BT Business Complete contract has not been terminated.

Inclusive Minutes means the inclusive minutes that will apply per line per calendar month during the Minimum Period as set out below.

Installation means Lines or channels within the same telephone number and which typically terminate on the same piece of equipment/CPE.

Line means the types of access line or channel listed below which can be included in the Inventory, the benefits and options applicable to Lines as set out in this Price List will only apply to Lines where they are included in the Inventory.

Service Care Level means the repair option chosen by the Customer details of which are set out in the BT Price List.

Section 56: Business Customer Options

Part 26: BT Business Complete

Minimum Period

The Minimum Period is 24 months. At the end of the Minimum Period the Contract will continue until terminated by the Customer or BT in accordance with the Contract for BT Business Complete.

Upon expiry of the Minimum Period

- (a) the Committed Spend will cease to apply;
- (b) no further Minimum Period will apply; and
- (c) the Inclusive Minutes will cease to apply.

The Customer will continue to receive the other benefits of BT Business Complete until the BT Business Complete contract is terminated.

The BT Business Complete Contract may be ended by either party on 28 days written notice to the other.

Section 56: Business Customer Options

Part 26: BT Business Complete

Lines.

The following Lines can be included in the Inventory:

BT Business PSTN (including BT Business Value PSTN and BT Business Critical PSTN)

ISDN2 and ISDN30

Featureline

Featureline Compact

BT Business VoIP

BT Business Hosted VoIP

The Customer must maintain at least one Line in the Inventory.

Section 56: Business Customer Options

Part 26: BT Business Complete

Rental Charges.

The rental charges set out in Section 1 of this BT Price List will apply to the Lines included in the Inventory.

Section 56: Business Customer Options

Part 26: BT Business Complete

Calls

Changes to this product on 1st May 2016 may be to the significant detriment of some customers

Section 56: Business Customer Options
Part 26: BT Business Complete

Inclusive Minutes.

1. BT Business Complete provides Inclusive Minutes during the Minimum Period. The Customer will receive the Inclusive Minutes on every Line (subject to paragraph 5 below).
2. The Inclusive Minutes are ~~200~~ **100 inland** ~~inland~~ minutes per calendar month per Line.
3. The Inclusive Minutes 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 Minutes apply per Line. It cannot be transferred to another 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 Minutes is reset. For Installations see the note below.
5. Installation - the Customer will receive the Inclusive Minutes on all Lines in the Installation.
6. Where the Inclusive Minutes applies, any Calls :
 - (a) In excess of the Inclusive Minutes (for Installations see the note below); or
 - (b) Which are not included within the Inclusive Minutes; or
 - (c) After the Inclusive Minutes has been removed at the end of the Minimum Periodwill be charged at the rates set out below, as appropriate.
7. It is the Customer's responsibility to monitor their usage against the Inclusive Minutes.
8. BT Business Value PSTN lines will not be eligible for the ~~200~~ **100** inclusive minutes.

Note regarding Installations

For Installations, when measuring whether or not calls become chargeable under paragraph 6 above, BT will measure at Installation level which means that:

Each calendar month, BT will add together the Inclusive Minutes for Lines in the Installation ("Total Allowance") and the usage across all the 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 6 on all Lines in the Installation.

Intra Business Calls

Intra Business Calls is subject to the following additional terms and conditions and definitions:

1. CUG means the direct closed user group within which the Customer may make zero rated Calls for up to one hour duration between :
 - (a) Lines in the Inventory;
 - (b) Lines in the Inventory and a BT Mobile Device (from the 19th September 2011); and
 - (c) BT Mobile Devices from the 19th September 2011
 - (d) BT One Phone Connect Devices and Customer Handsets in which a BT One Phone SIM Card is installed from 9th March 2015
2. All the Lines (including any Additional Lines) within the Inventory will be included in the CUG. All BT Mobile Devices which are included in the Inventory will be included in the CUG from the 19th September 2011.
3. Calls within the CUG will be zero rated for up to 60 minutes. Minutes in excess of 60 minutes will be charged as follows:

Section 56: Business Customer Options

Part 26: BT Business Complete

(a) In accordance with the pence per minutes charges set out below.

(b) Minutes in excess of 60 minutes will be rounded up to the nearest minute.

4. These Call charges are Contributory Spend.

5. Fair Use Policy - A Fair Use Policy applies to Intra Business Calls: The total of the Customer's Calls under the Intra Business Calls must not exceed 75% of the Customer's total Call minutes in any calendar month under BT Business Complete.

If the Customer exceeds the parameters set out above BT may:

(a) Terminate the Intra Business Calls in which case BT will charge for all Intra Business Calls in accordance with the charges set out below, in which case these Call charges are Contributory Spend.

(b) Terminate the BT Business Complete Contract in which case BT will charge in accordance with the Standard Contracts.

Zero rated Calls made within the CUG are not included in BT's assessment of the Customer's minutes usage for the purposes of the Call Package.

Call Pricing

The following table sets out the pence per minute rates applicable to Calls under BT Business Complete.

Spend on Calls will be Contributory Spend.

Table A: Prices for Local and National Geographic Calls

	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
Local/National	2.00	2.40	8.00	9.60

Changes to this product from 1st May 2016 may be to the significant detriment of some customers.

Table B: Prices for International Direct Dialed (IDD) Calls (for calls made from VoIP lines, the customer pays the cheaper of the Table B price or the Section 56, Part 18 Sub-part 4 IDD price)

Chargebands	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
1	3.00	3.60	8.00	9.60
2	3.00	3.60	8.00	9.60
3	3.00	3.60	8.00	9.60
4	3.00	3.60	15.00	18.00
5	3.00	3.60	15.00	18.00
6	3.00	3.60	20.00	24.00
7	3.00	3.60	20.00	24.00
8	3.00	3.60	30.00	36.00
9	3.00	3.60	30.00	36.00
10	3.00	3.60	45.00	54.00
11	3.00	3.60	45.00	54.00
12	3.00	3.60	80.00	96.00
13	3.00	3.60	80.00	96.00

Section 56: Business Customer Options

Part 26: BT Business Complete

Chargebands	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
14	3.00	3.60	105.00	126.00

For a list of countries by IDD chargeband see Table H in Section 56 Part 20

Table C: Prices for Calls to Mobiles

Chargeband	Set Up Fee At All Times		At All Times	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	p	p
fm1	6.00	7.20	8.00	9.60
fm2	6.00	7.20	21.00	25.20
fm3	6.00	7.20	8.00	9.60
fm4	6.00	7.20	8.00	9.60
fm5	6.00	7.20	8.00	9.60
fm6	6.00	7.20	8.00	9.60
fm7	6.00	7.20	8.00	9.60
fm8	6.00	7.20	8.00	9.60
fm9	6.00	7.20	8.00	9.60
fm10	6.00	7.20	15.00	18.00
fm11	6.00	7.20	13.00	15.60
fm12	6.00	7.20	11.00	13.20
fm13	6.00	7.20	14.00	16.80
fm14	6.00	7.20	9.00	10.80
fm15	6.00	7.20	10.00	12.00
fm16	6.00	7.20	9.00	10.80
fm17	6.00	7.20	8.00	9.60

Table D: Prices for International ISDN 64k/Bits Data Calls

International ISDN 64K/bit Chargebands	Pence Per minute	
	Exc VAT	Inc VAT
	pence	pence
1	30.00	36.000
2	36.00	43.200
3	96.00	115.200
4	150.00	180.000
5	180.00	216.000

For a list of countries by IDD chargeband see Table I in Section 56 Part 20

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

Section 56: Business Customer Options

Part 26: BT Business Complete

Chargeband	Set Up Fee At All Times		Pence Per minute	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence	pence
1	3.00	3.60	8.00	9.60
2	3.00	3.60	28.00	33.60
3	3.00	3.60	28.00	33.60
4	3.00	3.60	35.00	42.00
5	3.00	3.60	35.00	42.00
6	3.00	3.60	40.00	48.00
7	3.00	3.60	40.00	48.00
8	3.00	3.60	50.00	60.00
9	3.00	3.60	50.00	60.00
10	3.00	3.60	65.00	78.00
11	3.00	3.60	65.00	78.00
12	3.00	3.60	100.00	120.00
13	3.00	3.60	100.00	120.00
14	3.00	3.60	125.00	150.00

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 in Section 56 Part 20

Calls to all other countries are charged at BT standard prices, see Basic International Call Charges in Section 2 Part 2

Table F - 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

* each text message is limited to 160 characters. Where a request is made to send a text which exceeds 160 characters the message will be delivered as multiple messages each up to 160 characters in length. Each text will be charged at the rate appropriate to the destination telephone.

** Texts to premium rate services are not currently available.

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

Table G: 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...

i) Access Charge Prices

Section 56: Business Customer Options

Part 26: BT Business Complete

At all times			
Per Minute		Set-up Charge	
ExcVAT	IncVAT	ExcVAT	IncVAT
p	p	p	p
8.00	9.60	2.00	2.40

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.

Call prices not covered in Tables A to G will be charged in accordance with the Standard Contract

Call Package (previously known as the Unlimited Calls Package).

Call Package	Additional Monthly Subscription Charge if Compatible Broadband Service and/or Compatible Mobile Services and/or Compatible Office 365 Service are not included in the Inventory (excluding VAT)	Additional Monthly Subscription Charge if Compatible Broadband Service and/or Compatible Mobile Services and/or Compatible Office 365 Service are included in the Inventory (excluding VAT)*
24 month - BT Business Complete Minimum Period	£23.50	£14.50

*Notes:

The reduced Additional Monthly Subscription Charge is applied per Line and applies if the customer includes a Compatible Broadband Service (on published standard terms and conditions and charges) or a Compatible Mobile Service (from 19th September 2011) in the Inventory or both.

Where the Customer terminates the Compatible Broadband Service or a Compatible Mobile Service or a Compatible Office 365 Service and as a result of this no compatible services remain in the Inventory, the Additional Monthly Subscription Charge will revert to that stated above for the Call Package where no Compatible Broadband Service or Compatible Mobile Service or Compatible Office 365 Service is included in the Inventory.

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

1. The Additional Monthly Subscription means the charge payable each month per Line 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 Line.
2. The Additional Monthly Subscription is billed monthly/quarterly in advance and is in addition to any line rental charges applicable to the Line. Where the Call Package is applied part way through a month the Additional Monthly Subscription due for the first month is pro-rata of the full Additional Monthly Subscription.
3. The Additional Monthly Subscription is Contributory Spend.
4. Application of the Call Package - the Call Package can be applied to any Line other than on Installations, where if the Call Package is to be applied to a Line in an Installation, it will be applied to all Lines in the Installation (in which case the Additional Monthly Subscription will apply per Line in the Installation). The Call Package applies per Line; it cannot be transferred to another Line.
5. Additions and Deletions - the Customer can add the Call Package to Lines and remove the Call Package from Lines subject to the Installation rules.
6. The Call Package applies to the following Calls:

Section 56: Business Customer Options

Part 26: BT Business Complete

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 mainland Mobile Calls (excludes calls to specialised numbers and other rates);

Fixed to IDD fixed destination Calls subject to the exceptions listed below.

7. The following are excluded from the Call Package:

(a) The IDD fixed destinations as detailed in Section 56 Part 25 of this BT Price List

(b) Calls to IDD Mobiles, IDD Special and Higher Rate Services and International ISDN 64kbit/s data calls:

The rates for these Calls can be found in the BT Price List Entry Section as follows:

IDD Mobiles and other Special and Higher Rate Services (see Table E above)

International ISDN 64kbit/s data calls (see Table D above)

8. Duration and call rounding is accordance with the General Notes - under Dialed Call Charges.

9. The following call allowance applies to the Call Package:

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

Inland and IDD Calls (as stated in paragraph 6 above) - 5000 minutes per calendar month;

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 as follows:

In accordance with paragraph 10 below.

These Call charges will be Contributory Spend.

Note regarding Installations:

For Installations, the Call Package is applied to all Lines in the Installation and the Additional Monthly Subscription is payable per 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 Line in the Installation ("Total Allowance") and the usage across all the 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 10 (a) and (b) on all Lines in the Installation.

10. BT will charge for:

(a) The minutes in excess of 60 minutes for Calls on Lines that are included within the Call Package; and

(b) Calls that are not included within the Call Package, and

(c) Calls in excess of the call allowance in paragraph 9 above,

at the relevant pence per minute rates set out above.

These Call charges will be Contributory Spend.

Please note the information about Installations in Note 9 above.

Section 56: Business Customer Options
Part 26: BT Business Complete

Other benefits of BT Business Complete.

Compatible Broadband Services

The Compatible Broadband Services are:

- BT Business Total Broadband Office
- BT Business Total Broadband Office Unlimited
- BT Business Total Broadband Advance
- BT Business Total Broadband Advance Support
- BT Business Total Broadband Option 2
- BT Business Broadband Network
- BT Business Broadband Network Premium
- BT Business Total Broadband Option 1
- BT Business Total Broadband Option 3
- BT Business Lite
- BT Business Single
- BT Business Share
- BT Infinity for business Option 1 (Advance & Advance Support)
- BT Infinity for business Option 2 (Advance & Advance Support)
- BT Infinity for business - Advance Support (Option 3)
- BT Business Total Broadband Fibre
- BT Business Total Broadband Fibre Plus
- BT Business Total BB Advance Support (Up to 15M)
- BT Business Total BB Advance Support (Fibre)
- BT Infinity for business - Option 4 Advance Support (unlimited usage).
- BT Business Broadband
- BT Business Broadband Unlimited
- BT Business Broadband Premium
- BT Business Broadband (Fibre)
- BT Business Infinity
- BT Business Infinity Unlimited
- BT Business Infinity Premium
- BT Business Infinity Ultra

Where the Customer includes one or more of the above Compatible Broadband Services in the Inventory and:

The Compatible Broadband Services are provided on a Standard Contract to which standard published terms and conditions and charges apply.

The Customer will receive:

Section 56: Business Customer Options
Part 26: BT Business Complete

- (a) The discount against the Additional Monthly Subscription Charge for the Call Package detailed above;
(b) The discounts set out below:

Compatible Broadband Services	Discount to be applied to the Monthly rental applicable to the Compatible Broadband Service
BT Business Total Broadband Office	£1.00 exc VAT (the Customer will receive Enhanced Service*)
BT Business Total Broadband Office Unlimited	£1.00 exc VAT (in addition the Customer will receive Enhanced Service*)
BT Business Total Broadband Option 1	£1.00 exc VAT
BT Business Lite	£1.00 exc VAT
BT Business Broadband	£1.00 exc VAT
BT Business Total Broadband Advance	£2.00 exc VAT
BT Business Total Broadband Advance Support	£2.00 exc VAT
BT Business Total Broadband Option 2	£2.00 exc VAT
BT Business Single	£2.00 exc VAT
BT Business Share	£2.00 exc VAT
BT Business Total Broadband Option 3	£2.00 exc VAT
BT Business Total BB Advance Support (Up to 15M)	£2.00 exc VAT
BT Business Broadband Unlimited	£2.00 exc VAT
BT Business Broadband Premium	£3.00 exc VAT
BT Business Total Broadband Fibre	£3.00 exc VAT
BT Business Total Broadband Fibre Plus	£3.00 exc VAT
BT Infinity for business Advance (Option 2)	£3.00 exc VAT
BT Infinity for business Advance Support (Option 2)	£3.00 exc VAT
BT Business Broadband (Fibre)	£3.00 exc VAT
BT Business Infinity	£3.00 exc VAT
BT Business Infinity Unlimited	£3.00 exc VAT
BT Business Infinity Premium	£3.00 exc VAT
BT Infinity for business - Advance Support (Option 3)	£10.00 exc VAT
BT Infinity for business - Option 4 Advance Support (unlimited usage)	£10.00 exc VAT
BT Business Infinity Ultra	£10.00 exc VAT

Note

The Customer will receive Enhanced Service where a 24 month Minimum Period applies to the BT Business Complete Contract.

Where the BT Business Complete Contract is terminated or the Broadband Compatible Service is removed from the Inventory, the rental charges for the BT Business Broadband product will revert to that stated in the Standard Contract for the relevant BT Broadband service and the Enhanced Service will be removed.

Where in order to take one of the Compatible Broadband Services, the Customer must sign a new BT Broadband contract and a downgrade charge applies, this downgrade charge will be Contributory Spend within BT Business Complete.

Where the Customer moves between the Compatible Broadband Services any downgrade charge raised during the Minimum Period of the BT Business Complete Contract will be Contributory Spend.

Section 56: Business Customer Options
Part 26: BT Business Complete

Compatible Mobile Services

With effect from the 19th September 2011, where the Customer includes one or more of the following Compatible Mobile Services in the Inventory the Customer will receive the discount against the Monthly Subscription Charge per Mobile Connection as detailed below:

Compatible Mobile Service	Discount applicable to the Monthly Subscription Charge per Mobile Connection* (exc VAT)
BT Talk Time Solo (orders placed prior to 7th January 2013)	£5.00**
BT Talk Time Sharer Primary Connections - orders placed prior to 2nd July 2012	£5.00
BT Talk Time Sharer – Secondary Connections - orders placed on or after 2nd July 2012	£2.00
BT Talk Time Sharer - UK Landline Voice Extra option orders placed on or after 2nd July 2012	£3.00
BT Business Mobile Broadband	£0.00
BT Business Mobile Broadband with Fixed Broadband	£0.00
Business Circle Complete	£0.00
Business Standard	£0.00
Business Circle	£0.00
BT Business Mobile SIM Only	£0.00
BT Business Mobile Solo	£0.00
BT Business Mobile Sharer - primary connections	£0.00
BT Business Mobile Sharer - secondary connections	£2.00
BT Business Mobile Sharer - primary and secondary connections with UK Voice Landline Extra	£3.00
BT Business Mobile Flex	£0.00

*These discounts apply to the Monthly Subscription Charge detailed in the Customers Standard Contract for BT Business Mobile Service and will not be applied to any Monthly Subscription Charges levied for any additional options that the Customer has contracted for as part of that Service. For BT Talk Time Sharer orders placed prior 2nd July 2012 this discount will only apply to Primary Connections, no discount is given on Secondary Connections. For BT Talk Time Sharer orders placed on or after 2nd July 2012 this discount will only apply to Secondary Connections, no discount is given on Primary Connections.

**This discount will not apply to BT Talk Time Solo orders placed on or after 7th January 2013.

Where the BT Business Complete Contract is terminated, or the Customer removes the Compatible Mobile Services from the Inventory, the discounts set out above will cease to apply and the Monthly Subscription Charge per Connection will revert to those stated in the Standard Contract for BT Business Mobile Service.

Where in order to take one of the above Compatible Mobile Services, the Customer must sign a new BT Business Mobile contract and a termination charge is raised during the Minimum Period of the BT Business Complete Contract, this will be Contributory Spend within BT Business Complete.

Compatible Office 365 Service

With effect from 08/07/13 where the Customer includes one or more of the following Compatible Office 365 Service in the Inventory the Customer will receive the discount against the Monthly Subscription Charge per Office 365 subscription as detailed below:

Section 56: Business Customer Options

Part 26: BT Business Complete

Compatible Office 365 Service	Discount to be applied to the monthly rental*
Office 365 Small Business Premium	£1.00

*This discount will not apply to orders for new supply placed on or after 9th September 2015.

Connection Charges

The following products are provided at free or reduced connection or conversion charges for BT Business Complete Customers:

BT Business PSTN (including BT Business Value PSTN and BT Business Critical PSTN) (takeover only)

ISDN 2

ISDN30

Featureline

Featureline Compact

subject to the Customer taking a Long Term Contract on the Line. Which means for a Business PSTN Line a contract with a 24 month Minimum Period and for ISDN, Featureline and Featureline Compact, a contract with a Minimum Period of not less than 36 months. Details of the free or reduced connection or conversion charges are as detailed in Section 1 of this Price List.

BT Call Tracker See Section 2 Part 20

Where the Customer chooses to take BT Call Tracker this will be provided at no additional charge until the BT Business Complete 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. Please note that BT Call Tracker is provided subject to its own terms and conditions available at <http://www.bt.com/terms>

Service Care Level

Prompt Care is provided on the Lines (with the exception of BT Business VoIP, BT Business Hosted VoIP, BT Business Value PSTN and BT Business Critical PSTN) as standard. Details of Prompt Care can be found in Section 14 of this BT Price List.

Alternatively Customers may opt to take Critical Care or Total Care - the details of which services that these can be applied to and the applicable charges can be found in Section 14 of this BT Price List. The Service Care Level will apply at Installation level.

A freephone number for BT Customer Services will be provided by BT.

Section 56: Business Customer Options

Part 26: BT Business Complete

Inventory.

The Customer is responsible for identifying the Lines, Compatible Broadband Service, Compatible Mobile Services and Compatible Office 365 Service which are to be included within the Inventory. The Customer must ensure that all Lines, Compatible Broadband Service, Compatible Mobile Services and Compatible Office 365 Service are identified on the Inventory and advise BT of any omissions or changes. Failure to advise BT of any omissions or changes may:

Delay acceptance and activation of the Customer's order for BT Business Complete;

Mean that Lines do not receive the benefits applicable to BT Business Complete; and

Impact on the Customer's ability to meet the Committed Spend in which case the Annual Charge may apply.

Section 56: Business Customer Options

Part 26: BT Business Complete

Changes to Inventory

Additions

Adding Lines to the Inventory

Where additional Lines ("Additional Lines") are added to the Inventory and are the same type as those already included within the Inventory ("Original Lines"), the Service Care Level and Call Option applicable to the Original Lines will be applied to the Additional Lines. Where the Customer requires a different Service Care Level or Call Option to apply to the Additional Lines the Customer must terminate the BT Business Complete Contract (in which case the Annual Charge may apply subject to the migration rules set out below) and sign a new BT Business Complete Contract.

The Customer may opt to take the Call Package on the Additional Lines whether or not the Call Package applies to the Original Lines, subject to the Installation rule below.

Where the Call Package is to be applied to a Line in an Installation, it will be applied to all Lines in the Installation (in which case the Additional Monthly Subscription will apply per Line in the Installation).

The Inclusive Minutes will be included on all Additional Lines and all Additional Lines will be included in the CUG.

Adding Compatible Broadband Services

The Customer can add Compatible Broadband Services to the Inventory and BT will apply the discounts applicable to Compatible Broadband Services set out above.

Adding Compatible Mobile Services

With effect from 19th September 2011, the Customer can add Compatible Mobile Services to the Inventory and BT will apply the discounts and reduced charges applicable to the Compatible Mobile Services set out above.

Adding Compatible Office 365 Service

With effect from 08/07/13, the Customer can add Compatible Office 365 Service to the Inventory and BT will apply the discounts applicable to the Compatible Office 365 Service set out above.

Removal of Services from the Inventory

Upon removal of any Line and/or Compatible Broadband Service, Compatible Office 365 Service and/or Compatible Mobile Service from the Inventory the charges applicable to the Standard Contract for the Line or Compatible Broadband Service, Compatible Office 365 Service or Compatible Mobile Service will apply.

Where removal from the Inventory is due to termination of the Line and/or Compatible Broadband Service, Compatible Office 365 Service and/or Compatible Mobile Service, termination charges may apply under the relevant Standard Contract for the Line or Compatible Broadband Service, Compatible Office 365 Service or Compatible Mobile Service. Where the termination charge is raised within the Minimum Period of BT Business Complete the termination charge will be Contributory Spend.

Where a Line and/or Compatible Broadband Service, Compatible Office 365 Service or Compatible Mobile Service is removed from the Inventory this may hinder the Customer's ability to meet the Committed Spend in which case the Annual Charge may apply.

Where the BT Business Complete Contract is terminated the charges applicable to the Standard Contracts for the Lines or Compatible Broadband Services, Compatible Office 365 Service or Compatible Mobile Service will apply.

Removal of Lines from the Inventory

Where the removal of a Line from the Inventory means that there are no longer any Lines in the Inventory, the BT Business Complete Contract will terminate and the date of termination will be the date upon which BT measures the Customers Contributory Spend and will apply the Annual Spend rules set out below.

Removal of Compatible Broadband Services, Compatible Office 365 Service or Compatible Mobile Services from the Inventory

Section 56: Business Customer Options

Part 26: BT Business Complete

Where the removal of a Compatible Broadband Service, Compatible Office 365 Service or Compatible Mobile Service from the Inventory means that there are no longer any Compatible Broadband Services, Compatible Office 365 Service or Compatible Mobile Service in the Inventory, the discounts applied under BT Business Complete due to the inclusion of Compatible Broadband Services, Compatible Office 365 Service and/or Compatible Mobile Service in the Inventory will cease.

Section 56: Business Customer Options

Part 26: BT Business Complete

Contributory Spend

The following spend will contribute towards the Committed Spend:

Spend on Calls and rental charges for the Lines included in the Inventory less any discounts applied under BT Business Complete;

Rental and call spend on the Compatible Broadband Services less any discounts applied under BT Business Complete.

With effect from the 19th September 2011, spend on the Compatible Mobile Services as follows: call spend and Monthly Subscription Charges, including the reduced additional Monthly Subscription Charge for the UK Voice Extra option (previously known as the Unlimited UK Voice Extra option) less any discounts applied under BT Business Complete;

The Monthly Subscription Charge applicable to the EU Roaming Data Extra Optional Extras (as detailed in Part 7 of Section 10) where the EU Roaming Data Extra Optional Extra is ordered at the same time as the Contract for the Compatible Mobile Service;

Charges specifically stated in this Price List Entry to be Contributory Spend;

The spend on Critical Care or Total Care where these apply;

Termination charges applied to services that have been removed from the Inventory and terminated under the terms of the applicable Standard Contract, provided that the termination charge has been raised within the Minimum Period of the BT Business Complete Contract;

Downgrade charges applicable to the Compatible Broadband Services;

The Additional Monthly Subscription Charge for the Call Package less any discount applied under BT Business Complete;

Spend on BT Business VoIP Services including Business Broadband Voice, BT Office Communicator and BT Hosted VoIP as follows - rental and call spend..

The following spend is **not** Contributory Spend:

International Direct Connect (IDC) call charges

One Off charges (including but not limited to those for Mobile Devices and connection charges)

Spend on the EU Roaming Data Extra Optional Extra (as detailed in Part 7 of Section 10) where this is added to an existing Contract for a Compatible Mobile Service.

Section 56: Business Customer Options

Part 26: BT Business Complete

Annual Charge.

Where on the Spend Measurement Date, the Customer's Contributory Spend is less than 80% of the Committed Spend, an Annual Charge equal to 20% of the difference between the Customer's Contributory Spend and 80% of the Committed Spend will be applied.

The charge will be applied to the Customer's nominated PST account.

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

The rules regarding termination and application of the Annual Charge are set out below.

Section 56: Business Customer Options

Part 26: BT Business Complete

Termination of BT Business Complete - Standard Contracts.

Termination of the BT Business Complete Contract will **not** terminate any Standard Contracts which must be terminated in accordance with the terms and conditions of that Standard Contract (a termination charge may be payable in addition to any Annual Charge due under BT Business Complete).

If the Standard Contract is not terminated:

(a) The charges applicable to the Standard Contract will apply and BT will cease any discounts applicable to BT Business Complete;

(b) Enhanced Service will cease and the requirement for Direct Debit, eBilling and eService under the Standard Contract for BT Business Total Broadband Office and the BT Business Total Broadband Office Unlimited will apply; and

(c) Any Customer for whom the requirement to pay for their Compatible Broadband Service by Direct Debit has been suspended under the BT Business Complete Contract will be required to pay by Direct Debit for that Compatible Broadband Service and sign an appropriate Direct Debit mandate.

Termination of a Standard Contract for a Line, Compatible Broadband or Compatible Mobile Service will not terminate the BT Business Complete Contract provided that at least one Line remains in the Inventory. Where termination of a Line means that there are no Lines in the Inventory, the BT Business Complete Contract will terminate and an Annual Charge may apply (as detailed above under Annual Charge and below under Termination of BT Business Complete - Annual Charge) in addition to any termination charges due under the Standard Contracts for the Line, Compatible Broadband Service or Compatible Mobile Service.

Any termination charges raised under the Standard Contracts will be Contributory Spend under BT Business Complete, provided that they are raised within the Minimum Period of the BT Business Complete Contract.

Section 56: Business Customer Options

Part 26: BT Business Complete

Termination of BT Business Complete - Annual Charge.

Where the Contract is terminated within the Minimum Period, the date of termination will be the Spend Measurement Date.

BT will apply the Annual Charge unless:

- (a) The Contract is terminated and the circumstances set out in clauses 7.7 (a) to (c) of the Conditions apply; or
- (b) The Contract is terminated because BT has increased the charges or changed the Contract, in either case to the Customer's significant detriment, and:
 - (i) the Customer's termination occurs within 3 months of BT notifying the Customer of an increase in charges or a changes to the Contract to the Customer's significant detriment; and
 - (ii) the Customer's Contributory Spend on the Spend Measurement Date (which will be the date of termination) is equal to or greater than the Committed Spend on a pro-rata basis.

In all other circumstances the following rules will apply:

Termination within the first 12 months of the Minimum Period - where on the Spend Measurement Date the Customer's Contributory Spend is less than the Committed Spend **due over the Minimum Period**, an Annual Charge equal to 20% of the difference between the Customer's Contributory Spend and 80% of the Committed Spend **due over the Minimum Period** will be applied.

Termination within the second 12 months of the Minimum Period - where on the Spend Measurement Date the Customer's Contributory Spend for the second 12 months of the Minimum Period is less than the Committed Spend applicable to the second 12 months of the Minimum Period, an Annual Charge equal to 20% of the difference between the Customer's Contributory Spend for the second 12 months of the Minimum Period and 80% of the Committed Spend applicable to the second 12 months of the Minimum Period will be applied.

Section 56: Business Customer Options

Part 26: BT Business Complete

Migration.

Where the Customer is migrating to BT Business Complete from another BT calls and lines package the migration rules applicable to that calls and lines package will apply.

Where within the Minimum Period, the Customer is migrating from a BT Business Complete Contract to another BT Business Complete Contract, the date of migration will be the Spend Measurement Date and the Annual Charge will apply unless:

The Customer's Contributory Spend under the original BT Business Complete Contract is on track to achieve the Committed Spend on a pro-rata basis; and

The Customer commits to Committed Spend equal to the current sum of their rental products and an equal or longer Minimum Period under the new BT Business Complete Contract.

Where within the Minimum Period, the Customer is migrating from a BT Business Complete Contract to a BT Business Flex contract, the date of migration will be the Spend Measurement Date and the Annual Charge will apply unless:

The Customer's Contributory Spend under the original BT Business Complete Contract is 80% of the Committed Spend on a pro-rata basis;

The Customer commits to an equal or higher Committed Spend and Minimum Period under the new BT Business Flex contract; and

The Customer includes the Lines in the BT Business Flex Inventory that were included in the BT Business Complete Inventory on the date of termination of the BT Business Complete Contract.

Section 56: Business Customer Options

Part 26: BT Business Complete

Conditions.

BT Business Complete is for a Customer's own use and the Customer must not resell the service.

BT Business Complete is provided on BT's Contract for BT Business Complete which consists of:

The Order Form (where one is provided);

The Contract for BT Business Complete which can be found at : <http://www.bt.com/terms> (or any other URL that BT provides to the Customer); and

The BT Price List

The Lines and services included in the Inventory and Calls are subject to the applicable BT standard terms and conditions ("Standard Contract") as amended by BT's Contract for BT Business Complete.

All charges other than those set out above will be in accordance with the Standard Contract.

BT reserves the right to terminate the Customer's Contract for BT Business Complete if the number of Lines in the Inventory exceeds 50.

Note: Where the Customer does not pay by Direct Debit and does not take One Bill, the payment processing fee set out in Section 15, Part 12 sub part 3 will apply.

Exclusions

The following services are excluded:

Residential Lines

Service Provider Calls and Access lines

Payphone lines

Temporary Lines / Temporary Service Lines

Telephone in a lift

Rented Card Phone line

Lines not provided by BT

Featureline Corporate

ISDN Connect

BT Service lines

FeatureNet

Embark

Telepoint lines

Private Circuits

Business Start Up lines

Incoming DDI lines

Custodial Tagging Lines

Chargecard

Calls billed to a credit card

Exchange Lines provided at non-served premises

Inbound Service calls and Network Service facility fees.

Section 56: Business Customer Options

Part 26: BT Business Complete

International Direct Connect (IDC)

Business PSTN and ISDN lines provided under a contract which includes charges other than standard published charges and/or standard BT terms and conditions.

No other PST call pricing packages (including BT Business One Plan, BT Business One Plan Plus, BT Business One Plan Traditional, BT Business One Plan Inclusive, BT Business One Plan Plus Inclusive, BT Business One Plan Traditional Inclusive, BT Exchange Line Credit Scheme, BT Access Credit Scheme and BT Business Line Reward), bespoke packages, BT Call Centre Advance or BT Business Broadband calls and lines package may be taken in conjunction with BT Business Complete on the same items that are in the Inventory.