

Section 2: Call Charges & Exchange Line Services

Part 6: Freefone 0800, BT 0845, BT 0870, BT 0844 and 0871,...

Subpart 1: Basic Service and Volume Commitments

The **Customer** can opt for:

- (a) no Committed Call Volume (CCV); or
- (b) a CCV

For CCV of a minimum of 5,000 minutes Per Contract Year charges on application - please contact your Account Manager or Service Management. The minimum Contract Year is one year.

The Customer can use any combination of Freefone , BT 0844, BT 0845, BT 0870, BT03, BT 0871 and BT Valuecall products to achieve the selected CCV.

Committed Call Contracts with a Committed Call Volume of 20,000 minutes or more entered into after the 31st August 2007 are subject to a further Minimum Period of 12 months' starting on the day after expiry of the initial Minimum Period.

Service Benefits:

CCV Per Contract Year	Service Management & Cost Centre Billing	Service Assurance on Basic Service Numbers	Enhanced Raw Call Data	Shorter Provision Lead Times
5,000 - 999,999	No	No	No	No
1,000,000 - 47,999,999	Yes	Yes	Yes	No
48,000,000 and greater	Yes	Yes	Yes	Yes

The Customer committing to a CCV of 1 million minutes or above and who continues to achieve that commitment each month pro rata, will be entitled to:

1. Service Management
2. Service Assurance (where applicable)
3. Cost centre billing (billing each Inbound Service number to the customer specified business unit billing number)
4. There will be no charge for the following:
 - To change Service or Deliver to number
 - To change Advanced Feature data per Advanced Feature node (excluding Inline Services)
 - To change the design of the Advanced routing plan

Connection and Rental Charges per Inbound Service number

Numbers allocated by BT are referred to as Standard numbers. Numbers chosen by the Customer are referred to as Choice numbers. Some Choice numbers are especially attractive and are referred to as Gold, Silver or Bronze.

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Table of Connection and Rental Charges per Inbound Service number

	Connection Charge		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£ (pq)	£ (pq)
Standard number - no CCV	0.00	0.00	30.00	36.00
Choice Number	POA	POA	POA	POA

If we provide non geographic numbers free of rental charge, you must have answered calls on at least 80% of those numbers in any 12 month period. If there are no answered calls on those numbers, we reserve the right to charge a Low usage fair use charge of £20 per unused number per year.

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BT Call director

BT Call Director, formerly known as Call Optimiser enables Customers to be called on normal PSTN/ISDN numbers, and uses Advanced Features and/or Inline Services on these Calls to re-route and manage them. BT retains the PSTN/ISDN call charge revenue for this service. The called party is charged per minute to receive the calls. Call charges can be supplied on application (POA).

Any number of PSTN/ISDN numbers may be applied to a single BT Call Director Call Routing Plan. However, within each Call Routing Plan all PSTN/ISDN numbers are converted to a single intermediate routing code. Two intermediate routing codes may have identical plans, however they may not share the same plan.

Table of BT Call Director Service - Connection and Rental Charges

	Connection Charge		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£
Per PSTN/ISDN Number	100.00	120.00	50.00	60.00
Change of dialled Telephone number, per translation	100.00	120.00	50.00	60.00

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Fast Track Provision

Fast Track is where BT will provide the Service/s requested within 6 working hours of BT's written acceptance of the order.

Fast Track is available for:

Freefone, BT 0844, BT 0845, BT 0870, BT 0871 and BT 03 (excluding BT Call Director) numbers.

For the provision of a new number delivered to an existing termination point or for a change of delivery from one existing termination point to another for an existing number.

Fast Track is available subject to the payment of the appropriate charge. The charge is in addition to any standard charges for the Service.

If BT fails to achieve this target and it is BT's fault, the "Fast Track" charge will be waived. BT shall have no other liability to the Customer for failure to achieve this target. For the purpose of the "Fast Track" service, working hours are defined as 08:00-18:00 hours Monday to Friday excluding Bank and Public Holidays.

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Change of Number Charges

The charges are raised for either:

Change of Service numbers: Freephone Service, BT 0844, BT 0845 , BT 0870, BT 0871 and BT 03 numbers, or

Change of Deliver to numbers: the national PSTN/ISDN numbers to which calls to the Service number are delivered

Table of charges for changes to Service or Deliver to numbers	Charge	
	Exc VAT	Inc VAT
	£	£
Change of Service number per number	50.00	60.00
Fast Track change of Service number. - per number - in addition to change of Service number charge above.	100.00	120.00
Change of deliver to number for all changes ordered and changed at the same time	50.00	60.00
Fast Track change to the deliver to number – per number – in addition to change of deliver to number charge above.	100.00	120.00

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Changed Number Announcement (C.N.A)

CNA provides the Customer who is ceasing or changing Freefone 0800, 0808, BT 0844, BT 0845, BT 0870 and BT 0871 numbers a facility which allows calls to be directed to a standard recorded announcement, on network answering equipment, which advises callers to dial the appropriate number. Callers are charged at the rate appropriate to the number dialled. The called party will be liable for the Call Payments or Call Charges appropriate to the number dialled.

The facility will be provided for a maximum period of 12 months after initial provision of C.N.A. The provision of CNA is subject at all times to the availability of appropriate facilities and BT does not guarantee to provide CNA on request from the Customer.

Table of charges for C.N.A.

	Rental Charge per quarter	
	Exc VAT	Inc VAT
	£ (pq)	£ (pq)
Changed number announcement, per number, where the customer changes from one Service number to another	75.00	90.00
Changed number announcement, per number, where the customer incorrectly advertises a BT Inbound Service number	400.00	480.00

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Service Assurance

Service Assurance is a 24-hour, 365-day service which provides an alternative pre-determined emergency delivery destination. Once a request has been validated the specified Service Assurance plan will be activated within 1 clock hour. De-activating follows the same procedures and timescales.

Use is restricted to emergencies such as floods, fire, bomb scares etc. and where service is lost due to a problem with line plant. This service will not be provided as a day to day management tool.

Service Assurance is only available on basic Freefone, BT 0844, BT 0845, BT 0870, 0871 and International Freefone services.

Service Assurance is not available with DDI service.

Service Assurance is not available with Advanced Service. The Customer with Advanced Features and Inline Services can use the feature Switch for a similar facility.

For each customer answering centre to be covered:	Charge	
	Exc VAT	Inc VAT
	£ (pq)	£ (pq)
-per number terminating in that customer answering centre	12.50	15.00
-maximum for any single customer answering centre	62.50	75.00

Table of Temporary Service charges

	Charge	
	Exc VAT	Inc VAT
	£	£
Rental charge for the first quarter	80.00	96.00
Rental charge for each subsequent month	20.00	24.00

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Pre-paid 0844

For a set up charge (one-off payment), BT will provide one 0844 number per customer. Rental charges will not apply to these numbers. There is no Minimum Period. Under Achievement Charges and Early Termination Charges will not apply. Any additional features or numbers ordered by the Customer and not included within the option will be charged at the rates specified in the Order Form or published in the Price List as applicable.

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Call charge - change of 0870 regime 1 August 2009

All calls to 0870 numbers are now charged the equivalent of the national geographic rate (national rate calls to numbers starting 01 or 02). BT has ceased paying Call Payments against 0870 numbers and the Customer is liable to pay Call Charges. Details of Call Charges were supplied in writing to the Customer prior to the 1 August 2009.

At the same time PhonepayPlus also introduced a Code of Practice covering the 0871 number range as a result of which, BT amended the Contract to meet the requirements of the Code of Practice.

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Call Charge

Inbound call charges will be rounded up to the nearest half penny where the calculated call price does not fall on a half-pence or whole penny. With effect from 7th June 2008, the minimum call duration will be 45 seconds unless otherwise stated on the Order Form.

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Call Payment

Inbound call payments will be rounded down to the nearest half penny where the calculated call price does not fall on a half-pence or whole penny. There is no minimum call duration where BT makes a Call Payment to the Customer.

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Call Payment Threshold

A Call Payment is only payable if the Threshold is achieved each month. BT will not be liable to pay a Call Payment to the Customer unless a minimum payment of £100 per month is achieved.

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Call Charge - Fixed Fee calls

Where the Customer contracts for Fixed Fee calls, the Call will be subject to a maximum number of minutes. Where the Call exceeds the number of minutes BT will reduce the Call Payment due on that call by the amount stated in the Order Form or the Charges Schedule as appropriate. Where the reduction exceeds the amount of Call Payment due to the Customer for that Fixed Fee call, BT will levy the appropriate Call Charge (and no Call Payment will be payable on that Call Charge).

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Call charge - for calls from Payphones

There may be an additional charge per minute (in addition to the pence per minute rate set out in the Order Form or Charges Schedule as appropriate), for Calls which are free to the Caller originating from public payphones, managed payphones and renters' payphones. This charge relates to the payment of a Payphone Access Charge as published by BT. With effect from 30th September 2008, the additional charge will increase to the rate specified in the BT Wholesale Carrier price list.

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Charge Rate Periods

Daytime Rate: Monday to Friday, 0800hrs - 1800hrs;

Evening Rate: Monday to Friday, before 0800hrs and after 1800hrs;

Weekend Rate: All Day Saturday and Sunday;

Over Christmas, New Year and other Bank Holidays, Customers will be charged Daytime and Evening rates.

Early contracts may refer to these charge rate periods;

Cheap Rate: Monday to Friday, before 0800hrs and after 1800hrs and all Saturday and Sunday

Standard Rate: Monday to Friday from 0800hrs to 0900hrs and from 1300hrs to 1800hrs

Peak Rate: Monday to Friday from 0900hrs to 1300hrs.

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Under Achievement Charge (UAC) from 1 November 2017

This applies where the Customer has a Commitment Contract with a CCV of 5,000 minutes per Contract Year or more.

At each anniversary of the Operational Service Date or Service Start Date as applicable, the total duration of all Calls over the previous Contract Year will be calculated (the Achieved Minutes Figure).

Unless the Achieved Minutes Figure is greater than or equal to 90% of the CCV, with effect from 1 November 2017, the following Under Achievement Charges (UAC) will apply:

A charge of £200 will be applied where the Achieved Minutes Figures is less than 90% of the CCV.

In addition, a UAC charge from the table below will be applied to each minute of shortfall,

where the shortfall is equal to 90% of the CCV minus the achieved minutes figure.

Where the Achieved Minutes Figure is:			UAC to be applied (p per minute)
Equal to or greater than	90%	of the CCV	0.0
Equal to or greater than	80%	and less than 90% of the CCV	0.5
Equal to or greater than	50%	and less than 80% of the CCV	1.0
Less than	50%	of the CCV	1.5

Worked example: CCV of 500,000 minutes with only 80% Achieved Minutes Figure

1. CCV	500,000 minutes
2. Achieved minutes figures	400,000 minutes = 80% of CCV
3. 90% of CCV	500,000 * 90% = 450,000 minutes
4. Shortfall (result 3 minus result 2)	50,000 minutes
5. UAC p per minute charged for the Shortfall	0.5ppm
6. Shortfall UAC charge	50,000 * 0.5ppm = £250.00
7. UAC charge	£200.00
8. Total UAC charge = result 6 plus result 7	£450

If the UAC calculated by the above method results in a larger UAC charge than would be raised by the previous calculation below, the smaller amount can be charged where the anniversary of the Operational Service Date or Service Start Date as applicable, occurs before 1 November 2018.

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Under Achievement Charge (UAC) prior to November 2017

This applies where the Customer has a Commitment Contract with a CCV of 5,000 minutes per Contract Year or more.

At each anniversary of the Operational Service Date or Service Start Date as applicable the total duration of all Calls over the previous Contract Year will be calculated ('the Achieved Minutes Figure').

Unless the Achieved Minutes Figure is greater than or equal to 90% of the CCV, **the following Under Achievement Charges (UAC) will apply:**

Table of Underachievement charges

Explanation	Worked example: committed volume of 500,000 minutes with only 80% achievement.
1. Select the Pence per minute (ppm) from UAC ppm table below	0.20p excl VAT
2. Achieved minutes figure	$500,000 * 0.80 = 400,000$
3. Multiply result 1 by result 2	$0.20p * 400,000 = 80,000p$
4. 90% of the committed volume	$500,000 * 0.90 = 450,000$
5. Shortfall = result 4 - achieved minutes figure (result 2)	$450,000 - 400,000 = 50,000$
6 multiply shortfall by 1.5p per minute	$1.5p * 50,000 = 75,000p$
7 Add the results of 3 and 6 together	$80,000p + 75,000p = 155,000p$
8 Divide by 100 to get UAC in £	$155,000 / 100 = £1550$

UAC ppm table

Commitment Level			Up to and including the following percentages of committed minutes:						Up to but not including		Equal to or greater than
			25%		50%		75%		90%		90%
			Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	
			p	p	p	p	p	p	p	p	
5,000	to	20,000	0.40	0.480	0.40	0.480	0.25	0.300	0.20	0.240	N/A
20,001	to	50,000	0.45	0.540	0.40	0.480	0.30	0.360	0.20	0.240	N/A
50,001	to	100,000	0.65	0.780	0.45	0.540	0.35	0.420	0.20	0.240	N/A
100,001	to	200,000	0.70	0.840	0.50	0.600	0.40	0.480	0.20	0.240	N/A
200,001	to	500,000	0.70	0.840	0.55	0.660	0.45	0.540	0.20	0.240	N/A
500,001	to	1,000,000	1.20	1.440	0.95	1.140	0.65	0.780	0.20	0.240	N/A

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Commitment Level			Up to and including the following percentages of committed minutes:						Up to but not including		Equal to or greater than
			25%		50%		75%		90%		90%
			Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	
			p	p	p	p	p	p	p	p	
1,000,001	to	5,000,000	1.25	1.500	1.00	1.200	0.70	0.840	0.20	0.240	N/A
5,000,001	to	25,000,000	1.30	1.560	1.05	1.260	0.75	0.900	0.20	0.240	N/A
25,000,001	to	50,000,000	1.35	1.620	1.10	1.320	0.80	0.960	0.20	0.240	N/A
50,000,001	to	100,000,000	1.40	1.680	1.15	1.380	0.85	1.020	0.20	0.240	N/A
100,000,001	to	200,000,000	1.50	1.800	1.20	1.440	0.90	1.080	0.20	0.240	N/A
Over		200,000,000	1.60	1.920	1.25	1.500	0.95	1.140	0.20	0.240	N/A

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Option 104 - Freefone (Special Freefone Tariff ("SFT") Scheme)

Option 104 (available only on the number range 0808 80x xxxx), is available to certain Telephone Helpline Association (THA) Members to assist them to provide a dedicated free-to-caller service where it is imperative to protect the confidentiality of calls to that helpline.

Call charges under the SFT scheme include a contribution to the Customer's THA membership fees and this will be collected by BT and paid to the THA.

Connection and Rental charges for Option 104 are Priced On Application.

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Call Charges - Option 104

Calls are charged per minute. Inbound call charges will be rounded up to the nearest half penny where the calculated call price does not fall on a half-pence or whole penny. Inbound call payments will be rounded down to the nearest half penny where the calculated call price does not fall on a half-pence or whole penny.

Prices on application or as notified by BT in writing.

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Contract Revision

Contracts may be revised in the following ways:

	During 1st Contract Year	During Subsequent Contract Years	On Each Anniversary	See Note Below
Upgrade	Yes	Yes	Yes	1
Downgrade	Yes	No	Yes	2

Notes on Contract Revision

1. Upgrade (to a higher CCV)

New discounts will not be applied retrospectively. The Customer must achieve their revised CCV by the Contract anniversary.

2. Downgrade (to a lower CCV)

Contract can only be downgraded once during the 1st year and only by one CCV, e.g. 1m to 0.5m or 0.2m to 0.1m etc. For the remainder of the Contract, the Customer will be paid at the rates applicable to the new CCV. On the anniversary, the Contract can only be downgraded if the Customer has underachieved in the Contract Year and then only down to the level of achievement. Underachievement charges will be payable as outlined in the paragraph 'Under Achievement Charges'.

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Expiry of Minimum Period

At the end of the Minimum Period of the Committed Call Contract, the Customer can:

- Extend the existing Contract for a further 12 month Minimum Period.
- Obtain the same terms as in the previous year, by committing to an additional 12 month Minimum Period at the same CCV.
- Enter into a new contract.

If however more advantageous BT Call Charges or Call Payments become available within this Part of this BT Price List, the Customer has the option of terminating the current Contract in favour of a new Contract at the better Call Charges or Call Payments. The Customer would not incur under-achievement or early termination charges so long as they commit to the same or higher CCV and for a period equal to or greater than the Minimum Period remaining on the current Contract.

The Customer will be notified in writing of any changes to charges to be implemented following the end of the Minimum Period. Changes will be effective 14 days after the date of the notice unless otherwise stated.

Commitment Contracts with a Committed Call Volume of 20,000 minutes or more entered into after the 31st August 2007 are subject to an initial Minimum Period and further Minimum Period of 12 months'. The options above apply at the end of the further Minimum Period. The charges and call payments applicable during the further Minimum Period continue to apply until the contract is terminated. The CCV continues to apply during the further Minimum Period and until the contract is terminated.

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Early termination

Where the Customer terminates under clause 6.3 (b) of the Conditions because BT has increased the charges or has changed the Contract in either case to the Customer's material disadvantage, the Committed Call Volume for the Contract Year in which the termination takes place will be the Committed Call Volume divided by the number of months of that Contract Year prior to the date of termination.

The Customer who chooses to terminate their Commitment Contract before the expiry of the full Minimum Period will be liable for the charges defined below .

1. For contracts with an initial 12 month Minimum Period Under Achievement Charges are applied if they have not achieved their commitment. Early termination charges are not applied.
2. For contracts with an initial Minimum Period in excess of 12 months

Under Achievement Charges are applied in the contract year in which the contract is terminated if they have not achieved their commitment in that contract year; Early Termination Charges are not applied for that contract year, however Early Termination Charges will be applied for each remaining contract year for the Minimum Period.

Table of Early Termination charges

CCV per contract year	Termination charge
5,000 to 49,000	£100.00
50,000 to 99,000	£250.00
100,000 to 499,999	£500.00
500,000 to 999,999	£1000.00
1,000,000 to 23,999,999	£5000.00
24,000,000 to 47,999,999	£10000.00
48,000,000 to 199,999,999	£20000.00
200,000,000 to 299,999,999	£30000.00
300,000,000 (and greater)	£45000.00

The Customer with an existing Long Term Contract, Guaranteed Price Long Term Contract, TS Commitment Contract, TS Commitmentplus, BT Reward or Option 121, 123 or 125 Contract may terminate their existing Contract without incurring an underachievement or early termination charge on condition they subscribe to a BT Telemarketing Business Plan Contract with a Minimum Period longer than the un-expired Minimum Period of the existing Contract and/or an equivalent or higher CCV .