

Click on an option below

Telephone

Broadband & Calls Packages

BT TV

BT Mobile

BT Sport

Unpackaged Broadband

Early Termination Charges

Glossary & Useful Numbers

# BT Consumer Price Guide

Effective from 19<sup>th</sup> October 2018\*

\*Pricing is correct as per the date shown.

For the current version of this document, please refer to [www.bt.com/tariffguide](http://www.bt.com/tariffguide).

Click on an option below

[Getting a BT Line](#)

[UK Calling Plans & Popular Call Prices](#)

[Call & Billing Information and Charges](#)

[BT Basic & Popular Call Prices](#)

[International Calling Plans](#)

[Specialised Number Call Prices](#)

[Calling Feature Prices, Terms and Conditions](#)

[Operator Services](#)

[Calling Plans we no longer sell](#)

# Telephone Pricing

[Back to Main Menu](#)

# Getting a BT Line

## Connection Charges – Residential Lines

|                       |                          | Connection Charge<br>(when taken with the following services) |                                   |  |             |
|-----------------------|--------------------------|---|-----------------------------------|--|-------------|
|                       |                          | Calls only  | Copper Broadband & Calls Package* | Superfast Fibre Broadband & Calls Package* | BT Basic £0 |
| New Installation      | All Customers            | £140.00   | £49.99                            | £0   | £0          |
|                       | New / Existing Customers | £60.00  | £0                                |  |             |
| Working Line Takeover | Home Movers              | £0  |                                   |  |             |

\* You've got from the day you place your order until your **cooling-off period** ends to cancel your Broadband & Calls package. But if you do this after your line has been connected, you must pay the full connection charge detailed in the table above for a single line with Calls Only.

### Excess Construction Charges

The charges detailed in the table above are our normal connection charges and we will usually quote these when you place an order, but your order is always subject to survey. The price may be higher if special plant or works (like ducts or poles or construction work) are required. We will tell you if the charge will be higher and get your agreement to proceed before we start any work. For details of excess construction charges refer to Section 45 Part 1 of the BT Price List.

Continued Below

## Line Rental – Residential Lines

If you take a Broadband & Calls Package from BT, your package price includes Standard Line Rental. For Package prices click [here](#)

|                      | Features  | Monthly Rental | Quarterly Rental | Annual Rental |
|----------------------|---|----------------|------------------|---------------|
| Standard Line Rental | <ul style="list-style-type: none"> <li>12 month minimum term</li> <li>Payment by Direct Debit only</li> <li>Payable monthly or quarterly</li> <li>Paper* or e-bill</li> </ul>   | £19.99         | £59.97           |               |
| Line Rental Saver    | <ul style="list-style-type: none"> <li>Payment by credit or debit card</li> <li>Payable annually</li> <li>E-bill only</li> <li>12 months' Line Rental for the price of 11</li> <li>Equivalent to £18.32 per month</li> <li>Non-refundable</li> <li>Available on 1 telephone number per account</li> </ul> |                |                  | £219.84       |
| Line Rental Plus     | <ul style="list-style-type: none"> <li>12 month minimum term</li> <li>Payment by any currently accepted method</li> <li>Payable monthly or quarterly</li> <li>Paper or e-bill</li> <li>Includes 5+ Calling Feature pack (opt-in)</li> </ul>   | £21.99         | £65.97           |               |

\* If you choose a paper bill then you may have to pay for it. Full details are [here](#).

- Line Rental must be taken with all standard BT Calling Plans.

## Line Rental – Line Only Discount

|                     | Monthly Discount  |
|---------------------|---|
| Line Only Discount* | Line Rental discount for BT Residential households without fixed line broadband service from any provider |
|                     | £8.00   |

\* Not available with Line Rental Saver, Home Phone Saver or BT Basic. Existing Line Rental Saver customers will receive the Line Only Discount until their Line Rental Saver contract expires, but must then take Standard Line Rental or Line Rental Plus.

- Eligibility subject to review. Discount may be removed for BT residential households with a fixed line broadband service from any provider.

[Back to Telephone Pricing](#)

# UK Calling Plans & Popular Call Prices

| Plan Charges                     | Unlimited Weekend Calls | Unlimited Evening & Weekend Calls | Unlimited Anytime Calls  | Home Phone Saver 2020            |
|----------------------------------|-------------------------|-----------------------------------|--------------------------|----------------------------------|
| Monthly Fee                      | £0<br>(+ Line Rental)   | £4.50<br>(+ Line Rental)          | £9.99<br>(+ Line Rental) | £21.99<br>(includes Line Rental) |
| Monthly Early Termination Charge | £9.50                   | £12.50                            | £15.50                   | £9.50                            |

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |   |  |  |                                    |                                     |
|--|---|--|--|------------------------------------|-------------------------------------|
| Calls to UK* National & Local numbers  | Daytime<br>(7am – 7pm Mon – Fri)  | 15.0p per minute<br>+ 23.0p set up fee | 15.0p per minute<br>+ 23.0p set up fee | Included                           | Included                            |
|  | Evening<br>(7pm – 7am Mon – Fri)  |  | Included                               |                                    |                                     |
|  | Weekends<br>(All day Sat & Sun)   | Included                               |  |                                    |                                     |
| Calls to 0845 & 0870 Numbers**   | Daytime<br>(7am – 7pm Mon – Fri)  | 15.0p per minute<br>+ Service Charge   | 15.0p per minute<br>+ Service Charge   | Included                           | Included                            |
|  | Evening<br>(7pm – 7am Mon – Fri)  |  | Included                               |                                    |                                     |
|  | Weekends<br>(All day Sat & Sun)   | Included                               |  |                                    |                                     |
| Calls to the Channel Islands (landlines)   | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p. 23.0p set up fee applies to all calls |  |  |                                    |                                     |
| Calls to Service Numbers<br>090, 118 and other 084 & 087 (at all times)                        | 15.0p per minute + Service Charge   |  |  |                                    |                                     |
| Calls to BT Mobile Consumer numbers (at all times)   | First 1000 minutes each month   | 18.0p per minute + 23.0p set up fee    | 18.0p per minute + 23.0p set up fee    | Included                           | Included                            |
|  | Minutes of calls thereafter   |  |  | 9.0p per minute + 23.0p set up fee | 18.0p per minute + 23.0p set up fee |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |   |  |  |                                    |                                     |

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

- \* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.
- \*\* Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

[Back to Telephone Pricing](#)

# International Calling Plans

International Freedom and Friends & Family International rates do not apply to calls from Northern Ireland to landlines in the Republic of Ireland which are charged at standard calling plan rates.

| Plan Charges                | Friends & Family International  | International Freedom*   |
|-----------------------------|---|--|
| Monthly Fee                 | £2.00   | £8.50  |
| Minimum Term                | 1 month   | 1 Month  |
| Discounted call rates apply | At all times  |  |
| Description                 | Discounted International call rates to 236 International destinations   | Call landlines in 36 selected international destinations at no cost* with discounted rates to all other destinations |
| International Call Rates    | Click <a href="#">here</a> for a list of countries and International Call Rates. 23.0p set up fee applies to all chargeable calls |  |

\* Fair use policy applies. Zero pence rated calls to International fixed line destinations are limited to 600 minutes per month. Calls to these international fixed line destinations in excess of this limit are charged at 6p per minute + 23.0p set-up fee

[Back to Telephone Pricing](#)

# International Call Rates

Click on the first letter of the country you're looking for

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [Y](#) [Z](#)

| Country                                     | Band | Standard International Rates<br>(pence per minute) |                                     | Band | Friends & Family International<br>Rates (pence per minute) |                                     | Band | International Freedom Rates<br>(pence per minute) |                                     |
|---|------|--|-------------------------------------|------|--|-------------------------------------|------|---|-------------------------------------|
|   |      | Calls to<br>Fixed Lines                            | Calls to Mobiles<br>& Special Rates |      | Calls to<br>Fixed Lines                                    | Calls to Mobiles<br>& Special Rates |      | Calls to<br>Fixed Lines                           | Calls to Mobiles<br>& Special Rates |
| Afghanistan                                 | C    | 145  | 145                                 | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Albania                                     | B    | 85   | 85                                  | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Algeria                                     | B    | 85   | 85                                  | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Andorra                                     | B    | 85   | 85                                  | 3    | 24   | 60                                  | 3    | 24  | 60                                  |
| Angola                                      | C    | 145  | 145                                 | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Anguilla                                    | C    | 145  | 145                                 | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Antarctica Australian Territory             | C    | 145  | 145                                 | 5    | 96   | 96                                  | 5    | 96  | 96                                  |
| Antigua & Barbuda                           | B    | 85   | 85                                  | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Antilles (Netherlands)                      | C    | 145  | 145                                 | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Argentina                                   | C    | 145  | 145                                 | 2    | 12   | 48                                  | 2    | 12  | 48                                  |
| Armenia                                     | C    | 145  | 145                                 | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Aruba                                       | C    | 145  | 145                                 | 4    | 48   | 72                                  | 4    | 48  | 72                                  |
| Ascension Island                            | C    | 145  | 145                                 | 5    | 96   | 96                                  | 5    | 96  | 96                                  |
| Australia (incl. Christmas Is. & Cocos Is.) | B    | 85   | 85                                  | 1    | 6  | 36                                  | 1    | 0   | 36                                  |
| Austria                                     | B    | 85   | 85                                  | 1    | 6  | 36                                  | 1    | 0   | 36                                  |

[Back to Telephone Pricing](#)



| Country               | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|-----------------------|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|                       | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Azerbaijani Republic  | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Azores                | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Bahamas               | C  | 145                     | 145                                 | 3  | 24                      | 24                                  | 3   | 0                       | 0                                   |
| Bahrain               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Bangladesh            | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| Barbados              | B  | 85                      | 85                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Belarus               | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Belgium               | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Belize                | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Benin                 | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Bermuda               | B  | 85                      | 85                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Bhutan                | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Bolivia               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Bosnia-Herzegovina    | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Botswana              | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Brazil                | A  | 55                      | 55                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Brunei Darussalam     | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Bulgaria              | B  | 85                      | 85                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Burkina Faso          | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Burundi               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Cambodia (Kingdom of) | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Cameroon              | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Canada                | A  | 55                      | 55                                  | 1  | 6                       | 6                                   | 1   | 0                       | 0                                   |
| Canary Islands        | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Cape Verde            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |

[Back](#)

| Country  | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|--|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|  | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Cayman Islands                                       | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Central African Republic                             | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Chad   | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Chile  | C  | 145                     | 145                                 | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| China  | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Colombia   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Comoros  | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Congo  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Cook Islands   | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Costa Rica   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Cote d'Ivoire  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Croatia  | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Cuba   | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Cyprus (excluding Northern Cyprus) *                 | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Czech Republic                                       | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Democratic Republic of the Congo<br>(formerly Zaire) | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Denmark  | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Diego Garcia   | C  | 151                     | 151                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Djibouti   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Dominica   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Dominican Republic                                   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| East Timor   | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Ecuador  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Egypt  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |

[Back](#)

| Country                                | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|--|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|  | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| El Salvador                            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Equatorial Guinea                      | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Eritrea                                | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Estonia                                | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Ethiopia (Federal Democratic Republic) | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Falkland Islands                       | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Faroe Islands                          | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Fiji                                   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Finland                                | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 0                       | 48                                  |
| France                                 | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| French Guiana                          | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| French Polynesia                       | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Gabon                                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Gambia                                 | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Georgia                                | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Germany                                | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Ghana                                  | C  | 145                     | 145                                 | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Gibraltar                              | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 0                       | 48                                  |
| Greece                                 | A  | 55                      | 55                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Greenland                              | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Grenada (incl. Carriacou)              | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Guadeloupe                             | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Guam                                   | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Guatemala                              | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Guinea                                 | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |

[Back](#)

| Country                    | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|----------------------------|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|                            | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Guinea Bissau              | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Guyana                     | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Haiti                      | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Honduras                   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Hong Kong                  | A  | 55                      | 55                                  | 1  | 6                       | 6                                   | 1   | 0                       | 0                                   |
| Hungary                    | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Iceland                    | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| India                      | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| Indonesia                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Iran                       | C  | 145                     | 145                                 | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Iraq                       | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Ireland (Republic of)*     | A  | 55                      | 55                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Israel                     | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| Italy (incl. Vatican City) | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Jamaica                    | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| Japan                      | A  | 55                      | 55                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Jordan                     | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Kazakhstan                 | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Kenya                      | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Kiribati                   | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Korea PDR (North)          | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Korea Republic (South)     | C  | 145                     | 145                                 | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Kuwait                     | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Kyrgyz Republic            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Laos                       | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |

\* International Freedom and Friends & Family International rates do not apply to calls from Northern Ireland to landlines in the Republic of Ireland which are charged at standard calling plan rates.

[Back](#)

| Country                  | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|--------------------------|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|                          | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Latvia                   | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Lebanon                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Lesotho                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Liberia                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Libya                    | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Liechtenstein            | B  | 85                      | 85                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Lithuania                | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Luxembourg               | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Macao                    | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Macedonia                | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Madagascar               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Madeira                  | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Malawi (The Republic of) | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Malaysia                 | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 0                       | 48                                  |
| Maldives                 | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Mali                     | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Malta                    | B  | 85                      | 85                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Marshall Island          | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Martinique               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Mauritania               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Mauritius                | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Mayotte                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Mexico                   | A  | 55                      | 55                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Micronesia               | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Moldova                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |

[Back](#)

| Country                             | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|-------------------------------------|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|                                     | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Monaco                              | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Mongolia                            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Montenegro                          | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Montserrat                          | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Morocco                             | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Mozambique                          | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Myanmar (formerly Burma)            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Namibia                             | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Nauru                               | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Nepal                               | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Netherlands                         | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| New Caledonia                       | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| New Zealand (incl. Chatham Islands) | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Nicaragua                           | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Niger                               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Nigeria                             | C  | 145                     | 145                                 | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Niue                                | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Norfolk Island                      | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Northern Marianas                   | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Norway                              | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Oman                                | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Pakistan                            | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| Palau (The Republic of)             | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Palestinian National Authority      | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Panama                              | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |

[Back](#)

| Country             | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|---------------------|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|                     | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Papua New Guinea    | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Paraguay            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Peru                | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Philippines         | C  | 145                     | 145                                 | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Poland              | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Portugal            | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Puerto Rico         | B  | 85                      | 85                                  | 2  | 12                      | 12                                  | 2   | 12                      | 12                                  |
| Qatar               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Reunion             | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Rodriguez Islands   | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Romania             | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Ross Island         | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Russian Federation  | A  | 55                      | 55                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Rwandese Republic   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Samoa (US)          | C  | 145                     | 145                                 | 4  | 48                      | 48                                  | 4   | 48                      | 48                                  |
| Samoa (Western)     | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| San Marino          | B  | 85                      | 85                                  | 1  | 6                       | 6                                   | 1   | 0                       | 0                                   |
| Sao Tome & Principe | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Saudi Arabia        | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Senegal             | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Serbia              | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Seychelles          | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Sierra Leone        | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Singapore           | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Sint Maarten        | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |

[Back](#)

| Country                            | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|------------------------------------|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|                                    | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Slovak Republic                    | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| Slovenia                           | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Solomon Islands                    | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Somalia                            | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| South Africa                       | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| South Sudan                        | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Spain (incl. the Balearic Islands) | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Sri Lanka                          | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| St Helena                          | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| St Kitts & Nevis                   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| St Lucia                           | B  | 85                      | 85                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| St Pierre & Miquelon               | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| St Vincent & the Grenadines        | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Sudan                              | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Suriname                           | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Swaziland                          | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Sweden                             | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Switzerland                        | B  | 85                      | 85                                  | 1  | 6                       | 36                                  | 1   | 0                       | 36                                  |
| Syria                              | C  | 145                     | 145                                 | 5  | 96                      | 120                                 | 5   | 96                      | 120                                 |
| Taiwan                             | C  | 145                     | 145                                 | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Tajikistan                         | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Tanzania                           | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Thailand                           | C  | 145                     | 145                                 | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Togolese Republic (The)            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Tokelau                            | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |

[Back](#)



| Country                                 | Standard International Rates<br>(pence per minute) |                         |                                     | Friends & Family International<br>Rates (pence per minute) |                         |                                     | International Freedom Rates<br>(pence per minute) |                         |                                     |
|---|--|-------------------------|-------------------------------------|--|-------------------------|-------------------------------------|---|-------------------------|-------------------------------------|
|   | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band   | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates | Band  | Calls to<br>Fixed Lines | Calls to Mobiles<br>& Special Rates |
| Tonga                                   | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Trinidad & Tobago                       | B  | 85                      | 85                                  | 2  | 12                      | 48                                  | 2   | 12                      | 48                                  |
| Tunisia                                 | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Turkey                                  | B  | 85                      | 85                                  | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Turkmenistan                            | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Turks & Caicos Is                       | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Tuvalu                                  | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Uganda                                  | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Ukraine                                 | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| United Arab Emirates                    | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Uruguay                                 | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| USA                                     | A  | 55                      | 55                                  | 1  | 6                       | 6                                   | 1   | 0                       | 0                                   |
| Uzbekistan                              | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Vanuatu                                 | C  | 145                     | 145                                 | 5  | 120                     | 120                                 | 5   | 120                     | 120                                 |
| Venezuela                               | C  | 145                     | 145                                 | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |
| Vietnam                                 | B  | 85                      | 85                                  | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Virgin Islands (UK)                     | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Virgin Islands (US)                     | C  | 145                     | 145                                 | 3  | 24                      | 24                                  | 3   | 24                      | 24                                  |
| Wallis & Futuna                         | C  | 145                     | 145                                 | 5  | 96                      | 96                                  | 5   | 96                      | 96                                  |
| Yemen (formerly Yemen AR and Yemen PDR) | C  | 145                     | 145                                 | 4  | 48                      | 72                                  | 4   | 48                      | 72                                  |
| Zambia                                  | C  | 145                     | 145                                 | 1  | 6                       | 36                                  | 1   | 6                       | 36                                  |
| Zimbabwe                                | C  | 145                     | 145                                 | 3  | 24                      | 60                                  | 3   | 24                      | 60                                  |

[Back](#)

# BT Basic Rental & Popular Call Prices

BT provides a social telephony scheme to help customers on specific means-tested Government benefits, afford a fixed line telephone service. Our BT Basic scheme helps customers budget, with low line rental and an Inclusive Call Allowance. Visit [bt.com/btbasic](https://bt.com/btbasic) to check eligibility and what the scheme has to offer.

|   | BT Basic                        |
|---|---------------------------------|
| Monthly Fee (includes £1.50 monthly call allowance) | £5.10<br>(includes Line Rental) |
| Monthly Early Termination Charge                    | £0                              |

## BT Basic inclusive call allowance and £10 monthly price cap

Your BT Basic monthly fee includes a monthly call allowance of £1.50 towards the cost of calls to 01, 02, 03, 07 (UK mobiles) & 08 numbers and calls to all International destinations.

With BT Basic you can make as many calls as you like to 01, 02, 03, 07 (UK mobiles) and 08 numbers and pay no more than £10 a month for those calls.

We have a Fair Use Policy for the BT Basic £10 Price Cap and we ask you to stick to the spirit of the scheme. If you don't do this, we may put restrictions on how many free or discounted calls you can make in future. We always pitch these restrictions such that they will not affect the vast majority of our customers and will only apply them where we believe that the amount of calls to numbers covered by the price cap is inappropriately excessive.

[Back to Telephone Pricing](#)

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |                                |   |
|--|--------------------------------|---|
| Calls to UK* National & Local numbers  |                                | 11.3p per minute + 3.3p set up fee        |
| Calls to 0845 & 0870 Numbers   | Weekends** (All day Sat & Sun) | Included                                  |
|  | At all other times             | 0p per minute + Service Charge            |
| Calls to Service Numbers<br>090, 118 and other 084 & 087 (at all times)  |                                | 0p per minute + Service Charge            |
| Calls to UK Mobiles (Bands fm1-fm9)<br><br>For details of rates for other fixed to mobile Bands click <a href="#">here</a>   | Daytime (7am – 7pm Mon – Fri)  | 11.576p per minute + 3.3p set up fee      |
|  | Evening (7pm – 7am Mon – Fri)  | 6.47p per minute + 3.3p set up fee        |
|  | Weekends (All day Sat & Sun)   | 3.406p per minute + 3.3p set up fee       |
| Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Rates) |                                | International call rate + 3.3p set up fee |

\* UK means calls to Local and National numbers beginning 01, 02 and 03, calls to the Channel Islands, calls from Northern Ireland to the Republic of Ireland, calls to any number range charged at g21 rates in Section 2, Part 11, sub-part 1 of the BT Price List. All other calls are charged at Unlimited Weekend Call rates.

\*\* Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice

[Back to BT Basic](#)

## BT Basic – Other Fixed to Mobile Rates

|      | Other BT Basic Fixed to Mobile Rates (pence per minute) |                                  |                                 |
|------|---|----------------------------------|---------------------------------|
|      | Daytime<br>(7am – 7pm Mon – Fri)                        | Evening<br>(7pm – 7am Mon – Fri) | Weekends<br>(All day Sat & Sun) |
| fm10 | 18.240  | 14.250                           | 6.042                           |
| fm11 | 16.800  | 16.800                           | 16.800                          |
| fm12 | 11.576  | 6.470                            | 3.406                           |
| fm13 | 17.969  | 15.281                           | 8.536                           |
| fm14 | 11.520  | 11.520                           | 11.520                          |
| fm15 | 12.720  | 12.720                           | 12.720                          |
| fm16 | 11.576  | 6.470                            | 3.406                           |
| fm17 | 11.400  | 11.400                           | 11.400                          |

[Back to BT Basic](#)

# BT Basic International Call Rates

Click on the first letter of the country you're looking for

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [Y](#) [Z](#)

| Country                                     | Pence per Minute |                   | Country                  | Pence per Minute |                   |
|---|------------------|-------------------|--------------------------|------------------|-------------------|
|   | Daytime          | Evening & Weekend |                          | Daytime          | Evening & Weekend |
| Afghanistan                                 | 117.0            | 112.0             | Belize                   | 88.5             | 72.5              |
| Albania                                     | 44.5             | 39.5              | Benin                    | 85.5             | 69.0              |
| Algeria                                     | 44.5             | 39.5              | Bermuda                  | 23.0             | 21.0              |
| Andorra                                     | 38.0             | 30.5              | Bhutan                   | 71.0             | 67.0              |
| Angola                                      | 88.5             | 84.5              | Bolivia                  | 88.5             | 84.5              |
| Anguilla                                    | 68.0             | 58.0              | Bosnia and Herzegovina   | 44.5             | 39.5              |
| Antarctica Australian Territory             | 140.0            | 134.0             | Botswana                 | 85.5             | 69.0              |
| Antigua & Barbuda                           | 23.0             | 21.0              | Brazil                   | 85.5             | 69.0              |
| Antilles (Netherlands)                      | 67.0             | 54.0              | Brunei Darussalam        | 71.0             | 67.0              |
| Argentina                                   | 85.5             | 69.0              | Bulgaria                 | 44.5             | 39.5              |
| Armenia                                     | 88.5             | 72.5              | Burkina Faso             | 88.5             | 84.5              |
| Aruba                                       | 67.0             | 54.0              | Burundi                  | 88.5             | 84.5              |
| Ascension Island                            | 88.5             | 84.5              | Cambodia (Kingdom of)    | 204.0            | 199.0             |
| Australia (incl. Christmas Is. & Cocos Is.) | 24.5             | 10.0              | Cameroon                 | 85.5             | 69.0              |
| Austria                                     | 27.5             | 24.5              | Canada                   | 16.0             | 10.0              |
| Azerbaijani Republic                        | 53.0             | 48.0              | Canary Islands           | 22.0             | 10.0              |
| Azores                                      | 23.0             | 19.0              | Cape Verde               | 88.5             | 84.5              |
| Bahamas                                     | 68.0             | 58.0              | Cayman Islands           | 68.0             | 58.0              |
| Bahrain                                     | 88.5             | 72.5              | Central African Republic | 138.0            | 131.5             |
| Bangladesh                                  | 25.5             | 22.0              | Chad                     | 140.0            | 134.0             |
| Barbados                                    | 23.0             | 21.0              | Chile                    | 85.5             | 69.0              |
| Belarus                                     | 53.0             | 48.0              | China                    | 23.0             | 21.0              |
| Belgium                                     | 18.5             | 10.0              | Colombia                 | 88.5             | 84.5              |

[Back to BT Basic](#)

| Country                                   | Pence per Minute |                   | Country                   | Pence per Minute |                   |
|---|------------------|-------------------|---------------------------|------------------|-------------------|
|   | Daytime          | Evening & Weekend |                           | Daytime          | Evening & Weekend |
| Comoros                                   | 117.0            | 112.0             | Gabon                     | 85.5             | 69.0              |
| Congo                                     | 117.0            | 112.0             | Gambia                    | 85.5             | 69.0              |
| Cook Islands                              | 140.0            | 134.0             | Georgia                   | 67.0             | 54.0              |
| Costa Rica                                | 85.5             | 69.0              | Germany                   | 18.5             | 10.0              |
| Cote d'Ivoire                             | 113.0            | 91.5              | Ghana                     | 85.5             | 69.0              |
| Croatia                                   | 44.5             | 39.5              | Gibraltar                 | 24.5             | 20.0              |
| Cuba                                      | 117.0            | 112.0             | Greece                    | 14.0             | 10.0              |
| Cyprus (excluding the north of Cyprus)    | 24.5             | 20.0              | Greenland                 | 88.5             | 84.5              |
| Czech Republic                            | 27.5             | 24.5              | Grenada (inc Carriacou)   | 23.0             | 21.0              |
| Democratic Republic of the Congo (Zaire)  | 88.5             | 84.5              | Guadeloupe                | 88.5             | 72.5              |
| Denmark                                   | 19.5             | 10.0              | Guam                      | 117.0            | 112.0             |
| Diego Garcia                              | 180.5            | 175.5             | Guatemala                 | 85.5             | 69.0              |
| Djibouti                                  | 88.5             | 84.5              | Guinea                    | 88.5             | 84.5              |
| Dominica                                  | 79.5             | 67.0              | Guinea Bissau             | 140.0            | 134.0             |
| Dominican Republic                        | 68.0             | 58.0              | Guyana                    | 113.0            | 91.5              |
| East Timor                                | 204.0            | 199.0             | Haiti                     | 105.5            | 85.0              |
| Ecuador                                   | 88.5             | 84.5              | Honduras                  | 85.5             | 69.0              |
| Egypt                                     | 83.5             | 72.5              | Hong Kong                 | 12.0             | 8.0               |
| El Salvador                               | 113.0            | 91.5              | Hungary                   | 27.5             | 24.5              |
| Equatorial Guinea                         | 117.0            | 112.0             | Iceland                   | 44.5             | 39.5              |
| Eritrea                                   | 113.0            | 91.5              | India                     | 25.5             | 22.0              |
| Estonia                                   | 53.0             | 48.0              | Indonesia                 | 69.0             | 67.0              |
| Ethiopia (Federal Democratic Republic of) | 113.0            | 91.5              | Iran                      | 113.0            | 91.5              |
| Falkland Islands                          | 88.5             | 84.5              | Iraq                      | 113.0            | 91.5              |
| Faroe Islands                             | 38.0             | 30.5              | Ireland (Republic of)     | 15.0             | 10.0              |
| Fiji                                      | 88.5             | 84.5              | Israel                    | 53.0             | 48.0              |
| Finland                                   | 27.5             | 24.5              | Italy (inc. Vatican City) | 22.0             | 10.0              |
| France                                    | 18.5             | 10.0              | Jamaica                   | 23.0             | 21.0              |
| French Guiana                             | 117.0            | 112.0             | Japan                     | 10.0             | 7.0               |
| French Polynesia                          | 180.5            | 175.5             | Jordan                    | 110.0            | 94.5              |

[Back](#)

| Country                  | Pence per Minute |                   | Country                           | Pence per Minute |                   |
|--------------------------|------------------|-------------------|-----------------------------------|------------------|-------------------|
|                          | Daytime          | Evening & Weekend |                                   | Daytime          | Evening & Weekend |
| Kazakhstan               | 69.0             | 65.0              | Mauritius                         | 113.0            | 91.5              |
| Kenya                    | 85.5             | 69.0              | Mayotte                           | 113.0            | 91.5              |
| Kiribati                 | 140.0            | 134.0             | Mexico                            | 71.0             | 67.0              |
| Kazakhstan               | 69.0             | 65.0              | Micronesia                        | 140.0            | 134.0             |
| Korea PDR (North)        | 140.0            | 134.0             | Moldova                           | 67.0             | 54.0              |
| Korea Republic (South)   | 71.0             | 67.0              | Monaco                            | 36.0             | 28.5              |
| Kuwait                   | 88.5             | 72.5              | Mongolia                          | 138.0            | 131.5             |
| Kyrgyz Republic          | 69.0             | 65.0              | Montenegro                        | 44.5             | 39.5              |
| Laos                     | 138.0            | 131.5             | Montserrat                        | 79.5             | 67.0              |
| Latvia                   | 53.0             | 48.0              | Morocco                           | 44.5             | 39.5              |
| Lebanon                  | 110.0            | 94.5              | Mozambique                        | 88.5             | 84.5              |
| Lesotho                  | 85.5             | 69.0              | Myanmar (formerly Burma)          | 117.0            | 112.0             |
| Liberia                  | 85.5             | 69.0              | Namibia                           | 85.5             | 69.0              |
| Libya                    | 44.5             | 39.5              | Nauru                             | 140.0            | 134.0             |
| Liechtenstein            | 20.0             | 19.0              | Nepal                             | 71.0             | 67.0              |
| Lithuania                | 53.0             | 48.0              | Netherlands                       | 18.5             | 10.0              |
| Luxembourg               | 19.5             | 18.5              | New Caledonia                     | 180.5            | 175.5             |
| Macao                    | 71.0             | 67.0              | New Zealand (inc Chatham Islands) | 31.5             | 23.0              |
| Macedonia                | 44.5             | 39.5              | Nicaragua                         | 113.0            | 91.5              |
| Madagascar               | 88.5             | 84.5              | Niger                             | 88.5             | 84.5              |
| Madeira                  | 23.0             | 19.0              | Nigeria                           | 69.0             | 65.0              |
| Malawi (The Republic of) | 85.5             | 69.0              | Niue                              | 138.0            | 131.5             |
| Malaysia                 | 42.5             | 39.5              | Norfolk Island                    | 117.0            | 112.0             |
| Maldives                 | 88.5             | 84.5              | Northern Marianas                 | 113.0            | 91.5              |
| Mali                     | 88.5             | 84.5              | Norway                            | 24.5             | 10.0              |
| Malta                    | 27.5             | 24.5              | Oman                              | 88.5             | 72.5              |
| Marshall Island          | 140.0            | 134.0             | Pakistan                          | 25.5             | 22.0              |
| Martinique               | 88.5             | 72.5              | Palau (The Republic of)           | 140.0            | 134.0             |
| Mauritania               | 117.0            | 112.0             | Palestinian National Authority    | 53.0             | 48.0              |

[Back](#)

| Country             | Pence per Minute |                   | Country                                    | Pence per Minute |                   |
|---------------------|------------------|-------------------|--|------------------|-------------------|
|                     | Daytime          | Evening & Weekend |  | Daytime          | Evening & Weekend |
| Panama              | 85.5             | 69.0              | Somalia                                    | 140.0            | 134.0             |
| Papua New Guinea    | 88.5             | 84.5              | South Africa                               | 53.0             | 46.5              |
| Paraguay            | 85.5             | 69.0              | South Sudan                                | 85.5             | 69.0              |
| Peru                | 85.5             | 69.0              | Spain (inc the Balearic Islands)           | 22.0             | 10.0              |
| Philippines         | 71.0             | 67.0              | Sri Lanka                                  | 84.5             | 74.5              |
| Poland              | 27.5             | 24.5              | St Helena                                  | 138.0            | 131.5             |
| Portugal            | 23.0             | 19.0              | St Kitts & Nevis (formerly St Christopher) | 68.0             | 58.0              |
| Puerto Rico         | 52.0             | 44.5              | St Lucia                                   | 23.0             | 21.0              |
| Qatar               | 88.5             | 72.5              | St Pierre & Miquelon                       | 68.0             | 58.0              |
| Reunion             | 88.5             | 84.5              | St Vincent & the Grenadines                | 68.0             | 58.0              |
| Rodriguez Islands   | 117.0            | 112.0             | Sudan                                      | 85.5             | 69.0              |
| Romania             | 53.0             | 48.0              | Suriname                                   | 133.5            | 107.0             |
| Ross Island         | 68.0             | 58.0              | Swaziland                                  | 85.5             | 69.0              |
| Russian Federation  | 53.0             | 48.0              | Sweden                                     | 18.5             | 16.5              |
| Rwandese Republic   | 88.5             | 84.5              | Switzerland                                | 18.5             | 10.0              |
| Samoa (US)          | 140.0            | 134.0             | Syria                                      | 110.0            | 94.5              |
| Samoa (Western)     | 180.5            | 175.5             | Taiwan                                     | 71.0             | 67.0              |
| San Marino          | 44.5             | 39.5              | Tajikistan                                 | 88.5             | 84.5              |
| Sao Tome & Principe | 140.0            | 134.0             | Tanzania                                   | 85.5             | 69.0              |
| Saudi Arabia        | 67.0             | 54.0              | Thailand                                   | 69.0             | 67.0              |
| Senegal             | 113.0            | 91.5              | Togolese Republic (The)                    | 113.0            | 91.5              |
| Serbia              | 44.5             | 39.5              | Tokelau                                    | 180.5            | 175.5             |
| Seychelles          | 113.0            | 91.5              | Tonga                                      | 138.0            | 131.5             |
| Sierra Leone        | 85.5             | 69.0              | Trinidad & Tobago                          | 23.0             | 21.0              |
| Singapore           | 19.0             | 15.0              | Tunisia                                    | 44.5             | 39.5              |
| Sint Maarten        | 67.0             | 54.0              | Turkey (including the north of Cyprus)     | 24.5             | 20.0              |
| Slovak Republic     | 27.5             | 24.5              | Turkmenistan                               | 83.0             | 77.0              |
| Slovenia            | 44.5             | 39.5              | Turks & Caicos Is                          | 79.5             | 67.0              |
| Solomon Islands     | 140.0            | 134.0             | Tuvalu                                     | 140.0            | 134.0             |

[Back](#)



| Country              | Pence per Minute |                   | Country                                 | Pence per Minute |                   |
|----------------------|------------------|-------------------|---|------------------|-------------------|
|                      | Daytime          | Evening & Weekend |   | Daytime          | Evening & Weekend |
| Uganda               | 85.5             | 69.0              | Venezuela                               | 85.5             | 69.0              |
| Ukraine              | 53.0             | 48.0              | Vietnam                                 | 138.0            | 131.5             |
| United Arab Emirates | 67.0             | 54.0              | Virgin Islands (UK)                     | 68.0             | 58.0              |
| Uruguay              | 85.5             | 69.0              | Virgin Islands (US)                     | 68.0             | 58.0              |
| USA                  | 15.0             | 10.0              | Yemen (formerly Yemen AR and Yemen PDR) | 113.0            | 91.5              |
| Uzbekistan           | 69.0             | 65.0              | Zambia                                  | 85.5             | 69.0              |
| Vanuatu              | 140.0            | 134.0             | Zimbabwe                                | 85.5             | 69.0              |

[Back](#)

## VAT

All prices that appear in this Price Guide are, unless otherwise stated, inclusive of VAT.

## Call set up fee

A set-up fee of 23.0p (3.3p for BT Basic calls) is applied to all chargeable calls except:

- UK Day, Evening and Weekend geographic, g21 rate calls where the pence per minute (ppm) rate has been set to zero for the first hour of each call (or where these calls start within an inclusive period but last more than an hour)
- Inland geographic Calls (including g21 rate and ISDN64k calls)
- Fixed rate UK calls with the Unlimited Weekend Plan
- Fixed fee calls
- Calls charged by time duration and which start with a fixed fee
- Personal Numbering, Paging and Fixed to Wi-Fi Services for which a minimum call charge of 5.5 pence applies.
- Calls to Service Numbers commencing 084, 087, 09 and 118

Continued below

## Call duration rounding

All call durations will be rounded up to the next whole minute, except:

- Calls to Service Numbers (084, 087, 090 & 118). See [here](#) for details.
- Fixed fee calls where duration charges don't apply. These will not be rounded up.

## Call charge rounding

Calls charged by duration only:

- The call charge plus the call set-up fee (excl. VAT) is rounded up to the next whole penny. We add VAT (rounded up to the next whole penny) to give the total call cost.

BT Basic calls charged by duration only:

- The call charge plus the call set-up fee (excl. VAT) is rounded up to the next half penny. We add VAT (rounded up to the next half penny) to give the total call cost.

Fixed fee calls:

- Calls are charged at the advertised rate (incl. VAT). The call charge is not rounded up.

Calls charged by duration with an initial fixed fee:

- If the duration of the call is covered by the initial fixed fee, the call is treated as a fixed fee call and is charged at the advertised rate (incl. VAT).
- If the duration of the call exceeds the period covered by the initial fixed fee, the charge for the duration of that part of the call that exceeds the period covered by the initial fixed fee (incl. VAT) is added to the initial fixed fee and rounded up to the next whole penny (next half penny for BT Basic calls) to give the total call cost.

Calls charged by duration with an additional fixed call charge:

- The charge for the duration of the call (incl. VAT) is added to the fixed call charge and rounded up to the next whole penny (next half penny for BT Basic calls) to give the total call cost.

Continued below

## Calls to Service Numbers – duration rounding

- The Service Charge element of all calls to Service Numbers will be rounded to the next whole second.
- The Access Charge element of calls to Service Numbers of up to 1 minute duration will be rounded to the next whole minute.
- The Access Charge element of calls to Service Numbers of more than 1 minute duration will be rounded to the next whole second.

## Calls to Service Numbers – charge rounding

Calls charged by duration only:

- The Access Charge (excl. VAT) is rounded up to the next whole penny. We add VAT (rounded up to the next whole penny) to give the total Access Charge.
- The Service Charge (excl. VAT) is rounded up to the next tenth of a penny. We add VAT (rounded up to the next tenth of a penny) to give the total Service Charge.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Fixed fee calls:

- The Access charge is calculated in the same way as a duration based call to a Service Number.
- The Service Charge (incl. VAT) is not rounded up.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Calls charged by duration with an initial fixed fee:

- If the duration of the call is covered by the initial fixed fee, the Access and Service Charges are calculated in the same way as a fixed fee call to a Service Number.
- If the duration of the call exceeds the period covered by the initial fixed fee, the Access charge applies to the whole duration of the call and is calculated in the same way as a duration based call to a Service Number. The Service Charge for the initial fixed fee is calculated in the same way as a fixed fee call to a Service Number. We add this to the Service charge for the part of the call that exceeds the period covered by the initial fixed fee, which is calculated in the same way as a duration based call to a Service Number. This gives the total Service Charge for the call.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Calls charged by duration with an additional fixed call charge:

- The Access charge applies to the whole duration of the call and is calculated in the same way as a duration based call to a Service Number.
- The Service Charge for the fixed call charge is calculated in the same way as a fixed fee call to a Service Number. We add this to the Service charge for the whole duration of the call, which is calculated in the same way as a duration based call to a Service Number. This gives the total Service Charge for the call.
- We add the Access and Service Charges (incl. VAT) together to give the total charge for the call.

Continued below

## Total call charge rounding

The total call charges on your bill are rounded up to the next whole penny.

## Paying your BT bill

Standard Line Rental is only payable by Direct Debit. However, with Line Rental Plus you can choose from a variety of straightforward payment options that you can set up at your convenience:

- Monthly Payment Plan or Whole Bill Direct Debit.
- An easy one-off payment online with your credit or debit card when you get your bill
- A simple bank transfer from your account arranged over the phone or online
- Cash or cheque at your bank or Post Office

## Late or failed payment charges

**Late Payment Charge** – if we don't get your payment by the date stated on your bill **£7.50 per occasion\***

**Failed Payment Charge (Direct Debit / cheque)** – if there's not enough money in your bank account to cover your Direct Debit or cheque payment **£10.00 per occasion\***

\*These charges are compensatory and not subject to VAT

## Paper Bill Fee

Paper bills cost £3 for each bill whether you receive it monthly or quarterly. You don't have to pay if you have Line Rental Plus, BT Basic, Home Phone Saver or if you receive a discount on your line rental because you don't have broadband with BT or another provider. Please contact us for more details. To avoid the paper bill fee, just switch to paper-free billing at [bt.com/paperfree](http://bt.com/paperfree).

Continued below

## Additional Line / Call Charges

|  |                     |
|--|---------------------|
| Restriction of service at customer's request (Incoming Calls Barred, Outgoing Calls Barred or Temporarily Out of Service) – per line | £26.60 per occasion |
| Lifting of customer requested restriction  | Free per occasion   |
| Exchange Controlled Call Barring to Premium Rate Services (Provision or Lifting)   | Free per occasion   |
| Exchange Controlled Call Barring to International numbers and Premium Rate Services  | £1.85 per month     |
| Restoration of service after temporary suspension of outgoing calls for non-payment of charges                                       | £12.00 per occasion |
| Restoration of service after temporary full suspension for non-payment of charges  | £18.00 per occasion |
| Re-provision of service after cessation for non-payment of charges   | £37.80 per occasion |

[Back to UK Calling Plans](#)

# BT Calling Features

To view terms and conditions for individual Calling Features click [here](#)

## Calling Feature Pack Rental

| Pack Type      | Monthly Price |
|----------------|---------------|
| Single Feature | £5.50         |
| 2 – 4 Features | £9.75         |
| 5+ Features    | £12.75        |

Simply choose the Pack size you require and add any combination of the features listed below up to the maximum number for your chosen Pack.

| Available Features | Description  |
|--------------------|--|
| Call Waiting       | Someone else calling when you're already on a call? Now you can manage both calls easily                   |
| Call Diversion     | Divert your incoming calls to another landline or mobile number  |
| Three-way Calling  | Have a phone call with two other people. Works with international calls too                                |
| Ring Back          | Just dialled an engaged number? Dial '5' and Ring Back will call you when the number's free                |
| Call Sign          | Assigns a different ring-tone to incoming calls from a number you select so you'll know who's calling you. |
| Reminder Call      | Turn your phone into an alarm clock  |
| Call Barring       | Take control of what types of calls people can make from your phone  |

[Continued Below](#)

# Individual Calling Feature Rental

| Feature                        | Description   | Terms                      | Monthly Price |
|--------------------------------|---|----------------------------|---------------|
| Anonymous Call Reject          | Reject calls from people who withheld their number  |                            | £6.50         |
| Choose to Refuse               | Getting unwanted calls? Now you can easily block and unblock those nuisance numbers                 |                            | £5.50         |
| BT Call Minder*                | A multi-feature answering service that calls to tell you that you have a message                    |                            | £5.50         |
| BT Call Minder Extensions*     | Up to eight separate message boxes so everyone in the house can retrieve their own messages         |                            | £3.22         |
| BT Answer (1571)*              | A super-convenient voicemail service that lets you access your voicemail messages from any phone    |                            | £3.50         |
| BT Privacy with Caller Display | Stop unwanted sales calls, and see who's calling you so you can decide whether to take the call     |                            | Free          |
| International Call Barring     | Control International & premium rate calls that people can make from your phone                     |                            | £1.85         |
| BT Call Protect                | Sends common nuisance and other calls you select to a voicemail so you can choose to listen or not. | Click <a href="#">here</a> | Free          |
| BT Smart Talk                  | Make calls from your smartphone at your BT landline Calling Plan rates                              | Click <a href="#">here</a> | Free          |

[Back to Telephone Pricing](#)



# Pay per Use Calling Features

| Feature               | Description   | Price per Use |
|-----------------------|---|---------------|
| 1470 (Release Number) | If you have Number Withheld on all calls, dial 1470 to override it and send your number     | Free          |
| 1471                  | Find out the number of the last person who called you                                       | Free          |
| Call Return (1471)    | You can Press '3' to return the call after you discover who called you last                 | 35.0p         |
| Call Return (1571)    | You can press '0' to return the call after you have listened to your voicemail message      | 35.0p         |
| Timeline              | A speaking clock to tell you the exact time   | 50.0p         |
| Ring Back             | Just dialled an engaged number? Dial '5' and Ring Back will call you when the number's free | 65.0p         |
| Three-way Calling     | Have a phone call with two other people. Works with international calls too                 | 69.0p         |
| Reminder Call         | Turn your phone into an alarm clock   | 65.0p         |

[Back to Telephone Pricing](#)

# BT Call Protect Terms and Conditions

## What are these terms and conditions for?

1. BT Call Protect (the service feature) is a service feature which you can use as part of your BT Phone Service.
2. These terms and conditions are in addition to your main terms and conditions for your BT Phone Service (your [BT Phone and Broadband Terms & Conditions](#)). You should read both sets of terms and conditions together.
3. Where these terms and conditions conflict with your BT Phone and Broadband Terms & Conditions, what we say in our BT Phone and Broadband Terms & Conditions will take priority.

### When does the service feature start and how long does it last?

4. The service feature may start automatically as part of your BT Phone service. If there's a charge for the service feature we will always agree this with you before we turn it on.
5. You can use the service feature for as long as you're a BT Phone customer.
6. You can ask us to turn off the service feature at any time. If you're paying a charge for the service feature you'll need to give us 30 days' notice before we can turn it off.

### Setting up the service feature

7. The service feature is only available in certain areas of the UK and on certain telephone systems. If you have other service features (like Choose to Refuse or Anonymous Call Reject) then you might not be able to get this service feature as well, or your original service features may interfere with this service feature. You can read about this at [bt.com/managemyproducts](http://bt.com/managemyproducts).
8. A key feature of the service feature is the blacklist – this is the list of telephone numbers that we automatically redirect to your voicemail inbox (the blacklist).
9. The service feature includes two blacklists:
  - a. BT Blacklist. This is a list which we maintain for all of our customers based on telephone numbers we recognise are being unwanted or nuisance calls.
  - b. Your Blacklist. This is a list of numbers which you wish to automatically redirect to your voicemail inbox. You can add or remove numbers from your blacklist at any time.
10. If you add telephone numbers to your blacklist which we later realise other BT customers have blacklisted, we may add that number from your blacklist to the BT blacklist. By using this service feature and agreeing to these terms and conditions, you consent to us accessing your blacklist information to move applicable numbers to the BT blacklist. We will always do this in line with our Privacy Policy which you can read at [bt.com/privacypolicy](http://bt.com/privacypolicy).

### Using the service feature

11. The service feature will re-direct calls from blacklist telephone numbers to your voicemail inbox. You can only store 20 of these voicemail messages at any one time.
12. When your voicemail inbox reaches this maximum, each new voicemail message will delete the oldest voicemail message automatically.
13. The service feature has no ability to remind you when your voicemail inbox is full.
14. It is your responsibility to listen to your voicemail messages and we won't be liable for the consequences if you don't.
15. You can change the set-up of the service feature online via [bt.com](http://bt.com) or from your home phone by calling 1572 for free.

### Ending the service feature

16. You can cancel the service feature at any time. Just call us from your home phone on 150 for free to let us know, or visit [bt.com/managemyproducts](http://bt.com/managemyproducts).
17. We may remove the service feature if our records indicate that you have not actively used it (accessed your voicemail inbox or added/removed numbers to/from your blacklist) for a continuous period of 3 months. If we do this, you can ask us to reinstate the service feature at any time by contacting us or visiting [bt.com/managemyproducts](http://bt.com/managemyproducts)

[Back](#)

# BT Smart Talk Terms and Conditions

## What we provide

1. The Service we provide allows you and up to four other users to each make outgoing calls from a separate Android Smartphone or iPhone using a mobile data or Wi-Fi network via the BT Smart Talk application. These calls are billed to your existing BT home phone account and charged at the same rate that would have applied if those calls had been made from your home phone.
2. In order to set up the Service you must;
  - a. have a suitable BT residential telephone line with an eligible BT call plan;
  - b. disable any call divert products on your home phone line both while you set up the Service and when any other user registers to use the Service (you can re-instate these products after the set-up or registration is complete); and
  - c. meet any other eligibility criteria as set out on the BT SmartTalk pages at [www.bt.com/BTSmartTalk](http://www.bt.com/BTSmartTalk)  
The Service is not available if you are a BT Basic customers or if at the time that you apply to set up the service you are in the debt management process with BT.
3. The Service can be used by you and up to four other users per BT home phone account. Each user may only download the application onto a single mobile device. You are responsible for any charges for calls made by any user via the Service that are not free as part of your home phone call plan.
4. You will be informed when another user signs up for the Service. They must get your permission before signing up to the Service.
5. All users must have a compatible mobile device as described on [www.bt.com/BTSmartTalk](http://www.bt.com/BTSmartTalk)
6. It is each user's responsibility to check that the terms and conditions of their mobile service provider allow them to use the Service.

## When the Service starts

7. Your Service will start when you successfully complete the sign up process and download the application on your mobile device. Each additional user's service will start when they complete the registration process and download the application on their mobile device. There is no minimum period for Service but if you or another user fails to make a call using the service for more than 180 days, the application will be disabled on that user's mobile device. Shortly before this happens we will notify any user affected with details of what they need to do to continue to use the Service.

## Terms specific to you

8. We will write to you when each new user signs up for the Service associated with your BT home phone account.
9. If after we write to you, you decide that you do not want that user to be able to use the Service, you must reject their service application as soon as possible. You can do this by going to the "MyBT" area on BT.com
10. You will be responsible for paying all charges incurred by any user of the Service.
11. You will be able to restrict the types of calls that each user of the Service is able to make – for example, calls to Premium Rate services and international calls. You can also block or un-block the Service for any particular user.

**Continued Below**

## Terms specific to other users of the Service

12. Each user that registers to use the Service we provide to you must acknowledge that:
  - a. they are responsible for getting your approval prior to registering for the Service, downloading the application and using the Service;
  - b. details of all calls they make using the Service, including duration, time and number called will appear on your BT bill; and
  - c. you can restrict the types of calls they make or stop and block their further use of the Service.
13. If another user wants to make calls to numbers that you have barred, they will need to ask you to unblock their access to those numbers.

## Quality of Service

14. We aim to provide a continuous, high-quality service but we do not guarantee either the quality of the Service or that the Service will be available at all times. From time to time faults in the Service may occur. We will repair these faults as soon as we can.
15. Even if your BT home phone line is working normally, we do not guarantee that the Service will always work. The Service is dependent on the availability of each user's Mobile data or Wi-Fi network.
16. All users will be able to get help with queries relating to the Service by using the following link [www.bt.com/BTSmartTalk](http://www.bt.com/BTSmartTalk)
17. The quality of the Service is dependent on a good quality internet connection and uses either Wi-Fi or a mobile data connection.
18. Calls made using the Service are media encrypted to ensure call privacy.
19. A call made using the service will end either:
  - a. when you end the call on your device: or
  - b. 25 seconds after your device loses contact with our network (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
  - c. 40 seconds after the last party you were connected to has ended their call, if you do not end the call on your handset/device before then.
20. Calls to Emergency Services will identify the home address of your BT home phone account and present your home phone number.
21. If the Service is used in any way that we consider is likely to be detrimental to the provision of the Service or which may adversely affect other customers' enjoyment of the Service we reserve the right to terminate the Service immediately.

## Paying for the Service

22. There is no rental charge for the Service.
23. Calls made using the Service which would not be inclusive as part of your home phone call plan will be charged at the same rate that would have applied if those calls had been made from your home phone
24. Use of mobile data and Wi-Fi networks in excess of any data or Wi-Fi allowance may result in charges from the user's mobile Service provider. Each user is responsible for paying any such charges.

## Changing your BT Service and the terms and conditions

### Changes we may make

25. Occasionally, we may have to interrupt the Service. If we do so, we will restore it as quickly as we can. We may also make minor changes to certain technical specifications, including sending updates to the application from time to time.

**Continued Below**

26. We will inform all users of any changes to the terms and conditions of this Service, either by email, a broadcast message from the App Store or using a push notification on the application. The continued use of the Service by users after notification will be treated as their acceptance of the changes.
27. Where we provide updates automatically, all users will need to accept these to ensure the Service continues to work correctly. Users may be required to download updates from the App. Store, iTunes or Google Play.
28. If your BT home phone account goes into debt management and a restriction on calling is placed on home phone line, we will automatically place the same restriction on the use of the Service by any user.
29. If you move home resulting in a break in your BT home phone service, then until such time as the telephone service is resumed or terminated, any calls made via the Service will be subject to the benefits, restrictions and charges appropriate to the Unlimited Weekend Plan.

### **Changes you can make**

30. You are the only person able to make changes to the Service or generate billing enquiries. Other users can stop their own use of the Service via the application or the bt.com portal.

### **Ending your agreement**

31. The Service has no minimum term and you or any other user may end it at any time.
32. If you end your BT home phone agreement the Service will also end for both you and any other users.

### **Other things you need to know**

33. Any user that registers for the Service by providing the relevant information about your BT home phone account will be able to start using the Service immediately. We will write to you and send an SMS text to your registered mobile device each time another user successfully registers for the Service.
34. If another user generates charges before you are reasonably able to reject that user's registration, then provided you do reject that user's registration within a reasonable period after we have told you about it, we will refund any charges generated by that user up to the point at which their registration was rejected. Any refund will be by bill credit to your BT home phone account and will appear on the next or subsequent bill after you rejected that user's registration.
35. If you do not reject another user's registration within a reasonable time after we have told you about it, we will consider that you are happy to accept that user and you will be responsible for all charges generated by that user via their use of the Service.
36. All users acknowledge that where the Service application is installed on an Android mobile phone, the application will recognise when any outgoing call is initiated from the phone and read the number called. The application may interrupt the normal flow of any such call and invite the user to make that call using the BT SmartTalk Service. Users will be able to opt out of this if they not wish this to happen.
37. Calls to Personal Numbers prefixed 070 and all incoming calls – including reverse charge calls – are barred from the Service.
38. Calls to certain numbers will be barred on sign up but you can un-bar these call types so that they can be made by you or any other user. Any call barring set up on your BT home phone line will not automatically be replicated for the Service. It is your responsibility to replicate any call barring present on your home phone line to all users of the Service.
39. You must use the Service in accordance with the laws of the country where you are currently located, as in some countries there may be restrictions on making calls over WIFI or on calls that are encrypted. It is your responsibility to ensure that you are not using the Service in places where such restrictions are in place.

[Back](#)

# Operator Services

Click on one of the options below:

[Operator Service Charges](#)

[100 Operator Connected Call Rates](#)

[155 Operator Connected Call Rates](#)

[155 Operator Connected Call Rates from BT  
Public Payphones](#)

[Other Operator Services](#)

[Back to Telephone Pricing](#)

## Operator Service Charges

| Operator Service   | Charge per Call |
|--|-----------------|
| 100 Operator Help & Advice only                                      | FREE            |
| 100 Operator Connected Calls (Difficulty connecting call)            | FREE            |
| 100 Operator Call Connection (Connection at customer request)        | £3.98           |
| 155 International Operator Help & Advice Only                        | FREE            |
| 155 International Operator Call Connection                           | £7.25           |
| 155 International Operator Call Connection from a BT Public Payphone | £3.10           |
| 198 Special Assistance Operator Help, Advice & Call Connection       | FREE            |

[Back to Operator Services](#)

## Rates for 100 Operator Connected Calls from BT Residential Landlines (Excl. Calls from BT Public Payphones)

|   | Pence per minute<br>(or part of – minimum charge 1 minute) |
|---|--|
| Calls to UK National & Local numbers  | 132 + Operator Service Charge                              |
| Calls to UK Mobiles (excl. Roaming Mobiles)   |  |
| Calls to Service Numbers starting 084 and 087   |  |
| Calls to the Landlines in the Channel Islands & the Isle of Man   |  |
| Calls from Northern Ireland to Landlines and Mobiles in the Republic of Ireland (excl. Roaming Mobiles) |  |
| Calls to Directory Enquiry Service Numbers starting 118   | BT Access Charge + Provider Service Charge                 |

- The 100 Operator cannot connect calls made from public payphones or calls to certain numbers including Premium Rate services starting 09 and Service Numbers starting 090.
- Call charges are rounded up to the next whole penny. The timed duration of a call includes the time to set up and disconnect the call on the BT network.

[Back to Operator Services](#)



## Rates for 155 Operator Connected Calls from BT Residential Landlines (Excl. Calls from BT Public Payphones)

|  |         | Pence per minute (or part of – minimum charge 1 minute)<br>£7.25 Operator Service Charge applies to all connected calls |
|--|---------|---|
| Calls to the Republic of Ireland   | Band IR | 132   |
| Calls to International Destinations<br>(Click <a href="#">here</a> for a list of countries in each Chargeband) | Band A  | 132   |
|  | Band B  | 265   |
|  | Band C  | 398   |
|  | Band D  | 531   |
|  | Band E  | 199   |

- Operator connected International calls to some mobiles and other special and higher rate services are charged at 35p per minute more than the equivalent call to a fixed line. The operator will advise you of the rate payable before connecting your call.

[Back to Operator Services](#)

## 155 Operator Connected Call Chargebands

| Country                         | Band | Country                  | Band | Country                          | Band | Country                   | Band |
|---------------------------------|------|--------------------------|------|----------------------------------|------|---------------------------|------|
| Afghanistan                     | D    | Bermuda                  | C    | Congo                            | D    | Finland                   | A    |
| Albania                         | A    | Bhutan                   | D    | Cook Islands                     | D    | France                    | A    |
| Algeria                         | D    | Bolivia                  | D    | Costa Rica                       | D    | French Guiana             | D    |
| Andorra                         | A    | Bosnia–Hercegovina       | A    | Cote d'Ivoire                    | D    | French Polynesia          | D    |
| Angola                          | D    | Botswana                 | D    | Croatia                          | A    | Gabon                     | D    |
| Anguilla                        | C    | Brazil                   | D    | Cuba                             | D    | Gambia                    | D    |
| Antarctica Australian Territory | D    | Brunei Darussalam        | D    | Cyprus                           | A    | Georgia                   | C    |
| Antigua & Barbuda               | C    | Bulgaria                 | A    | Czech Republic                   | A    | Germany                   | A    |
| Antilles (Netherlands)          | D    | Burkina Faso             | D    | Democratic Republic of the Congo | D    | Ghana                     | D    |
| Argentina                       | D    | Burundi                  | D    | Denmark                          | A    | Gibraltar                 | A    |
| Armenia                         | C    | Cambodia (Kingdom of)    | D    | Diego Garcia                     | D    | Greece                    | A    |
| Aruba                           | C    | Cameroon                 | D    | Djibouti                         | D    | Greenland                 | D    |
| Ascension Island                | D    | Canada                   | B    | Dominica                         | C    | Grenada (incl. Carriacou) | C    |
| Australia                       | C    | Canary Islands           | A    | Dominican Republic               | C    | Guadeloupe                | C    |
| Austria                         | A    | Cape Verde               | D    | East Timor                       | D    | Guam                      | D    |
| Azerbaijani Republic            | C    | Cayman Islands           | C    | Ecuador                          | D    | Guatemala                 | D    |
| Azores                          | A    | Central African Republic | D    | Egypt                            | D    | Guinea                    | D    |
| Bahamas                         | C    | Chad                     | D    | El Salvador                      | D    | Guinea Bissau             | D    |
| Bahrain                         | D    | Chatham Islands          | C    | Equatorial Guinea                | D    | Guyana                    | D    |
| Bangladesh                      | D    | Chile                    | D    | Eritrea                          | D    | Haiti                     | D    |
| Barbados                        | C    | China                    | D    | Estonia                          | C    | Honduras                  | D    |
| Belarus                         | C    | Christmas Island         | C    | Ethiopia (FDR)                   | D    | Hong Kong                 | C    |
| Belgium                         | A    | Cocos Islands            | C    | Falkland Islands                 | D    | Hungary                   | A    |
| Belize                          | D    | Colombia                 | D    | Faroe Islands                    | A    | Iceland                   | A    |
| Benin                           | D    | Comoros                  | D    | Fiji                             | D    | India                     | D    |

[Back](#)

| Country                    | Band | Country                  | Band | Country                        | Band | Country                            | Band |
|----------------------------|------|--------------------------|------|--------------------------------|------|------------------------------------|------|
| Indonesia                  | D    | Macedonia                | A    | Nepal                          | D    | St Lucia                           | C    |
| Iran                       | D    | Madagascar               | D    | Netherlands                    | A    | St Pierre & Miquelon               | C    |
| Iraq                       | D    | Madeira                  | A    | New Caledonia                  | D    | St Vincent & the Grenadines        | C    |
| Ireland (Republic of)      | IR   | Malawi (The Republic of) | D    | New Zealand                    | C    | Samoa (US)                         | D    |
| Israel                     | D    | Malaysia                 | D    | Nicaragua                      | D    | Samoa (Western)                    | D    |
| Italy (incl. Vatican City) | A    | Maldives                 | D    | Niger                          | D    | San Marino                         | A    |
| Jamaica                    | C    | Mali                     | D    | Nigeria                        | D    | Sao Tome & Principe                | D    |
| Japan                      | C    | Malta                    | A    | Niue                           | D    | Saudi Arabia                       | D    |
| Jordan                     | D    | Marshall Island          | D    | Norfolk Island                 | D    | Senegal                            | D    |
| Kazakhstan                 | C    | Martinique               | C    | Northern Marianas              | D    | Serbia                             | A    |
| Kenya                      | D    | Mauritania               | D    | Norway                         | A    | Seychelles                         | D    |
| Kiribati                   | D    | Mauritius                | D    | Oman                           | D    | Sierra Leone                       | D    |
| Korea PDR (North)          | D    | Mayotte                  | D    | Pakistan                       | D    | Singapore                          | C    |
| Korea Republic (South)     | D    | Mexico                   | C    | Palau (The Republic of)        | D    | Sint Maarten                       | D    |
| Kuwait                     | D    | Micronesia               | D    | Palestinian National Authority | D    | Slovak Republic                    | A    |
| Kyrgyz Republic            | C    | Midway Island            | E    | Panama                         | D    | Slovenia                           | A    |
| Laos                       | D    | Moldova                  | D    | Papua New Guinea               | D    | Solomon Islands                    | D    |
| Latvia                     | C    | Monaco                   | A    | Paraguay                       | D    | Somalia                            | D    |
| Lebanon                    | D    | Mongolia                 | D    | Peru                           | D    | South Africa                       | D    |
| Lesotho                    | D    | Montenegro               | A    | Philippines                    | D    | South Sudan                        | D    |
| Liberia                    | D    | Montserrat               | C    | Pitcairn Islands               |      | Spain (incl. the Balearic Islands) | A    |
| Libya                      | D    | Morocco                  | D    | Poland                         | A    | Sri Lanka                          | D    |
| Liechtenstein              | A    | Mozambique               | D    | Portugal                       | A    | Sudan                              | D    |
| Lithuania                  | C    | Myanmar (formerly Burma) | D    | Puerto Rico                    | C    | Suriname                           | D    |
| Luxembourg                 | A    | Namibia                  | D    | Qatar                          | D    | Swaziland                          | D    |
| Macao                      | D    | Nauru                    | D    | Reunion                        | D    | Sweden                             | A    |

[Back](#)

| Country                 | Band | Country           | Band | Country              | Band | Country             | Band |
|-------------------------|------|-------------------|------|----------------------|------|---------------------|------|
| Switzerland             | A    | Trinidad & Tobago | C    | United Arab Emirates | D    | Virgin Islands (US) | C    |
| Syria                   | D    | Tristan Da Cunha  | E    | Uruguay              | D    | Wake Island         | E    |
| Taiwan                  | D    | Tunisia           | D    | USA                  | B    | Wallis & Futuna     | D    |
| Tajikstan               | D    | Turkey            | A    | Uzbekistan           | C    | Yemen               | D    |
| Tanzania                | D    | Turks & Caicos Is | C    | Vanuatu              | D    | Zambia              | D    |
| Thailand                | D    | Turkmenistan      | D    | Vatican City (Italy) | A    | Zimbabwe            | D    |
| Togolese Republic (The) | D    | Tuvalu            | D    | Venezuela            | D    |                     |      |
| Tokelau                 | D    | Uganda            | D    | Vietnam              | D    |                     |      |
| Tonga                   | D    | Ukraine           | C    | Virgin Islands (UK)  | C    |                     |      |

[Back](#)

## Rates for 155 Operator Connected Calls from BT public Payphones

| Destination or Chargeband   |         | Pence per 58.75 seconds (or part of)<br>£3.10 Operator Service Charge applies to all connected calls |                                   |                                  |
|---|---------|--|-----------------------------------|----------------------------------|
|   |         | Weekends<br>(All day Sat & Sun)  | Evenings<br>(7pm – 7am Mon – Fri) | Daytime<br>(7am – 7pm Mon – Fri) |
| Calls to the Republic of Ireland (Excl. calls from BT Public Payphones in Northern Ireland) |         | 230  | 170                               | 170                              |
| To check which countries are in each Chargeband click <a href="#">here</a>                  | 1       | 80   | 70                                | 70                               |
|   | 1a      | 70   | 70                                | 70                               |
|   | 2       | 80   | 80                                | 80                               |
|   | 3       | 100  | 100                               | 100                              |
|   | 4       | 80   | 80                                | 80                               |
|   | 5       | 160  | 140                               | 140                              |
|   | 6 - 7   | 110  | 110                               | 110                              |
|   | 8       | 220  | 180                               | 180                              |
|   | 8a - 10 | 280  | 240                               | 240                              |
|   | 11      | 150  | 150                               | 150                              |
|   | 12 - 18 | 290  | 290                               | 290                              |

Operator connected International calls to some mobiles and other special and higher rate services are charged at 35p per minute more than the equivalent call to a fixed line. The operator will advise you of the rate payable before connecting your call.

[Back to Operator Services](#)

## 155 Operator Connected Call Chargebands from BT public Payphones

| Country                         | Band | Country                  | Band | Country                      | Band | Country                   | Band    |
|---------------------------------|------|--------------------------|------|------------------------------|------|---------------------------|---------|
| Afghanistan                     | 13   | Bermuda                  | 5    | Congo                        | 13   | Finland                   | 2       |
| Albania                         | 3    | Bhutan                   | 14   | Cook Islands                 | 18   | France                    | 1a      |
| Algeria                         | 3    | Bolivia                  | 13   | Costa Rica                   | 10   | French Guiana             | 13      |
| Andorra                         | 3    | Bosnia–Hercegovina       | 3    | Cote d'Ivoire                | 10   | French Polynesia          | 17      |
| Angola                          | 13   | Botswana                 | 10   | Croatia                      | 3    | Gabon                     | 10      |
| Anguilla                        | 5    | Brazil                   | 10   | Cuba                         | 18   | Gambia                    | 10      |
| Antarctica Australian Territory | 18   | Brunei Darussalam        | 14   | Cyprus                       | 2, 3 | Georgia                   | 8       |
| Antigua & Barbuda               | 5    | Bulgaria                 | 3    | Czech Republic               | 2    | Germany                   | 1a      |
| Antilles (Netherlands)          | 8    | Burkina Faso             | 13   | Democratic Republic of Congo | 13   | Ghana                     | 10      |
| Argentina                       | 10   | Burundi                  | 13   | Denmark                      | 1a   | Gibraltar                 | 1       |
| Armenia                         | 8    | Cambodia (Kingdom of)    | 17   | Diego Garcia                 | 17   | Greece                    | 1       |
| Aruba                           | 8    | Cameroon                 | 10   | Djibouti                     | 13   | Greenland                 | 13      |
| Ascension Island                | 13   | Canada                   | 4    | Dominica                     | 5    | Grenada (incl. Carriacou) | 5       |
| Australia                       | 6    | Canary Islands           | 1    | Dominican Republic           | 5    | Guadeloupe                | 8       |
| Austria                         | 2    | Cape Verde               | 13   | East Timor                   | 17   | Guam                      | 18      |
| Azerbaijani Republic            | 8a   | Cayman Islands           | 5    | Ecuador                      | 13   | Guatemala                 | 10      |
| Azores                          | 1    | Central African Republic | 13   | Egypt                        | 9    | Guinea                    | 13      |
| Bahamas                         | 5    | Chad                     | 18   | El Salvador                  | 10   | Guinea Bissau             | 18      |
| Bahrain                         | 8    | Chatham Islands          | 6    | Equatorial Guinea            | 13   | Guyana                    | 13      |
| Bangladesh                      | 12,  | Chile                    | 10   | Eritrea                      | 10   | Haiti                     | 13      |
| Barbados                        | 5    | China                    | 14   | Estonia                      | 8a   | Honduras                  | 10      |
| Belarus                         | 8a   | Christmas Island         | 6    | Ethiopia (FDR)               | 10   | Hong Kong                 | 6, 7    |
| Belgium                         | 1a   | Cocos Islands            | 6    | Falkland Islands             | 13   | Hungary                   | 2       |
| Belize                          | 9    | Colombia                 | 13   | Faroe Islands                | 2    | Iceland                   | 3       |
| Benin                           | 10   | Comoros                  | 18   | Fiji                         | 13   | India                     | 16, 16a |

[Back](#)

| Country                    | Band  | Country                  | Band  | Country                        | Band | Country                     | Band |
|----------------------------|-------|--------------------------|-------|--------------------------------|------|-----------------------------|------|
| Indonesia                  | 14    | Macedonia                | 3     | Nepal                          | 14   | Rodriguez Islands           | 18   |
| Iran                       | 10    | Madagascar               | 13    | Netherlands                    | 1a   | Romania                     | 8a   |
| Iraq                       | 10    | Madeira                  | 1     | New Caledonia                  | 17   | Ross Island                 | 5    |
| Ireland (Republic of)      | IR    | Malawi (The Republic of) | 10    | New Zealand                    | 6    | Russia                      | 8a   |
| Israel                     | 8a    | Malaysia                 | 3, 11 | Nicaragua                      | 10   | Rwandese Republic           | 13   |
| Italy (incl. Vatican City) | 1     | Maldives                 | 13    | Niger                          | 13   | St Helena                   | 13   |
| Jamaica                    | 5     | Mali                     | 13    | Nigeria                        | 15   | St Kitts & Nevis            | 5    |
| Japan                      | 3, 11 | Malta                    | 2     | Niue                           | 13   | St Lucia                    | 5    |
| Jordan                     | 9     | Marshall Island          | 17    | Norfolk Island                 | 13   | St Pierre & Miquelon        | 5    |
| Kazakhstan                 | 8a    | Martinique               | 8     | Northern Marianas              | 18   | St Vincent & the Grenadines | 5    |
| Kenya                      | 10    | Mauritania               | 13    | Norway                         | 2    | Samoa (US)                  | 18   |
| Kiribati                   | 18    | Mauritius                | 10    | Oman                           | 8    | Samoa (Western)             | 17   |
| Korea PDR (North)          | 18    | Mayotte                  | 10    | Pakistan                       | 12,  | San Marino                  | 3    |
| Korea Republic (South)     | 14    | Mexico                   | 14    | Palau (The Republic of)        | 18   | Sao Tome & Principe         | 18   |
| Kuwait                     | 8     | Micronesia               | 17    | Palestinian National Authority | 8a   | Saudi Arabia                | 8    |
| Kyrgyz Republic            | 8a    | Midway Island            | 17    | Panama                         | 10   | Senegal                     | 10   |
| Laos                       | 13    | Moldova                  | 8     | Papua New Guinea               | 13   | Serbia                      | 3    |
| Latvia                     | 8a    | Monaco                   | 1     | Paraguay                       | 10   | Seychelles                  | 10   |
| Lebanon                    | 9     | Mongolia                 | 13    | Peru                           | 10   | Sierra Leone                | 10   |
| Lesotho                    | 10    | Montenegro               | 3     | Philippines                    | 14   | Singapore                   | 7    |
| Liberia                    | 10    | Montserrat               | 5     | Pitcairn Islands               |      | Sint Maarten                | 8    |
| Libya                      | 3     | Morocco                  | 3     | Poland                         | 2    | Slovak Republic             | 2    |
| Liechtenstein              | 1a    | Mozambique               | 13    | Portugal                       | 1    | Slovenia                    | 3    |
| Lithuania                  | 8a    | Myanmar (formerly Burma) | 18    | Puerto Rico                    | 5    | Solomon Islands             | 17   |
| Luxembourg                 | 1a    | Namibia                  | 10    | Qatar                          | 8    | Somalia                     | 18   |
| Macao                      | 14    | Nauru                    | 18    | Reunion                        | 13   | South Africa                | 8a   |

| Country                            | Band | Country                 | Band | Country              | Band | Country              | Band |
|------------------------------------|------|-------------------------|------|----------------------|------|----------------------|------|
| South Sudan                        | 10   | Tajikistan              | 13   | Turks & Caicos Is    | 5    | Vatican City (Italy) | 1    |
| Spain (incl. the Balearic Islands) | 1    | Tanzania                | 10   | Turkmenistan         | 12   | Venezuela            | 10   |
| Sri Lanka                          | 12   | Thailand                | 14   | Tuvalu               | 18   | Vietnam              | 13   |
| Sudan                              | 10   | Togolese Republic (The) | 10   | Uganda               | 10   | Virgin Islands (UK)  | 5    |
| Suriname                           | 10   | Tokelau                 | 17   | Ukraine              | 8a   | Virgin Islands (US)  | 5    |
| Swaziland                          | 10   | Tonga                   | 13   | United Arab Emirates | 8    | Wake Island          | 17   |
| Sweden                             | 1a   | Trinidad & Tobago       | 5    | Uruguay              | 10   | Wallis & Futuna      | 17   |
| Switzerland                        | 1a   | Tristan da Cunha        | 17   | USA                  | 4    | Yemen                | 10   |
| Syria                              | 9    | Tunisia                 | 3    | Uzbekistan           | 8a   | Zambia               | 10   |
| Taiwan                             | 14   | Turkey                  | 3    | Vanuatu              | 18   | Zimbabwe             | 10   |

[Back](#)



## Other Operator Services

### Alarm Calls

|                   |  | Charge per Call |
|-------------------|--|-----------------|
| Alarm Call Set-up |  | £12.09          |

### Reverse Charge Calls

|                               |                                | Charge Rate<br>(Charge is billed to the number called)      |
|-------------------------------|--------------------------------|---|
| UK Reverse Charge Call set-up | From a BT Public Payphone      | £2.65 per 30 seconds (or part of)<br>+ £2.65 service charge |
|                               | From a BT Residential Landline | £1.32 per minute (or part of)<br>+ £3.98 service charge     |

### Collect Calls (International Reverse Charge)

|  |    | At all times   |
|--|----|--|
| Destination & Chargeband   |    | Pence per minute (or part of)<br>(Minimum charge 5 minutes. Charge is billed to the number called) |
| Calls to the Republic of Ireland                                 | IR | 168 + £12.21 service charge  |
| To check which countries<br>are in each Chargeband<br>click here | A  | 459 + £19.95 service charge  |
|  | B  | 664 + £19.95 service charge  |
|  | C  | 1064 + £19.95 service charge   |
|  | D  | 1160 + £19.95 service charge   |

[Back to Operator Services](#)

# Collect Call Charge bands

| Country           | Band | Country            | Band | Country                    | Band |
|-------------------|------|--------------------|------|----------------------------|------|
| Anguilla          | C    | Colombia           | D    | Ghana                      | D    |
| Antigua & Barbuda | C    | Cook Islands       | D    | Gibraltar                  | A    |
| Argentina         | D    | Costa Rica         | D    | Greece                     | A    |
| Aruba             | C    | Croatia            | A    | Grenada                    | C    |
| Ascension Island  | D    | Cuba               | D    | Guadeloupe                 | C    |
| Australia         | C    | Cyprus             | A    | Guatemala                  | D    |
| Austria           | A    | Czech Republic     | A    | Guyana                     | D    |
| Bahamas           | C    | Denmark            | A    | Honduras                   | D    |
| Bahrain           | D    | Dominica           | C    | Hong Kong                  | C    |
| Bangladesh        | D    | Dominican Republic | C    | Hungary                    | A    |
| Barbados          | C    | Ecuador            | D    | Iceland                    | A    |
| Belarus           | C    | Egypt              | D    | India                      | D    |
| Belgium           | A    | El Salvador        | D    | Indonesia                  | D    |
| Belize            | D    | Estonia            | C    | Ireland, (Republic of)     | IR   |
| Bermuda           | C    | Ethiopia           | D    | Israel                     | D    |
| Bolivia           | D    | Falkland Islands   | D    | Italy (incl. Vatican City) | A    |
| Botswana          | D    | Fiji               | D    | Jamaica                    | C    |
| Brazil            | D    | Finland            | A    | Japan                      | C    |
| Brunei Darussalam | D    | France             | A    | Jordan                     | D    |
| Bulgaria          | A    | French Guiana      | D    | Kenya                      | D    |
| Canada            | B    | Gabon              | D    | Kiribati                   | D    |
| Cayman Islands    | C    | Gambia             | D    | Korea Republic (South)     | D    |
| Chile             | D    | Georgia            | C    | Lebanon                    | D    |
| China             | D    | Germany            | A    | Liechtenstein              | A    |

[Back to Collect Calls](#)

| Country                        | Band | Country                                       | Band | Country              | Band |
|--------------------------------|------|---|------|----------------------|------|
| Lithuania                      | C    | Paraguay                                      | D    | Sri Lanka            | D    |
| Luxembourg                     | A    | Peru  | D    | Sudan                | D    |
| Macao                          | D    | Philippines                                   | D    | Swaziland            | D    |
| Macedonia                      | A    | Poland  | A    | Sweden               | A    |
| Malawi (The Republic of)       | D    | Portugal                                      | A    | Switzerland          | A    |
| Malaysia                       | D    | Puerto Rico                                   | C    | Syria                | D    |
| Maldives                       | D    | Qatar   | D    | Taiwan               | D    |
| Malta                          | A    | Reunion                                       | D    | Thailand             | D    |
| Martinique                     | C    | Romania                                       | A    | Tonga                | D    |
| Mauritius                      | D    | Russia  | C    | Trinidad & Tobago    | C    |
| Mexico                         | C    | St Helena                                     | D    | Tunisia              | D    |
| Montenegro                     | A    | St Kitts & Nevis (formerly St Christopher)    | C    | Turkey               | A    |
| Montserrat                     | C    | St Lucia                                      | C    | Turks & Caicos Is    | C    |
| Morocco                        | D    | St Vincent & the Grenadines                   | C    | Ukraine              | C    |
| Namibia                        | D    | Saudi Arabia                                  | D    | United Arab Emirates | D    |
| Nepal                          | D    | Senegal                                       | D    | Uruguay              | D    |
| Netherlands                    | A    | Serbia  | A    | USA                  | B    |
| New Zealand                    | C    | Seychelles                                    | D    | Uzbekistan           | C    |
| Nicaragua                      | D    | Singapore                                     | C    | Venezuela            | D    |
| Norway                         | A    | Slovak Republic                               | A    | Vietnam              | D    |
| Oman                           | D    | Slovenia                                      | A    | Virgin Islands (UK)  | C    |
| Pakistan                       | D    | Solomon Islands                               | D    | Virgin Islands (US)  | C    |
| Palestinian National Authority | D    | South Africa                                  | D    | Yemen                | D    |
| Panama                         | D    | South Sudan                                   | D    | Zambia               | D    |
| Papua New Guinea               | D    | Spain (incl. the Balearic and Canary Islands) | A    | Zimbabwe             | D    |

# Specialised Number Call Prices

## The price/rates for calls to Specialised Numbers from BT landlines & BT Mobiles

To find the cost of calls to Specialised Numbers, click below on the range for the number you're trying to call to find the charge band for that number, then refer to the tables on the following pages for the cost/rate for calls to that charge band.

| Numbers starting |                            | Numbers starting |                            |
|------------------|----------------------------|------------------|----------------------------|
| 03XX             | <a href="#">Click Here</a> | 08XX             | <a href="#">Click Here</a> |
| 05XX             | <a href="#">Click Here</a> | 09XX             | <a href="#">Click Here</a> |
| 07XX             | <a href="#">Click Here</a> | 118XX            | <a href="#">Click Here</a> |

## Fixed Fee calls to short-code numbers

|     | Pence per Call |
|-----|----------------|
| 111 | No Fee         |
| 112 |                |
| 116 |                |
| 101 | 15.0           |

[Back to Telephone Pricing](#)

## Rates for calls to Personalised Numbering Services charged by timed duration

| Charge Band | Pence per Minute |         |         |
|-------------|------------------|---------|---------|
|             | Daytime          | Evening | Weekend |
| c           | 12.839           | 7.44    | 3.923   |
| d           | 16.211           | 9.554   | 9.554   |
| e           | 4.788            | 4.788   | 4.788   |
| f           | 29.105           | 19.404  | 9.702   |
| j           | 31.043           | 21.341  | 10.181  |
| k           | 36.378           | 24.249  | 12.119  |
| pn1         | 23.285           | 15.523  | 7.761   |
| pn2         | 48.51            | 48.51   | 48.51   |
| pn3         | 47.54            | 37.839  | 37.839  |
| pn4         | 25.225           | 25.225  | 25.225  |
| pn5         | 16.494           | 16.494  | 16.494  |
| pn6         | 19.404           | 19.404  | 19.404  |
| pn8         | 19.38            | 19.38   | 19.38   |
| pn9         | 22.8             | 22.8    | 22.8    |

| Charge Band | Pence per Minute |         |         |
|-------------|------------------|---------|---------|
|             | Daytime          | Evening | Weekend |
| pn10        | 33.958           | 33.958  | 33.958  |
| pn11        | 37.837           | 28.136  | 28.136  |
| pn12        | 26.196           | 26.196  | 26.196  |
| pn13        | 37.837           | 37.837  | 37.837  |
| pn14        | 28.621           | 28.621  | 28.621  |
| pn15        | 12.613           | 12.613  | 12.613  |
| pn16        | 13.584           | 13.584  | 13.584  |
| pn17        | 14.554           | 14.554  | 14.554  |
| pn18        | 15.523           | 15.523  | 15.523  |
| pn19        | 9.702            | 9.702   | 9.702   |
| pn20        | 23.285           | 23.285  | 23.285  |
| pn21        | 39.9             | 39.9    | 39.9    |
| pn22        | 10.012           | 6.444   | 5.452   |

[Back to Telephone Pricing](#)

**Rates for Calls to Personalised Numbering Services charged by fixed fee and timed duration**  
 (Where the fixed fee and the duration charge apply from the start of the call)

| Charge Band | Pence per Call | Pence per Minute |         |         |
|-------------|----------------|------------------|---------|---------|
|             |                | Daytime          | Evening | Weekend |
| p7          | 51.10          | 4.032            | 1.021   | 1.021   |

**Rates for calls to Corporate and VOIP Numbers**

| Charge Band | Pence per Minute |         |         |
|-------------|------------------|---------|---------|
|             | Daytime          | Evening | Weekend |
| g6          | 5.105            | 5.105   | 5.105   |
| g21         | 4.992            | 2.039   | 1.20    |

**Fixed Fee call prices to Pager and Voice Messaging Services**

| Charge Band | Pence per Call |         |         |
|-------------|----------------|---------|---------|
|             | Daytime        | Evening | Weekend |
| ff3         | 25.0           | 13.0    | 13.0    |
| ff6         | 30.0           | 30.0    | 30.0    |
| ff8         | 18.0           | 18.0    | 18.0    |

| Charge Band | Pence per Call |         |         |
|-------------|----------------|---------|---------|
|             | Daytime        | Evening | Weekend |
| ff9         | 43.0           | 43.0    | 43.0    |
| ff10        | 25.0           | 25.0    | 25.0    |
| ff31        | 15.0           | 15.0    | 15.0    |

[Back to Telephone Pricing](#)

## Calls to Service Numbers (numbers starting 084, 087, 09 and 118)

Calls to Service Numbers starting 084, 087, 09 and 118 consist of a pence per minute Access Charge from BT, plus a Service Charge set by the company you call. Only Service Charge rates are shown in this section. The Access Charge rate depends on the Calling Plan option that the call is made from and whether you call from a BT landline or BT Mobile. Click [here](#) for the Access Charge rate for calls from BT landlines and [here](#) for calls from BT Mobiles

The rates below apply at all times,

### Service Charge rates for calls charged by time duration

| Charge Band | Pence per Minute |
|-------------|------------------|
| SC1         | 0                |
| SC2         | 1                |
| SC3         | 2                |
| SC4         | 3                |
| SC5         | 4                |
| SC6         | 5                |
| SC25        | 55               |
| SC26        | 60               |
| SC27        | 65               |
| SC28        | 70               |
| SC29        | 75               |
| SC30        | 80               |

| Charge Band | Pence per Minute |
|-------------|------------------|
| SC7         | 6                |
| SC8         | 7                |
| SC9         | 8                |
| SC10        | 9                |
| SC11        | 10               |
| SC12        | 11               |
| SC31        | 90               |
| SC32        | 95               |
| SC33        | 99               |
| SC34        | 100              |
| SC35        | 110              |
| SC36        | 120              |

| Charge Band | Pence per Minute |
|-------------|------------------|
| SC13        | 12               |
| SC14        | 13               |
| SC15        | 15               |
| SC16        | 20               |
| SC17        | 25               |
| SC18        | 30               |
| SC37        | 145              |
| SC38        | 150              |
| SC39        | 155              |
| SC40        | 180              |
| SC41        | 200              |
| SC42        | 220              |

| Charge Band | Pence per Minute |
|-------------|------------------|
| SC19        | 35               |
| SC20        | 36               |
| SC21        | 40               |
| SC22        | 45               |
| SC23        | 46               |
| SC24        | 50               |
| SC43        | 250              |
| SC44        | 300              |
| SC45        | 360              |
| SC81        | 18               |
| SC82        | 22               |
| SC83        | 350              |

[Back to Telephone Pricing](#)

## Service Charge prices for fixed fee calls

| Charge Band | Pence per Call |
|-------------|----------------|
| SC46        | 5              |
| SC47        | 10             |
| SC48        | 15             |
| SC49        | 25             |
| SC50        | 30             |

| Charge Band | Pence per Call |
|-------------|----------------|
| SC51        | 35             |
| SC52        | 40             |
| SC53        | 48             |
| SC54        | 50             |
| SC55        | 70             |

| Charge Band | Pence per Call |
|-------------|----------------|
| SC56        | 75             |
| SC57        | 100            |
| SC58        | 145            |
| SC59        | 150            |
| SC60        | 200            |

| Charge Band | Pence per Call |
|-------------|----------------|
| SC61        | 250            |
| SC62        | 300            |
| SC63        | 400            |
| SC64        | 500            |
| SC65        | 600            |

## Service Charge rates for calls charged by fixed fee and timed duration (Where the fixed fee and the duration charge apply from the start of the call)

| Charge Band | Pence per Call | Pence per Minute |
|-------------|----------------|------------------|
| SC66        | 77             | 155              |
| SC67        | 80             | 25               |
| SC68        | 399            | 139              |
| SC69        | 499            | 135              |

| Charge Band | Pence per Call | Pence per Minute |
|-------------|----------------|------------------|
| SC84        | 250            | 75               |
| SC85        | 260            | 99               |
| SC86        | 275            | 78               |

[Back to Telephone Pricing](#)



## Service Charge rates for calls charged by fixed fee and timed duration

(Where the fixed fee is the charge for up to the first 60 seconds of the call and the duration charge applies following the first 60 seconds of the call)

| Charge Band | Pence per Call | Pence per Minute |
|-------------|----------------|------------------|
| SC70        | 550            | 275              |
| SC71        | 574            | 299              |
| SC72        | 698            | 349              |
| SC73        | 0              | 250              |
| SC74        | 5              | 5                |
| SC75        | 10             | 10               |
| SC88        | 998            | 499              |
| SC89        | 1198           | 599              |
| SC90        | 1398           | 699              |
| SC91        | 1598           | 799              |
| SC92        | 7              | 7                |
| SC93        | 13             | 13               |
| SC94        | 80             | 80               |

| Charge Band | Pence per Call | Pence per Minute |
|-------------|----------------|------------------|
| SC76        | 40             | 40               |
| SC77        | 70             | 70               |
| SC78        | 150            | 150              |
| SC79        | 200            | 200              |
| SC80        | 445            | 257              |
| SC87        | 898            | 449              |
| SC95        | 100            | 100              |
| SC96        | 300            | 300              |
| SC97        | 360            | 50               |
| SC98        | 360            | 150              |
| SC99        | 360            | 200              |
| SC100       | 360            | 360              |

[Back to Telephone Pricing](#)

## Rates for calls to Wi-Fi services

|             | Pence per Call |         |         |
|-------------|----------------|---------|---------|
| Charge Band | Daytime        | Evening | Weekend |
| fw1         | 15.048         | 15.048  | 7.341   |
| fw2         | 14.250         | 11.856  | 6.042   |
| fw3         | 15.846         | 12.654  | 6.384   |
| fw4         | 15.390         | 9.405   | 4.709   |
| fw5         | 14.364         | 11.628  | 6.498   |
| fw6         | 12.540         | 10.032  | 6.042   |
| fw7         | 11.970         | 11.970  | 11.970  |
| fw8         | 18.240         | 14.250  | 6.042   |
| fw9         | 15.960         | 15.960  | 15.960  |
| fw10        | 9.543          | 9.543   | 9.543   |
| fw11        | 13.200         | 13.200  | 13.200  |
| fw12        | 13.200         | 13.200  | 13.200  |

[Back to Telephone Pricing](#)

## Calling Plans we no longer sell (Including popular UK & International Call Rates)

Click on the Calling Plan name to view details

|  |   |
|--|---|
| <a href="#">Home Phone Saver 2019</a>                                      | (sold before 7 <sup>th</sup> April 2017)  |
| <a href="#">Home Phone Saver 2018</a>                                      | (sold before 3 <sup>rd</sup> April 2016)  |
| <a href="#">Home Phone Saver</a>   | (sold before 6 <sup>th</sup> June 2015)   |
| <a href="#">Unlimited Evening &amp; Weekend Calls</a>                      | (sold before 20 <sup>th</sup> June 2014)  |
| <a href="#">Unlimited Anytime Calls</a>                                    | (sold before 20 <sup>th</sup> June 2014)  |
| <a href="#">Unlimited Weekend Plan</a>                                     | (sold before 19 <sup>th</sup> April 2013) |
| <a href="#">Unlimited Evening &amp; Weekend Plan</a>                       | (sold before 19 <sup>th</sup> April 2013) |
| <a href="#">Unlimited Anytime Plan</a>                                     | (sold before 19 <sup>th</sup> April 2013) |
| <a href="#">Unlimited Anytime Plan Plus</a>                                | (sold before 19 <sup>th</sup> April 2013) |
| <a href="#">Unlimited Anytime &amp; Mobile Plan</a>                        | (sold before 19 <sup>th</sup> April 2013) |
| <a href="#">Friends &amp; Family Mobile</a>                                | (sold before 23 <sup>rd</sup> July 2011)  |
| <a href="#">Unlimited Anytime Plan (incl. Friends &amp; Family Mobile)</a> | (sold before 10 <sup>th</sup> July 2009)  |

[Back to Telephone Pricing](#)

## No longer sold after 7<sup>th</sup> April 2017

| Plan Charges                     | Home Phone Saver (2019)          |
|----------------------------------|----------------------------------|
| Monthly Fee                      | £21.99<br>(includes Line Rental) |
| Monthly Early Termination Charge | £9.50                            |

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |                               |  |
|--|-------------------------------|--|
| Calls to UK* National & Local numbers  | Daytime (7am – 7pm Mon – Fri) | Included   |
|  | Evening (7pm – 7am Mon – Fri) |  |
|  | Weekends (All day Sat & Sun)  |  |
| Calls to 0845 & 0870 Numbers**   | Daytime (7am – 7pm Mon – Fri) | Included   |
|  | Evening (7pm – 7am Mon – Fri) |  |
|  | Weekends (All day Sat & Sun)  |  |
| Calls to the Channel Islands (landlines)   |                               | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |
| Calls to Service Numbers<br>090, 118 and other 084 & 087 (at all times)                        |                               | 15.0p per minute + Service Charge  |
| Calls to BT Mobile Consumer numbers<br>(at all times)  | First 1000 minutes each month | Included   |
|  | Minutes of calls thereafter   | 18.0p per minute + 23.0p se up fee   |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |                               |  |

Continued below

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

- \* UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 15.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.
- \*\* Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

[Back](#)

No longer sold after 3rd April 2016

| Plan Charges                     | Home Phone Saver (2018)          |
|----------------------------------|----------------------------------|
| Monthly Fee                      | £20.99<br>(includes Line Rental) |
| Monthly Early Termination Charge | £8.50                            |

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#)

|  |                               |  |
|--|-------------------------------|--|
| Calls to UK* National & Local numbers  | Daytime (7am – 7pm Mon – Fri) | Included   |
|  | Evening (7pm – 7am Mon – Fri) |  |
|  | Weekends (All day Sat & Sun)  |  |
| Calls to 0845 & 0870 Numbers**   | Daytime (7am – 7pm Mon – Fri) | Included   |
|  | Evening (7pm – 7am Mon – Fri) |  |
|  | Weekends (All day Sat & Sun)  |  |
| Calls to the Channel Islands (landlines)   |                               | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |
| Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)                           |                               | 15.0p per minute + Service Charge  |
| Calls to BT Mobile Consumer numbers (at all times)   | First 1000 minutes each month | Included   |
|  | Minutes of calls thereafter   | 18.0p per minute + 23.0p set up fee  |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |                               |  |

Continued below

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

- \* UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 15.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, other non-voice calls and calls to the Channel Islands.
- \*\* Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

[Back](#)

## No longer sold after 6th June 2015

| Plan Charges                     | Home Phone Saver (2017)          |
|----------------------------------|----------------------------------|
| Monthly Fee                      | £19.99<br>(includes Line Rental) |
| Monthly Early Termination Charge | £7.75                            |

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |                                  |  |
|--|----------------------------------|--|
| Calls to UK* National & Local numbers  | Daytime<br>(7am – 7pm Mon – Fri) | Included   |
|  | Evening<br>(7pm – 7am Mon – Fri) |  |
|  | Weekends<br>(All day Sat & Sun)  |  |
| Calls to 0845 & 0870 Numbers**   | Daytime<br>(7am – 7pm Mon – Fri) | Included   |
|  | Evening<br>(7pm – 7am Mon – Fri) |  |
|  | Weekends<br>(All day Sat & Sun)  |  |
| Calls to the Channel Islands (landlines)   |                                  | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |
| Calls to Service Numbers<br>090, 118 and other 084 & 087 (at all times)                        |                                  | 15.0p per minute + Service Charge  |
| Calls to BT Mobile Consumer numbers (at all times)   | First 1000 minutes each month    | Included   |
|  | Minutes of calls thereafter      | 9.0p per minute + 23.0p set up fee   |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |                                  | 9.0p per minute + 23.0p set up fee   |

Continued below



## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

- \* UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 15.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.
- \*\* Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

[Back](#)

## No longer sold after 20th June 2014

| Plan Charges                     | Unlimited Evening & Weekend Calls | Unlimited Anytime Calls  |
|----------------------------------|-----------------------------------|--------------------------|
| Monthly Fee                      | £3.70<br>(+ Line Rental)          | £9.99<br>(+ Line Rental) |
| Monthly Early Termination Charge | £12.50                            | £15.50                   |

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |                                  |  |                                     |
|--|----------------------------------|--|-------------------------------------|
| Calls to UK* National & Local numbers  | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + 23.0p set up fee  | Included                            |
|  | Evening<br>(7pm – 7am Mon – Fri) | Included   |                                     |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                                     |
| Calls to 0845 & 0870 Numbers**   | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + Service Charge  | Included                            |
|  | Evening<br>(7pm – 7am Mon – Fri) | Included   |                                     |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                                     |
| Calls to the Channel Islands (landlines)   |                                  | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |                                     |
| Calls to Service Numbers<br>090, 118 and other 084 & 087 (at all times)                        |                                  | 15.0p per minute + Service Charge  |                                     |
| Calls to BT Mobile Consumer numbers (at all times)   | First 1000 minutes each month    | 18.0p per minute + 23.0p set up fee  | Included                            |
|  | Minutes of calls thereafter      |  | 18.0p per minute + 23.0p set up fee |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |                                  | 18.0p per minute + 23.0p set up fee  |                                     |

Continued below

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

- \* UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 15.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.
- \*\* Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

[Back](#)

## No longer sold after 19th April 2013

| Plan Charges                     | Unlimited Weekend Plan | Unlimited Evening & Weekend Plan | Unlimited Anytime Plan   | Unlimited Anytime Plan Plus | Unlimited Anytime & Mobile Plan |
|----------------------------------|------------------------|----------------------------------|--------------------------|-----------------------------|---------------------------------|
| Monthly Fee                      | £0<br>(+ Line Rental)  | £5.80<br>(+ Line Rental)         | £9.30<br>(+ Line Rental) | £11.99<br>(+ Line Rental)   | £22.00<br>(+ Line Rental)       |
| Monthly Early Termination Charge | £9.75                  | £12.50                           | £15.75                   | £18.50                      | £0                              |

### Call Rates

We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|   |  |  |  |                                       |          |   |
|---|--|--|--|---------------------------------------|----------|---|
| Calls to UK*<br>National & Local numbers                                | Daytime<br>(7am – 7pm Mon – Fri)   | 15.0p per minute<br>+ 23.0p set up fee | 15.0p per minute<br>+ 23.0p set up fee | Included                              | Included | Included                                      |
|   | Evening<br>(7pm – 7am Mon – Fri)   | 4.0p per minute<br>+ 23.0p set up fee  | Included                               |                                       |          |   |
|   | Weekends<br>(All day Sat & Sun)  | Included                               |  |                                       |          |   |
| Calls to<br>0845 & 0870<br>Numbers**                                    | Daytime<br>(7am – 7pm Mon – Fri)   | 15.0p per minute<br>+ Service Charge   | 15.0p per minute<br>+ Service Charge   | Included                              | Included | Included                                      |
|   | Evening<br>(7pm – 7am Mon – Fri)   |  | Included                               |                                       |          |   |
|   | Weekends<br>(All day Sat & Sun)  | Included                               |  |                                       |          |   |
| Calls to the Channel Islands (landlines)                                | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |  |  |                                       |          |   |
| Calls to Service Numbers<br>090, 118 and other 084 & 087 (at all times) | 13.0p per minute + Service Charge  |  |  |                                       |          |   |
| Calls to UK<br>Mobiles  | Daytime<br>(7am – 7pm Mon – Sun)   | 17.0p per minute + 23.0p set up fee    |  | 9.0p per minute<br>+ 23.0p set up fee |          | Included<br>(up to 1000 minutes<br>per month) |
|   | Evening<br>(7pm – 7am Mon – Sun)   | 10.0p per minute + 23.0p set up fee    |  | 4.0p per minute<br>+ 23.0p set up fee |          |   |

Continued below

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

- \* UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 15.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, , other non-voice calls and calls to the Channel Islands.
- \*\* Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

## No longer sold after 23rd July 2011

|              |                         |
|--------------|-------------------------|
| Plan Charges | Friends & Family Mobile |
| Monthly Fee  | £2.70                   |

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|                                    |                                    |
|------------------------------------|------------------------------------|
| Calls to UK Mobiles (at all times) | 9.0p per minute + 23.0p set up fee |
|------------------------------------|------------------------------------|

[Back](#)

## No longer sold after 10th July 2009

| Plan Charges                     | Unlimited Anytime Plan<br>(incl. Friends & Family Mobile) |
|----------------------------------|---|
| Monthly Fee                      | £11.20<br>(+ Line Rental)                                 |
| Monthly Early Termination Charge | £15.75  |

**Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|   |  |          |
|---|--|----------|
| Calls to UK*<br>National & Local<br>numbers                             | Daytime<br>(7am – 7pm Mon – Fri)   | Included |
|   | Evening<br>(7pm – 7am Mon – Fri)   |          |
|   | Weekends<br>(All day Sat & Sun)  |          |
| Calls to<br>0845 & 0870<br>Numbers**                                    | Daytime<br>(7am – 7pm Mon – Fri)   | Included |
|   | Evening<br>(7pm – 7am Mon – Fri)   |          |
|   | Weekends<br>(All day Sat & Sun)  |          |
| Calls to the Channel Islands (landlines)                                | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |          |
| Calls to Service Numbers<br>090, 118 and other 084 & 087 (at all times) | 15.0p per minute + Service Charge  |          |
| Calls to UK Mobiles (at all times)                                      | 9.0p per minute + 23.0p set up fee   |          |

Continued below

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

- \* UK means calls of up to an hour starting inside the inclusive call period for your calling plan to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 15.0p per minute with no call set-up fee. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, , other non-voice calls and calls to the Channel Islands.
- \*\* Calls of up to an hour. Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

[Back](#)

Click on an option below

[Broadband Options](#)

[Value Added Services for Broadband](#)

[Broadband products we no longer sell](#)

# Unpackaged Broadband Pricing

[Back to Main Menu](#)



# Unpackaged Broadband Options

| Option Charges                     | Broadband 15GB<br><i>(previously BT Total Broadband Option 1)</i> | Broadband Unlimited<br><i>(previously BT Total Broadband Option 2)</i> | Broadband Unlimited<br><i>(previously BT Total Broadband Option 3)</i> | Faster Broadband Unlimited<br><i>(previously BT Total Broadband Option 3 over Fibre)</i> |
|------------------------------------|---|--|--|--|
| Monthly Fee                        | £29.00  | £34.00   | £38.00   | £35.50   |
| Minimum Contract Length            | 12 Months   | 12 Months  | 12 Months  | 12 Months  |
| Monthly Data Usage Limit           | 15GB  | Unlimited  | Unlimited  | Unlimited  |
| Excess Data Usage Charge           | £2.20 per GB or part of   |  |  |  |
| Monthly Early Termination Charge   | £18.50  | £22.25   | £25.00   | £16.50   |
| Deferred Payment Charge for BT Hub | Up to £65 (Depending on model supplied)                           |  |  |  |

[Back to Broadband Pricing](#)

# Unpackaged Superfast Fibre Options

| Option Charges                     | Superfast Fibre 1<br>(previously BT Infinity Option 1) | Superfast Fibre 2<br>(previously BT Infinity Option 2) | Superfast Fibre 3<br>(previously BT Infinity Option 3) | Superfast Fibre 4<br>(previously BT Infinity Option 4) |
|------------------------------------|--|--|--|--|
| Monthly Fee                        | £33.00   | £42.50   | £55.00   | £47.10   |
| Activation Charge                  | £50  |  |  |  |
| Minimum Contract Length            | 18 months  | 18 months  | 18 months  | 18 months  |
| Monthly Data Usage Limit           | 45GB   | Unlimited  | Unlimited  | Unlimited  |
| Excess Data Usage Charge           | £2.20 per GB or part of                                |  |  |  |
| Monthly Early Termination Charge   | £19.75   | £15.50   | £1.75  | £10.50   |
| Deferred Payment Charge for BT Hub | Up to £65 (Depending on model supplied)                |  |  |  |

## BT Home Hub

We'll supply a BT Home Hub to all new BT Broadband, Superfast Fibre or Ultrafast Fibre customers. The standard price of the BT Home Hub is up to £129.00 (depending on model supplied). We may let you delay paying for the BT Home Hub for up to 12 months from the date that we accept your order. If you don't pay for the BT Home Hub in full when you place your order, you'll normally have to pay the full price either 12 months after we accept your order or at the point that you end the service – whichever is the earlier. But if you keep the service for at least 12 months from the date that we accept your order, we'll waive that payment. If you end the service within 12 months of us accepting your order, we'll waive part of the payment, but you'll still have to pay up to £65.00 (depending on model supplied) towards the full cost of your BT Home Hub. Existing BT Broadband customers requesting a replacement hub may be supplied with a reconditioned hub. A reconditioned hub is one which has been reconditioned to an "as new" standard and is supplied with the same 12 month warranty that would apply to a brand new hub.

[Back to Broadband Pricing](#)

# Value Added Services for Broadband

Click on an option below

[BT Tech Experts](#)

[BT Cloud Extra Storage](#)

[BT Virus Protect](#)

[Broadband Installation Service](#)

[Data Cabling Installation Service](#)

[BT Premium Mail](#)

[Back to Broadband Pricing](#)

## BT Tech Experts (Subscription service)

| Subscription Service               | Minimum Term (Months) | Monthly Price |
|------------------------------------|-----------------------|---------------|
| BT Tech Experts Total Tech Support | 3                     | £10.00        |
| BT Tech Experts Computer Support   | 3                     | £8.00         |

## BT Tech Experts (Pay-as-you-go Service)

| Pay-as-you-go Service              | Support Level | Monthly Price |
|------------------------------------|---------------|---------------|
| BT Tech Experts Call Pay-as-you-go | 1             | £15.00        |
|                                    | 2             | £30.00        |
|                                    | 3             | £80.00        |

- We will agree the level of support required with you before we start to provide the service.

[Back](#)

## BT Cloud Extra Storage

| BT Cloud storage bolt on | Introductory Price<br>(Month 1 only) | Ongoing Price<br>(Monthly) |
|--------------------------|--------------------------------------|----------------------------|
| 50GB Extra Storage*      | £0                                   | £3.00                      |
| 500GB Extra Storage*     | £0                                   | £9.00                      |

\* Your BT Cloud Extra Storage bolt on will be applied on top of the inclusive BT Cloud storage that comes with your BT Broadband, Superfast Fibre or Ultrafast Fibre package.

[Back](#)

## BT Virus Protect

|                  | Minimum Term (Months) | Monthly Price |
|------------------|-----------------------|---------------|
| BT Virus Protect | 1                     | £4.00         |

- BT Virus Protect with 15 licences is available at no extra charge for customers taking Superfast Fibre Unlimited from 15 April 2016. New customers since 15 April on all other products get BT Virus Protect with 2 licences at no extra cost.

[Back](#)

## Broadband Installation Service

|                                | One-off charge |
|--------------------------------|----------------|
| Broadband Installation Service | £50.00         |

## Data Cabling Installation Service

|                                   | One-off charge |
|-----------------------------------|----------------|
| Data Cabling Installation Service | £35.00         |

## BT Premium Mail

|                 | Monthly Price |
|-----------------|---------------|
| BT Premium Mail | £7.50         |

[Back](#)

# Unpackaged Broadband Services we no longer sell

Click on an option below

[Broadband Options](#)

[Value Added Services for Broadband](#)

[Back to Unpackaged Broadband Pricing](#)



# Unpackaged Broadband Options

| Option Charges                       | Broadband Unlimited<br><i>(previously BT Total Broadband Option 4)</i> |
|--------------------------------------|--|
| Monthly Fee                          | £40.59   |
| Early Termination Charge (per month) | £22.50   |
| Monthly Data Usage Limit             | 50Gb   |
| Excess Data Usage Charge             | £2.20 per GB or part of  |
| Deferred Payment Charge for BT Hub   | Up to £65 (Depending on model supplied)                                |

[Back](#)

# Value Added Services for Broadband

## BT Home IT Call (Subscription service)

|                               | Minimum Term (Months) | Monthly Price |
|-------------------------------|-----------------------|---------------|
| BT Home IT Call               | 3                     | £10.00        |
|                               | 12                    | £9.00         |
| BT Home IT Call Frequent User | 12                    | £20.00        |

## BT Home IT Call (Pay-as-you-go Service)

|                               | Support Level | One-off Charge |
|-------------------------------|---------------|----------------|
| BT Home IT Call Pay-as-you-go | 1             | £15.00         |
|                               | 2             | £30.00         |
|                               | 3             | £50.00         |

- We will agree the level of support required with you before we start to provide the service.

## BT Home IT Call Virus & Malware (Subscription service)

|                                 | Minimum Term (Months) | Monthly Price |
|---------------------------------|-----------------------|---------------|
| BT Home IT Call Virus & Malware | 12                    | £3.99         |

[Back](#)

Click on an option below

[Set-Top Box Charges & Terms](#)

[Installation Products & Services](#)

[BT TV Packages](#)

[BT TV Bolt-ons](#)

[Pay-per View & Purchased Content](#)

[BT TV Products we no longer sell](#)

## BT TV Pricing

[Back to Main Menu](#)

# Set-Top Box Charges and Terms

## Set-Top Box Charges

|   |                        | One-off Charge |
|---|------------------------|----------------|
| Set-Top Box Outright Purchase Price<br>(£9.99 delivery charge applies)  | YouView Box            | £99.00         |
|   | YouView+ Box           | £199.00        |
|   | YouView + Ultra HD Box | £249.00        |
| Existing BT TV Customer Box-swap charge (£9.99 delivery charge applies) |                        | £49.00         |

- Existing BT TV customers taking a set-top box at a discount off the purchase only price, will receive the same 12 month warranty that would apply to a full price set-top box.

## Set-Top Box Terms

### Set-Top Box Deferred Payment Charge

The standard purchase price for set-top boxes are shown in the table above. New BT TV customers usually won't have to pay an upfront charge for their first set-top box. Existing BT TV customers taking an alternative set-top box will need to pay a box-swap charge upfront. New and existing BT TV customers taking BT TV Extra Box will need to pay an upfront charge for any additional set-top box. The amount you have to pay depends on which set top box you select. If you pay less than the standard purchase price upfront, payment of the balance is deferred for up to 12 months from the date we accepted your order for the set-top box. If you end your BT TV contract within this period (except where our terms and conditions allow you to end your contract without paying a penalty) the balance of the standard purchase price for your chosen set-top box becomes payable. How much of the balance you need to pay depends on how much of the 12 month period from the date we accepted your order is left when your BT TV contract ends. For each month left we will charge you 1/12th of the balance. If you keep you BT TV contract for 12 months or more after the date we accepted your order for the set-top box, you won't have to pay the deferred balance of the standard purchase price for that set-top box.

[Back to TV Pricing](#)

## Installation Products & Services

|                                |                    | Description   | One-off Charge |
|--------------------------------|--------------------|---|----------------|
| Optional Engineer Install      | TV Max             | An engineer visit to set-up and test your new BT TV installation                          | £44.00         |
|                                | All other packages |   | £49.00         |
| Optional Broadband Extenders   |                    | Extend broadband anywhere around your home - turn any power socket into an internet port. | £30.00         |
| TV Aerial Installation Service |                    | Installation of a roof-top television aerial  | £110.00        |

[Back to TV Pricing](#)

## BT TV Packages – Box Service

| BT TV Package 1 | Set-Top Box Provided <sup>2</sup> | Activation Fee <sup>3</sup> | Contract Term (months) | Subscription Charge (per month) | Early Termination Charge (per month) |
|-----------------|-----------------------------------|-----------------------------|------------------------|---------------------------------|--------------------------------------|
| Starter         | YouView                           | £50                         | 18                     | £6                              | £3.25                                |
| Classic         | YouView+                          | £10                         |                        | £10                             | £8.25                                |
| Essential       |                                   | £10                         |                        | £11                             | £6.50                                |
| Entertainment   |                                   | £10                         |                        | £15                             | £9.50                                |
| Max HD          |                                   | £0                          |                        | £20                             | £10.25                               |
| Max             | YouView+ UHD                      |                             |                        | £24                             | £13.50                               |

<sup>1</sup> All BT TV packages including provision of a set-top box require a new BT Broadband contract/re-contract.

<sup>2</sup> £9.99 delivery charge for the set-top box applies to existing BT Broadband customers taking BT TV.

<sup>3</sup> For customers taking a BT TV package and Superfast Fibre at the same time, the combined activation fees for these 2 products will be capped at £70.00 and a single £9.99 delivery charge applies for both the BT Hub and the set-top box.

Continued below

## BT TV Packages – Player Service

|           | Activation Fee* | Minimum Contract (months) | Subscription Charge (per month) | Early Termination Charge (per month) |
|-----------|-----------------|---------------------------|---------------------------------|--------------------------------------|
| Essential | £50.00          | 12                        | £6.00                           | £4.00                                |

- Requires an independently purchased YouView or YouView + set-top box. Cannot be taken with the BT TV Box Service.

[Continued below](#)

## BT TV Packages – BT TV Extra Box

|                  | Set-Top Box Provided (£9.99 delivery charge applies) |                | Contract Term (months) | Subscription Charge (per month) | Early Termination Charge (per month) |
|------------------|--|----------------|------------------------|---------------------------------|--------------------------------------|
|                  | Type   | Upfront charge |                        |                                 |                                      |
| BT TV Extra Box* | YouView  | £49            | 12                     | £5.00                           | £3.76                                |
|                  | YouView+   | £99            |                        |                                 |                                      |

- \* BT TV Extra Box is a multi-room subscription and requires a second set-top box. If your main set-top box is a YouView + Box, you can choose to take either a YouView + or YouView Box as your second set-top box. If your main set-top box is a YouView Box, you can only take another YouView Box as your second set-top box.

[Back to TV Pricing](#)

## BT TV Bolt-ons

|                   |   | BT TV Packages that Bolt-ons can be taken with |           |               |          |          | Price<br>(per month) |
|-------------------|---|--|-----------|---------------|----------|----------|----------------------|
|                   |   | Starter  | Essential | Entertainment | Max HD   | Max      |                      |
| Music             | (on demand content only)                                  | ✓  | ✓         | ✓             | ✓        | ✓        | £4.00                |
| Kids              | (on demand content for standard Broadband customers only) | ✓  | ✓         |               |          |          | £5.00                |
| Kids Extra        | (on demand content & channels for Fibre customers only)   |  |           | ✓             | Included | Included | £5.00                |
| HD Extra*         |   |  |           | ✓             | Included | Included | £6.50                |
| BT TV App Extra** |   | ✓  | ✓         | ✓             | ✓        | ✓        | £5.00                |

\* While you subscribe to HD Extra with BT TV, there will be no charge for BT Sport HD Pack if you also choose to take that option with a BT Sport subscription via BT TV.

\*\* Enjoy instant access to BT TV subscription channels on up to 4 devices and watch on 2 devices at the same time, download your favourite shows and watch on the go. Stream or cast from your device to large screens. Access the TV app on Apple TV, Amazon Fire TV, Samsung Smart TV's and Google Chromecast.

Continued below



## Sky Sports & Sky Cinema Bolt-ons

|                                     | BT TV Packages that Bolt-ons can be taken with                       | Price (per month) |
|-------------------------------------|--|-------------------|
| Sky Sports Main Event               | Any TV Package with Superfast Fibre or Ultrafast Fibre               | £30.00            |
| Sky Sports Main Event HD            |  | £36.00            |
| Sky Cinema (on demand and channels) |  | £16.00            |
| Sky Cinema (on demand content only) | Any TV Package with BT Broadband, Superfast Fibre or Ultrafast Fibre | £16.00            |

1. Sky Cinema Bolt-ons are not available in HD.

[Back to BT TV Pricing](#)

# Pay-per-View & Purchased Content

## Pay-per-View Content Charges

The rental price for individual pieces of Pay-per-View content and the relevant rental period can be accessed using your set-top box remote control and will be displayed on the programme information screen.

## Purchased Content Charges

The purchase price for individual pieces of content can be accessed using your set-top box remote control and will be displayed on the programme information screen.

[Back to BT TV Pricing](#)

# BT TV Products we no longer sell

## Box Service Packages

|                       | Date of joining BT TV        | Standard Subscription Charge (per month) | Early Termination Charge (per month) |
|-----------------------|------------------------------|--|--------------------------------------|
| Unlimited             | At any time                  | £14.00                                   | £7.75                                |
| Unlimited Extra       | At any time                  | £17.00                                   | £8.50                                |
| TV Starter            | Before 04/8/17               | £0                                       | £0                                   |
| Entertainment         | Before 23/12/14              | £9.45                                    | £6.50                                |
|                       | Since 23/12/14               | £9.50                                    | £6.50                                |
| Lite                  | At any time                  | £8.50 (per Viewing Pack)                 | £6.25 (per Viewing Pack)             |
| Essential             | Before 24/7/15               | £6.00                                    | £4.00                                |
|                       | Between 24/7/15 and 27/10/16 | £6.00                                    | £3.00                                |
|                       | Before 04/8/17               | £6.00                                    | £4.00                                |
| Entertainment Starter | Before 24/7/15               | £3.00                                    | £0.50                                |
|                       | Between 24/7/15 and 19/1/17  | £3.00                                    | £0.50                                |
|                       | Between 20/1/17 and 10/4/17  | £3.00                                    | £1.00                                |

[Back to BT TV Pricing](#)

# BT TV Products we no longer sell

## Box Service Packages (continued)

|                     | Date of joining BT TV       | Standard Subscription Charge<br>(per month) | Early Termination Charge<br>(per month) |
|---------------------|-----------------------------|---|---|
| Entertainment Plus  | Before 03/8/17              | £10.00                                      | £5.50                                   |
| Entertainment Max   | Before 03/8/17              | £16.00                                      | £8.50                                   |
| Total Entertainment | Before 24/7/15              | £21.00                                      | £8.50                                   |
|                     | Before 11/4/17              | £18.00                                      | £10.25                                  |
|                     | Between 11/4/17 and 03/8/17 | £20.00                                      |   |
| Max HD              | Before 01/2/18              | £19.00                                      | £11.25                                  |
| Max                 | Before 01/2/18              | £20.00                                      | £12.00                                  |

Continued below

# BT TV Products we no longer sell

## Player Service Packages

|           | Minimum Contract (months) | Subscription Charge (per month) | Early Termination Charge (per month) |
|-----------|---------------------------|---------------------------------|--------------------------------------|
| Unlimited | 1                         | £8.50                           | £5.00                                |
| Unlimited | 12                        | £11.40                          |                                      |

## BT TV Bolt-ons

|   | Price (per month) |
|---|-------------------|
| BT TV Music Viewing Pack                    | £8.50             |
| BT TV Kids Viewing Pack                     | £8.50             |
| TV Catch Up                                 | £5.00             |
| Picturebox Movies                           | £5.10             |
| Sky Sports 1, Sky Sports 2 and Sky Sports 5 | £24.50            |

[Back to BT TV Pricing](#)

Click on an option below

[BT Mobile Plans – Handsets](#)

[BT Mobile Plans – SIM Only](#)

[BT Mobile Plans – Data SIM Only](#)

[BT Mobile Family SIM](#)

[Out of Plan Charges](#)

[Excluded from Plan Charges](#)

[International Charges from the UK](#)

[Roam Like At Home](#)

[Roaming Charges](#)

[BT Mobile Add-ons](#)

[BT Mobile Calling Plans we no longer sell](#)

## BT Mobile Pricing

[Back to Main Menu](#)

# BT Mobile Plans – Handsets

| Monthly Charges & Allowances          | Tier 0               |                    |                    |                    |                     | Tier 1               |                    |                    |                    |                     |
|---------------------------------------|----------------------|--------------------|--------------------|--------------------|---------------------|----------------------|--------------------|--------------------|--------------------|---------------------|
|                                       | BT Mobile 500MB Plan | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 500MB Plan | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan |
| Plan Rental – Standard                | £17                  | £19                | £22                | £27                | £32                 | £22                  | £24                | £27                | £32                | £37                 |
| Plan Rental – BT Broadband Households | £12                  | £14                | £17                | £22                | £27                 | £17                  | £19                | £22                | £27                | £32                 |
| Minimum Term (Months)                 | 24                   | 24                 | 24                 | 24                 | 24                  | 24                   | 24                 | 24                 | 24                 | 24                  |
| Early Termination Charge (per month)  | £9.75                | £11.25             | £13.75             | £18.00             | £22.00              | £13.75               | £15.50             | £18.00             | £22.00             | £26.25              |
| Minutes                               | 400                  | Unlimited          | 1000               | Unlimited          | Unlimited           | 400                  | Unlimited          | Unlimited          | Unlimited          | Unlimited           |
| Texts                                 | Unlimited            | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited            | Unlimited          | Unlimited          | Unlimited          | Unlimited           |
| Data                                  | 500MB                | 1GB                | 3GB                | 6GB                | 15GB                | 500MB                | 1GB                | 3GB                | 6GB                | 15GB                |
| BT Wi-Fi                              | Unlimited            | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited            | Unlimited          | Unlimited          | Unlimited          | Unlimited           |

## Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets – continued

| Monthly Charges & Allowances          | Tier 2             |                    |                    |                     | Tier 3             |                    |                    |                     |
|---------------------------------------|--------------------|--------------------|--------------------|---------------------|--------------------|--------------------|--------------------|---------------------|
|                                       | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan |
| Plan Rental – Standard                | £28                | £31                | £36                | £41                 | £32                | £35                | £40                | £45                 |
| Plan Rental – BT Broadband Households | £23                | £26                | £31                | £36                 | £27                | £30                | £35                | £40                 |
| Minimum Term (Months)                 | 24                 | 24                 | 24                 | 24                  | 24                 | 24                 | 24                 | 24                  |
| Early Termination Charge (per month)  | £18.75             | £21.25             | £25.25             | £29.50              | £22.00             | £24.50             | £28.50             | £32.75              |
| Minutes                               | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited          | Unlimited          | Unlimited          | Unlimited           |
| Texts                                 | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited          | Unlimited          | Unlimited          | Unlimited           |
| Data                                  | 1GB                | 3GB                | 6GB                | 15GB                | 1GB                | 3GB                | 6GB                | 15GB                |
| BT Wi-Fi                              | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited          | Unlimited          | Unlimited          | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)



## BT Mobile Plans – Handsets - continued

| Monthly Charges & Allowances          | Tier 4             |                    |                    |                     |                     | Tier 5             |                    |                    |                     |                     |
|---------------------------------------|--------------------|--------------------|--------------------|---------------------|---------------------|--------------------|--------------------|--------------------|---------------------|---------------------|
|                                       | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 30GB Plan | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 30GB Plan |
| Plan Rental – Standard                | £37                | £40                | £45                | £50                 | £57                 | £44                | £47                | £52                | £57                 | £63                 |
| Plan Rental – BT Broadband Households | £32                | £35                | £40                | £45                 | £52                 | £39                | £42                | £47                | £52                 | £58                 |
| Minimum Term (Months)                 | 24                 | 24                 | 24                 | 24                  | 24                  | 24                 | 24                 | 24                 | 24                  | 24                  |
| Early Termination Charge (per month)  | £26.25             | £28.50             | £32.75             | £36.75              | £41.75              | £32.00             | £34.50             | £38.50             | £42.75              | £47.50              |
| Minutes                               | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           |
| Texts                                 | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           |
| Data                                  | 1GB                | 3GB                | 6GB                | 15GB                | 30GB                | 1GB                | 3GB                | 6GB                | 15GB                | 30GB                |
| BT Wi-Fi                              | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets – continued

| Monthly Charges & Allowances          | Tier 6             |                    |                    |                     |                     |
|---------------------------------------|--------------------|--------------------|--------------------|---------------------|---------------------|
|                                       | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 30GB Plan |
| Plan Rental – Standard                | £49.00             | £52.00             | £57.00             | £62.00              | £68.00              |
| Plan Rental – BT Broadband Households | £44.00             | £47.00             | £52.00             | £57.00              | £63.00              |
| Minimum Term (Months)                 | 24                 | 24                 | 24                 | 24                  | 24                  |
| Early Termination Charge (per month)  | £36.00             | £38.50             | £42.75             | £46.75              | £51.75              |
| Minutes                               | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           |
| Texts                                 | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           |
| Data                                  | 1GB                | 3GB                | 6GB                | 15GB                | 30GB                |
| BT Wi-Fi                              | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets – continued

| Monthly Charges & Allowances          | Tier 7             |                    |                    |                    |                     |                     |                     |
|---------------------------------------|--------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|
|                                       | BT Mobile 1GB Plan | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 30GB Plan | BT Mobile 60GB Plan |
| Plan Rental – Standard                | £49.00             | £53.00             | £56.00             | £61.00             | £66.00              | £72.00              | £77.00              |
| Plan Rental – BT Broadband Households | £44.00             | £48.00             | £51.00             | £56.00             | £61.00              | £67.00              | £72.00              |
| Minimum Term (Months)                 | 24                 | 24                 | 24                 | 24                 | 24                  | 24                  | 24                  |
| Early Termination Charge (per month)  | £36.00             | £39.25             | £41.75             | £46.00             | £50.00              | £55.00              | £59.00              |
| Minutes                               | Unlimited          | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Texts                                 | Unlimited          | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Data                                  | 1GB                | 1GB                | 3GB                | 6GB                | 15GB                | 30GB                | 60GB                |
| BT Wi-Fi                              | Unlimited          | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets – continued

| Monthly Charges & Allowances          | Tier 8             |                    |                    |                     |                     |                     |
|---------------------------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|
|                                       | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 30GB Plan | BT Mobile 60GB Plan |
| Plan Rental – Standard                | £57.00             | £60.00             | £65.00             | £70.00              | £76.00              | £81.00              |
| Plan Rental – BT Broadband Households | £52.00             | £55.00             | £60.00             | £65.00              | £71.00              | £76.00              |
| Minimum Term (Months)                 | 24                 | 24                 | 24                 | 24                  | 24                  | 24                  |
| Early Termination Charge (per month)  | £42.75             | £45.00             | £49.25             | £53.25              | £58.25              | £62.50              |
| Minutes                               | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Texts                                 | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Data                                  | 1GB                | 3GB                | 6GB                | 15GB                | 30GB                | 60GB                |
| BT Wi-Fi                              | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets – continued

| Monthly Charges & Allowances          | Tier 9             |                    |                    |                     |                     |                     |
|---------------------------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|
|                                       | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 30GB Plan | BT Mobile 60GB Plan |
| Plan Rental – Standard                | £62.00             | £65.00             | £70.00             | £75.00              | £81.00              | £86.00              |
| Plan Rental – BT Broadband Households | £57.00             | £60.00             | £65.00             | £70.00              | £76.00              | £81.00              |
| Minimum Term (Months)                 | 24                 | 24                 | 24                 | 24                  | 24                  | 24                  |
| Early Termination Charge (per month)  | £46.75             | £49.25             | £53.25             | £57.50              | £62.50              | £66.50              |
| Minutes                               | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Texts                                 | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Data                                  | 1GB                | 3GB                | 6GB                | 15GB                | 30GB                | 60GB                |
| BT Wi-Fi                              | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets – continued

| Monthly Charges & Allowances          | Tier 10            |                    |                    |                     |                     |                     |
|---------------------------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|
|                                       | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan | BT Mobile 30GB Plan | BT Mobile 60GB Plan |
| Plan Rental – Standard                | £67.00             | £70.00             | £75.00             | £80.00              | £86.00              | £91.00              |
| Plan Rental – BT Broadband Households | £62.00             | £65.00             | £70.00             | £75.00              | £81.00              | £86.00              |
| Minimum Term (Months)                 | 24                 | 24                 | 24                 | 24                  | 24                  | 24                  |
| Early Termination Charge (per month)  | £51.00             | £53.25             | £57.50             | £61.50              | £66.50              | £70.75              |
| Minutes                               | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Texts                                 | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Data                                  | 1GB                | 3GB                | 6GB                | 15GB                | 30GB                | 60GB                |
| BT Wi-Fi                              | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

# BT Mobile Plans – Handsets

As set out in the BT Mobile service terms, if you need to replace your phone or you cancel your plan and are required to return your phone, you may incur charges when you: (i) don't return the phone; (ii) return a damaged phone; or (iii) forget to send back the accessories (or return damaged accessories) that came with your plan.

## Unreturned or Returned Badly Damaged Handset Charges

|                            |      |
|----------------------------|------|
| Samsung A3 (2016)          | £279 |
| Samsung A5 (2016)          | £279 |
| Samsung S6                 | £429 |
| Samsung S7                 | £589 |
| Samsung S7 Edge            | £659 |
| Samsung Galaxy A3          | £339 |
| Samsung Galaxy A5          | £429 |
| Samsung Galaxy J3 (2016)   | £199 |
| Samsung Galaxy S8          | £729 |
| Samsung Galaxy S8 Plus     | £809 |
| Samsung Galaxy S9          | £578 |
| Samsung Galaxy S9 Plus     | £727 |
| Sony Xperia XA SM10 Black  | £309 |
| Sony Xperia X (PS10)       | £579 |
| Apple iPhone 5S - 16GB     | £309 |
| Apple iPhone SE - 16GB     | £409 |
| Apple iPhone SE - 64GB     | £499 |
| Apple iPhone 6 - 16GB      | £509 |
| Apple iPhone 6 Plus - 16GB | £589 |

|                                      |      |
|--------------------------------------|------|
| Apple iPhone 6 Plus – 64GB           | £669 |
| Apple iPhone 6S – 16GB               | £589 |
| Apple iPhone 6S – 64GB               | £669 |
| Apple iPhone 6S – 128GB              | £759 |
| Apple iPhone 6S Plus – 16GB          | £669 |
| Apple iPhone 6S Plus – 64GB          | £759 |
| Apple iPhone 6S Plus – 128GB         | £839 |
| Apple iPhone 6s Plus Gold 32GB       | £649 |
| Apple iPhone 6s Plus Space Grey 32GB | £649 |
| Apple iPhone 6s Plus Rose Gold 32GB  | £649 |
| Apple iPhone 6s Plus Silver 32GB     | £649 |
| Apple iPhone 6s Gold 32GB            | £549 |
| Apple iPhone 6s Rose Gold 32GB       | £549 |
| Apple iPhone 6s Space Grey 32GB      | £549 |
| Apple iPhone 6s Silver 32GB          | £549 |
| Apple iPhone 7 Silver 32GB           | £649 |
| Apple iPhone 7 Rose Gold 32GB        | £649 |
| Apple iPhone 7 Gold 32GB             | £649 |
| Apple iPhone 7 Black 32GB            | £649 |

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets cont’d.

As set out in the BT Mobile service terms, if you need to replace your phone or you cancel your plan and are required to return your phone, you may incur charges when you: (i) don't return the phone; (ii) return a damaged phone; or (iii) forget to send back the accessories (or return damaged accessories) that came with your plan.

### Unreturned or Returned Badly Damaged Handset Charges

|                                     |      |
|-------------------------------------|------|
| Apple iPhone 7 Jet Black 32GB       | £549 |
| Apple iPhone 7 Gold 128GB           | £749 |
| Apple iPhone 7 Black 128GB          | £749 |
| Apple iPhone 7 Jet Black 128GB      | £749 |
| Apple iPhone 7 Rose Gold 128GB      | £749 |
| Apple iPhone 7 Silver 128GB         | £749 |
| Apple iPhone 7 Jet Black 256GB      | £839 |
| Apple iPhone 7 Silver 256GB         | £839 |
| Apple iPhone 7 Gold 256GB           | £839 |
| Apple iPhone 7 Black 256GB          | £839 |
| Apple iPhone 7 Rose Gold 256GB      | £839 |
| Apple iPhone 7 Plus Black 32GB      | £759 |
| Apple iPhone 7 Plus Jet Black 32GB  | £549 |
| Apple iPhone 7 Plus Gold 32GB       | £759 |
| Apple iPhone 7 Plus Rose Gold 32GB  | £759 |
| Apple iPhone 7 Plus Silver 32GB     | £759 |
| Apple iPhone 7 Plus Silver 128GB    | £859 |
| Apple iPhone 7 Plus Rose Gold 128GB | £859 |
| Apple iPhone 7 Plus Jet Black 128GB | £859 |

|                                      |      |
|--------------------------------------|------|
| Apple iPhone 7 Plus Gold 128GB       | £859 |
| Apple iPhone 7 Plus Black 128GB      | £859 |
| Apple iPhone 7 Plus Gold 256GB       | £959 |
| Apple iPhone 7 Plus Black 256GB      | £959 |
| Apple iPhone 7 Plus Jet Black 256GB  | £959 |
| Apple iPhone 7 Plus Rose Gold 256GB  | £959 |
| Apple iPhone 7 Plus Silver 256GB     | £959 |
| Apple iPhone 7 Plus Silver 256GB     | £959 |
| Apple iPhone 8 Space Grey 64GB       | £699 |
| Apple iPhone 8 Silver 64GB           | £699 |
| Apple iPhone 8 Gold 64GB             | £699 |
| Apple iPhone 8 Space Grey 256GB      | £849 |
| Apple iPhone 8 Silver 256GB          | £849 |
| Apple iPhone 8 Gold 256GB            | £849 |
| Apple iPhone 8 Plus Space Grey 64GB  | £799 |
| Apple iPhone 8 Plus Silver 64GB      | £799 |
| Apple iPhone 8 Plus Gold 64GB        | £799 |
| Apple iPhone 8 Plus Space Grey 256GB | £949 |
| Apple iPhone 8 Plus Silver 256GB     | £949 |

[Back to BT Mobile Pricing](#)



## BT Mobile Plans – Handsets cont’d.

As set out in the BT Mobile service terms, if you need to replace your phone or you cancel your plan and are required to return your phone, you may incur charges when you: (i) don’t return the phone; (ii) return a damaged phone; or (iii) forget to send back the accessories (or return damaged accessories) that came with your plan.

### Unreturned or Returned Badly Damaged Handset Charges

|                                 |       |
|---------------------------------|-------|
| Apple iPhone 8 Plus Gold 256GB  | £949  |
| Apple iPhone X Space Grey 64GB  | £999  |
| Apple iPhone X Silver 64GB      | £999  |
| Apple iPhone X Space Grey 256GB | £1149 |
| Apple iPhone X Silver 256GB     | £1149 |

### Handset Unlocking

The handsets listed below are locked to the BT Mobile network. You’ll need to ask BT to unlock your handset to use it with another mobile supplier’s SIM. The charge you’ll pay depends on when you ask BT to unlock it.

| Handset   | Date of handset unlock request |                   |   |
|---|--------------------------------|-------------------|---|
|   | During the first 24 months*    | 24 months onwards | Privately purchased 2 <sup>nd</sup> handset at any time |
| Samsung Galaxy S9, S9 Plus, A8, J6, J3 (2017) and A6. | £8.99                          | FREE              | £8.99   |
| Huawei P Smart, iP20 Lite and P20 Pro.                | £8.99                          | FREE              | £8.99   |
| iPhone Xs and Xs Max                                  | £8.99                          | FREE              | £8.99   |
| Moto g6 Play  | £8.99                          | FREE              | £8.99   |
| Nokia 3.1   | £8.99                          | FREE              | £8.99   |

\* Handsets can only be unlocked in the first 6 months if the BT Mobile service has ended and any charges for ending the service early have been paid in full.

[Back to BT Mobile Pricing](#)

## Missing / Damaged Accessory Charges (All BT Mobile Handset Plans)

| Accessory                            | One off Charge |
|--------------------------------------|----------------|
| Damaged battery                      | £20.00         |
| Damaged charger                      | £20.00         |
| Damaged headset                      | £20.00         |
| Damaged battery and charger          | £40.00         |
| Damaged battery and headset          | £40.00         |
| Damaged headset and charger          | £40.00         |
| Damaged battery, headset and charger | £60.00         |
| Missing battery                      | £20.00         |
| Missing charger                      | £20.00         |
| Missing headset                      | £20.00         |
| Missing battery and charger          | £40.00         |
| Missing battery and headset          | £40.00         |
| Missing headset and charger          | £40.00         |
| Missing battery, headset and charger | £60.00         |

## Other Handset Damage Charges

These are set by third party suppliers and will be based upon an assessment of the damage to the phone.  
Handset unlocking admin fee – Charge to unlock network for all handsets £8.99.

[Back to BT Mobile Pricing](#)

## SIM Only BT Mobile Plans – New customers

| Monthly Charges & Allowances          | BT Mobile 500MB Plan | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 10GB Plan | BT Mobile 20GB Plan | BT Mobile 40GB Plan |
|---------------------------------------|----------------------|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|
| Plan Rental – Standard                | £13.00               | £15.00             | £17.00             | £20.00             | £23.00              | £30.00              | £40.00              |
| Plan Rental – BT Broadband Households | £8.00                | £10.00             | £12.00             | £15.00             | £18.00              | £25.00              | £35.00              |
| Minimum Contract (Months)             | 12                   | 12                 | 12                 | 12                 | 12                  | 12                  | 12                  |
| Early Termination Charge              | £6.25                | £8.00              | £8.75              | £12.00             | £14.50              | £20.25              | £28.50              |
| Minutes                               | Unlimited            | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Texts                                 | Unlimited            | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Data                                  | 500MB                | 1GB                | 3GB                | 6GB                | 10GB                | 20GB                | 40GB                |
| BT Wi-Fi                              | Unlimited            | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Extra Speed                           |                      |                    |                    |                    | Up to 60Mb/s        | Up to 60Mb/s        | Up to 60Mb/s        |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## SIM Only BT Mobile Plans – Taken before 27<sup>th</sup> October 2017

| Monthly Charges & Allowances          | BT Mobile 500MB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 15GB Plan |
|---------------------------------------|----------------------|--------------------|--------------------|---------------------|
| Plan Rental – Standard                | £10.00               | £16.00             | £21.00             | £25.00              |
| Plan Rental – BT Broadband Households | £5.00                | £11.00             | £16.00             | £20.00              |
| Minimum Contract (Months)             | 12                   | 12                 | 12                 | 12                  |
| Early Termination Charge              | £3.75                | £8.75              | £13.00             | £16.25              |
| Minutes                               | 400                  | Unlimited          | Unlimited          | Unlimited           |
| Texts                                 | Unlimited            | Unlimited          | Unlimited          | Unlimited           |
| Data                                  | 500MB                | 3GB                | 6GB                | 15GB                |
| BT Wi-Fi                              | Unlimited            | Unlimited          | Unlimited          | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## Data SIM Only BT Mobile Plans – New customers

| Monthly Charges & Allowances          | BT Mobile 3GB Data SIM Only Plan | BT Mobile 6GB Data SIM Only Plan | BT Mobile 15GB Data SIM Only Plan | BT Mobile 30GB Data SIM Only Plan |
|---------------------------------------|----------------------------------|----------------------------------|-----------------------------------|-----------------------------------|
| Plan Rental – Standard                | £15.00                           | £17.00                           | £22.00                            | £28.00                            |
| Plan Rental – BT Broadband Households | £10.00                           | £12.00                           | £17.00                            | £23.00                            |
| Minimum Contract (Months)             | 12                               | 12                               | 12                                | 12                                |
| Early Termination Charge              | £8.00                            | £9.75                            | £13.75                            | £18.75                            |
| Minutes                               | 0                                | 0                                | 0                                 | 0                                 |
| Texts                                 | 0                                | 0                                | 0                                 | 0                                 |
| Data                                  | 3GB                              | 6GB                              | 15GB                              | 30GB                              |
| BT Wi-Fi                              | Unlimited                        | Unlimited                        | Unlimited                         | Unlimited                         |
| Extra Speed                           |                                  |                                  | Up to 60Mb/s                      | Up to 60Mb/s                      |

### Using Data Only SIMs

- Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. Click [here](#) for the Roam Like Home page for more details.
- You must only use your SIM card in a device that is capable of receiving texts messages. This is because we will send you important information about using our services via text message when you travel abroad, which can differ based on location. We will also send you service messages to tell you when you are getting close to, or reaching, your data allowance limit, or if you are incurring additional costs when you travel abroad.
- When roaming in the USA you have the option to buy data roaming add-ons by replying to the text we send you when you start data roaming, so you'll need to have your SIM in a device that can send or receive SMS receive and respond to those texts.
- If you make any calls or texts you'll be charged at our out of plan rates – click [here](#) for the pricing information.

[Back to BT Mobile Pricing](#)

# BT Mobile Plans – Family SIM

| Monthly Terms & Allowances             | BT Mobile 1GB Plan | BT Mobile 3GB Plan | BT Mobile 6GB Plan | BT Mobile 10GB Plan | BT Mobile 20GB Plan | BT Mobile 40GB Plan |
|--|--------------------|--------------------|--------------------|---------------------|---------------------|---------------------|
| Max. number of SIMs on plan            | 5                  | 5                  | 5                  | 5                   | 5                   | 5                   |
| Plan Minimum Contract (Months)         | 12                 | 12                 | 12                 | 12                  | 12                  | 12                  |
| Individual SIM rental liability (Days) | 30 <sup>†</sup>    | 30 <sup>†</sup>    | 30 <sup>†</sup>    | 30 <sup>†</sup>     | 30 <sup>†</sup>     | 30 <sup>†</sup>     |
| Early Termination Charge               | £8.00              | £8.75              | £12.00             | £14.50              | £20.25              | £28.50              |
| Minutes                                | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Texts                                  | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |
| Data                                   | 1GB                | 3GB                | 6GB                | 10GB                | 20GB                | 40GB                |
| BT Wi-Fi                               | Unlimited          | Unlimited          | Unlimited          | Unlimited           | Unlimited           | Unlimited           |

## Inclusive allowance

The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot. The inclusive allowance also extends to Roam Like Home countries. See the Roam Like at Home page for more details.

<sup>†</sup>The plan has a 12 month contract and each Family SIM has a 30 day rental liability – any Family SIM can be cancelled with a 30 days' notice until one SIM remains on the plan.

- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

Continued below

# 1GB Family SIM – New customers from 27<sup>th</sup> July 2018

| Monthly Plan Charges – Standard (1GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £15.00   | £13.00      | £13.00       | £13.00       | £13.00       |
| 2 SIMs                                | £23.00   | £21.00      | £21.00       | £21.00       |              |
| 3 SIMs                                | £31.00   | £29.00      | £29.00       |              |              |
| 4 SIMs                                | £39.00   | £37.00      |              |              |              |
| 5 SIMs                                | £47.00   |             |              |              |              |

## Monthly Plan Charges – BT Households (1GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £10.00 | £8.00  | £8.00  | £8.00  | £8.00 |
| 2 SIMs | £18.00 | £16.00 | £16.00 | £16.00 |       |
| 3 SIMs | £26.00 | £24.00 | £24.00 |        |       |
| 4 SIMs | £34.00 | £32.00 |        |        |       |
| 5 SIMs | £42.00 |        |        |        |       |

- Each Family SIM has its own individual allowance of 1GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

# 3GB Family SIM – New customers from 18<sup>th</sup> May 2018

| Monthly Plan Charges – Standard (3GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £17.00   | £14.60      | £14.60       | £14.60       | £14.60       |
| 2 SIMs                                | £26.60   | £24.20      | £24.20       | £24.20       |              |
| 3 SIMs                                | £36.20   | £33.80      | £33.80       |              |              |
| 4 SIMs                                | £45.80   | £43.40      |              |              |              |
| 5 SIMs                                | £55.40   |             |              |              |              |

## Monthly Plan Charges – BT Households (3GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £12.00 | £9.60  | £9.60  | £9.60  | £9.60 |
| 2 SIMs | £21.60 | £19.20 | £19.20 | £19.20 |       |
| 3 SIMs | £31.20 | £28.80 | £28.80 |        |       |
| 4 SIMs | £40.80 | £38.40 |        |        |       |
| 5 SIMs | £50.40 |        |        |        |       |

- Each Family SIM has its own individual allowance of 3GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below



# 3GB Family SIM – New customers from 27<sup>th</sup> October 2017 to 17<sup>th</sup> May 2018

| Monthly Plan Charges – Standard (3GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £17.00   | £13.00      | £12.00       | £11.00       | £10.00       |
| 2 SIMs                                | £25.00   | £20.00      | £18.00       | £16.00       |              |
| 3 SIMs                                | £32.00   | £26.00      | £23.00       |              |              |
| 4 SIMs                                | £38.00   | £31.00      |              |              |              |
| 5 SIMs                                | £43.00   |             |              |              |              |

## Monthly Plan Charges – BT Households (3GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £12.00 | £8.00  | £7.00  | £6.00  | £5.00 |
| 2 SIMs | £20.00 | £15.00 | £13.00 | £11.00 |       |
| 3 SIMs | £27.00 | £21.00 | £18.00 |        |       |
| 4 SIMs | £33.00 | £26.00 |        |        |       |
| 5 SIMs | £38.00 |        |        |        |       |

- Each Family SIM has its own individual allowance of 3GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

## 6GB Family SIM – New customers since 18<sup>th</sup> May 2018

| Monthly Plan Charges – Standard (6GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £20.00   | £12.00      | £12.00       | £12.00       | £12.00       |
| 2 SIMs                                | £32.00   | £24.00      | £24.00       | £24.00       |              |
| 3 SIMs                                | £44.00   | £36.00      | £36.00       |              |              |
| 4 SIMs                                | £56.00   | £48.00      |              |              |              |
| 5 SIMs                                | £68.00   |             |              |              |              |

### Monthly Plan Charges – BT Households (6GB)

|        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|
| 1 SIM  | £15.00 | £12.00 | £12.00 | £12.00 | £12.00 |
| 2 SIMs | £27.00 | £19.00 | £19.00 | £19.00 |        |
| 3 SIMs | £39.00 | £31.00 | £31.00 |        |        |
| 4 SIMs | £51.00 | £43.00 |        |        |        |
| 5 SIMs | £63.00 |        |        |        |        |

- Each Family SIM has its own individual allowance of 6GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

## 6GB Family SIM – New customers from 27<sup>th</sup> October 2017 until the 17<sup>th</sup> May 2018

| Monthly Plan Charges – Standard (6GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £22.00   | £17.00      | £15.00       | £13.00       | £12.00       |
| 2 SIMs                                | £34.00   | £27.00      | £23.00       | £20.00       |              |
| 3 SIMs                                | £44.00   | £35.00      | £30.00       |              |              |
| 4 SIMs                                | £52.00   | £42.00      |              |              |              |
| 5 SIMs                                | £59.00   |             |              |              |              |

### Monthly Plan Charges – BT Households (6GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £17.00 | £12.00 | £10.00 | £8.00  | £7.00 |
| 2 SIMs | £29.00 | £22.00 | £18.00 | £15.00 |       |
| 3 SIMs | £39.00 | £30.00 | £25.00 |        |       |
| 4 SIMs | £47.00 | £37.00 |        |        |       |
| 5 SIMs | £54.00 |        |        |        |       |

- Each Family SIM has its own individual allowance of 6GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

# 10GB Family SIM – New customers since 27<sup>th</sup> July 2018

| Monthly Plan Charges – Standard (10GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|--|--|-------------|--------------|--------------|--------------|
|  | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                  | £23.00   | £14.40      | £14.40       | £14.40       | £14.40       |
| 2 SIMs                                 | £37.40   | £28.80      | £28.80       | £28.80       |              |
| 3 SIMs                                 | £51.80   | £43.20      | £43.20       |              |              |
| 4 SIMs                                 | £66.20   | £57.60      |              |              |              |
| 5 SIMs                                 | £80.60   |             |              |              |              |

## Monthly Plan Charges – BT Households (10GB)

|        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|
| 1 SIM  | £18.00 | £14.40 | £14.40 | £14.40 | £14.40 |
| 2 SIMs | £32.40 | £23.80 | £23.80 | £23.80 |        |
| 3 SIMs | £46.80 | £38.20 | £38.20 |        |        |
| 4 SIMs | £61.20 | £55.60 |        |        |        |
| 5 SIMs | £75.60 |        |        |        |        |

- Each Family SIM has its own individual allowance of 10GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

# 15GB Family SIM – New customers from 18th May 2018 until 26<sup>th</sup> July 2018

| Monthly Plan Charges – Standard (15GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|--|--|-------------|--------------|--------------|--------------|
|  | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                  | £27.00   | £17.60      | £17.60       | £17.60       | £17.60       |
| 2 SIMs                                 | £44.60   | £35.20      | £35.20       | £35.20       |              |
| 3 SIMs                                 | £62.20   | £52.80      | £52.80       |              |              |
| 4 SIMs                                 | £79.80   | £70.40      |              |              |              |
| 5 SIMs                                 | £97.40   |             |              |              |              |

## Monthly Plan Charges – BT Households (15GB)

|        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|
| 1 SIM  | £22.00 | £17.60 | £17.60 | £17.60 | £17.60 |
| 2 SIMs | £34.00 | £30.20 | £30.20 | £30.20 |        |
| 3 SIMs | £46.00 | £47.80 | £47.80 |        |        |
| 4 SIMs | £58.00 | £65.40 |        |        |        |
| 5 SIMs | £70.00 |        |        |        |        |

- Each Family SIM has its own individual allowance of 15GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

# 15GB Family SIM – New customers from 27<sup>th</sup> October 2017 until 17<sup>th</sup> May 2018

| Monthly Plan Charges – Standard (15GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|--|--|-------------|--------------|--------------|--------------|
|  | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                  | £27.00   | £20.00      | £18.00       | £16.00       | £15.00       |
| 2 SIMs                                 | £42.00   | £33.00      | £29.00       | £26.00       |              |
| 3 SIMs                                 | £55.00   | £44.00      | £39.00       |              |              |
| 4 SIMs                                 | £66.00   | £54.00      |              |              |              |
| 5 SIMs                                 | £76.00   |             |              |              |              |

## Monthly Plan Charges – BT Households (15GB)

|        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|
| 1 SIM  | £22.00 | £15.00 | £13.00 | £11.00 | £10.00 |
| 2 SIMs | £37.00 | £28.00 | £24.00 | £21.00 |        |
| 3 SIMs | £50.00 | £39.00 | £34.00 |        |        |
| 4 SIMs | £61.00 | £49.00 |        |        |        |
| 5 SIMs | £71.00 |        |        |        |        |

- Each Family SIM has its own individual allowance of 15GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

## 20GB Family SIM – New customers since 27<sup>th</sup> July 2018

| Monthly Plan Charges – Standard (20GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|--|--|-------------|--------------|--------------|--------------|
|  | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                  | £30.00   | £20.00      | £20.00       | £20.00       | £20.00       |
| 2 SIMs                                 | £50.00   | £40.00      | £40.00       | £40.00       |              |
| 3 SIMs                                 | £70.00   | £60.00      | £60.00       |              |              |
| 4 SIMs                                 | £90.00   | £80.00      |              |              |              |
| 5 SIMs                                 | £110.00  |             |              |              |              |

### Monthly Plan Charges – BT Households (20GB)

|        |         |        |        |        |        |
|--------|---------|--------|--------|--------|--------|
| 1 SIM  | £25.00  | £20.00 | £20.00 | £20.00 | £20.00 |
| 2 SIMs | £45.00  | £35.00 | £35.00 | £35.00 |        |
| 3 SIMs | £65.00  | £55.00 | £55.00 |        |        |
| 4 SIMs | £85.00  | £75.00 |        |        |        |
| 5 SIMs | £105.00 |        |        |        |        |

- Each Family SIM has its own individual allowance of 20GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

# 25GB Family SIM – New customers from 18<sup>th</sup> May 2018 until 26<sup>th</sup> July 2018

| Monthly Plan Charges – Standard (25GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|--|--|-------------|--------------|--------------|--------------|
|  | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                  | £32.00   | £21.60      | £21.60       | £21.60       | £21.60       |
| 2 SIMs                                 | £53.60   | £43.20      | £43.20       | £43.20       |              |
| 3 SIMs                                 | £75.20   | £64.80      | £64.80       |              |              |
| 4 SIMs                                 | £96.80   | £86.40      |              |              |              |
| 5 SIMs                                 | £118.40  |             |              |              |              |

## Monthly Plan Charges – BT Households (25GB)

|        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|
| 1 SIM  | £27.00 | £21.60 | £21.60 | £21.60 | £21.60 |
| 2 SIMs | £39.00 | £38.20 | £38.20 | £38.20 |        |
| 3 SIMs | £51.00 | £59.80 | £59.80 |        |        |
| 4 SIMs | £63.00 | £81.40 |        |        |        |
| 5 SIMs | £75.00 |        |        |        |        |

- Each Family SIM has its own individual allowance of 25GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)



# 40GB Family SIM – New customers since 18<sup>th</sup> May 2018

| Monthly Plan Charges – Standard (40GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|--|--|-------------|--------------|--------------|--------------|
|  | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                  | £40.00   | £28.00      | £28.00       | £28.00       | £28.00       |
| 2 SIMs                                 | £68.00   | £56.00      | £56.00       | £56.00       |              |
| 3 SIMs                                 | £96.00   | £84.00      | £84.00       |              |              |
| 4 SIMs                                 | £124.00  | £112.00     |              |              |              |
| 5 SIMs                                 | £152.00  |             |              |              |              |

## Monthly Plan Charges – BT Households (40GB)

|        |        |         |        |        |        |
|--------|--------|---------|--------|--------|--------|
| 1 SIM  | £35.00 | £28.00  | £28.00 | £28.00 | £28.00 |
| 2 SIMs | £47.00 | £51.00  | £51.00 | £51.00 |        |
| 3 SIMs | £59.00 | £79.00  | £79.00 |        |        |
| 4 SIMs | £71.00 | £107.00 |        |        |        |
| 5 SIMs | £83.00 |         |        |        |        |

- Each Family SIM has its own individual allowance of 40GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

## 3GB Family SIM – New & Existing customers before 27<sup>th</sup> October 2017

| Monthly Plan Charges – Standard (3GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £16.00   | £13.00      | £12.00       | £11.00       | £10.00       |
| 2 SIMs                                | £23.00   | £20.00      | £18.00       | £16.00       |              |
| 3 SIMs                                | £30.00   | £26.00      | £23.00       |              |              |
| 4 SIMs                                | £36.00   | £31.00      |              |              |              |
| 5 SIMs                                | £41.00   |             |              |              |              |

### Monthly Plan Charges – BT Households (3GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £11.00 | £8.00  | £7.00  | £6.00  | £5.00 |
| 2 SIMs | £18.00 | £15.00 | £13.00 | £11.00 |       |
| 3 SIMs | £25.00 | £21.00 | £18.00 |        |       |
| 4 SIMs | £31.00 | £26.00 |        |        |       |
| 5 SIMs | £36.00 |        |        |        |       |

- Each Family SIM has its own individual allowance of 3GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

## 6GB Family SIM – New & Existing customers before 27<sup>th</sup> October 2017

| Monthly Plan Charges – Standard (6GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £21.00   | £17.00      | £15.00       | £13.00       | £12.00       |
| 2 SIMs                                | £32.00   | £27.00      | £23.00       | £20.00       |              |
| 3 SIMs                                | £42.00   | £35.00      | £30.00       |              |              |
| 4 SIMs                                | £50.00   | £42.00      |              |              |              |
| 5 SIMs                                | £57.00   |             |              |              |              |

### Monthly Plan Charges – BT Households (6GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £16.00 | £12.00 | £10.00 | £8.00  | £7.00 |
| 2 SIMs | £27.00 | £22.00 | £18.00 | £15.00 |       |
| 3 SIMs | £37.00 | £30.00 | £25.00 |        |       |
| 4 SIMs | £45.00 | £37.00 |        |        |       |
| 5 SIMs | £52.00 |        |        |        |       |

- Each Family SIM has its own individual allowance of 6GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

Continued below

# 15GB Family SIM – New & Existing customers before 27<sup>th</sup> October 2017

| Monthly Plan Charges – Standard (15GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|--|--|-------------|--------------|--------------|--------------|
|  | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                  | £25.00   | £20.00      | £18.00       | £16.00       | £15.00       |
| 2 SIMs                                 | £40.00   | £33.00      | £29.00       | £26.00       |              |
| 3 SIMs                                 | £53.00   | £44.00      | £39.00       |              |              |
| 4 SIMs                                 | £64.00   | £54.00      |              |              |              |
| 5 SIMs                                 | £74.00   |             |              |              |              |

## Monthly Plan Charges – BT Households (15GB)

|        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|
| 1 SIM  | £20.00 | £15.00 | £13.00 | £11.00 | £10.00 |
| 2 SIMs | £35.00 | £28.00 | £24.00 | £21.00 |        |
| 3 SIMs | £48.00 | £39.00 | £34.00 |        |        |
| 4 SIMs | £59.00 | £49.00 |        |        |        |
| 5 SIMs | £69.00 |        |        |        |        |

- Each Family SIM has its own individual allowance of 15GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

# Out of Plan Charges

## Call Charges

|                           |  | Calls made from   |                 |                  |
|---------------------------|--|---|-----------------|------------------|
|                           |  | UK  | Roaming Zone 1a | Roaming Zone 1b  |
| Calls to Standard Numbers | UK Local & National                            | 35p per minute  | 35p per minute  | 29.1p per minute |
|                           | UK Mobile                                      | 35p per minute  | 35p per minute  | 29.1p per minute |
|                           | Fixed lines & Mobiles in Roaming Zones 1a & 1b | Charged at International rates – see <a href="#">here</a> | 35p per minute  | 29.1p per minute |

## Data Charges

|            |  | Data Usage in |                 |                 |
|------------|--|---------------|-----------------|-----------------|
|            |  | UK            | Roaming Zone 1a | Roaming Zone 1b |
| Data Usage |  | 10p per MB    | 10p per MB      | 8.3p per MB     |

Data usage is measured in Kilobytes (KB). There are 1024 Kilobytes of data in a Megabyte (MB).

Data charges are rounded down to a penny.

Continued below

## Message Charges

|                                    |                         | Messages Sent from (per message)                          |                 |                 |
|------------------------------------|-------------------------|---|-----------------|-----------------|
|                                    |                         | UK  | Roaming Zone 1a | Roaming Zone 1b |
| SMS Messages sent to (per message) | UK                      | 12p   | 12p             | 10p             |
|                                    | Roaming zones 1a and 1b | Charged at International rates – see <a href="#">here</a> |                 |                 |

|                      |  | Messages received or retrieved in |                 |                 |
|----------------------|--|-----------------------------------|-----------------|-----------------|
|                      |  | UK                                | Roaming Zone 1a | Roaming Zone 1b |
| BT Mobile Voicemails |  | FREE                              |                 |                 |

[Back to BT Mobile Pricing](#)

# Excluded from Plan Charges

## Call Charges

|  |   | Calls made from   |                          |                 |
|--|---|---|--------------------------|-----------------|
|  |   | UK  | Roaming Zone 1a          | Roaming Zone 1b |
| Calls to Service Numbers (084, 087, 090 & 118)*  |   | 30p per minute + Service Charge                                   | Charged at roaming rates |                 |
| Call Forwarding                                  | To numbers that would be included as part of your Plan's inclusive call allowance           | Deducted from your Plan's inclusive call allowance                |                          |                 |
|  | To numbers that would be excluded from or in excess of your Plan's inclusive call allowance | Charged at the appropriate Out of Plan or Excluded from Plan rate |                          |                 |
| Video Calling                                    |   | Not Supported   |                          |                 |
| Collect Calls (Reverse charge to mobile)         |   | £10.00 per 20 minutes (or part of)                                |                          |                 |
| Premium Rate Numbers                             |   | Refer to the Specialised Numbers Tariff Guide.                    |                          |                 |
| Calls to Freephone Numbers                       |   | FREE  |                          |                 |
| Calls to Emergency Services (999, 111, 112, 116) |   | FREE  |                          |                 |
| Calls to Non-Emergency Services (101)            |   | 15p per call  | 4.3p per minute          | 3.6p per minute |
| Calls to Electricity Helpline (105)              |   | FREE  |                          |                 |

\* For Service Number Service Charges click [here](#). For a list of 118 numbers that you can dial with BT Mobile, click [here](#).

[Back to BT Mobile Pricing](#)

## Message Charges

|   | Messages Sent from (per message) |                 |                 |
|---|----------------------------------|-----------------|-----------------|
|   | UK                               | Roaming Zone 1a | Roaming Zone 1b |
| MMS Messages (per message) (Includes an SMS with an Emoticon) |                                  | 40p             |                 |

## Mobile Call duration & charge rounding

### UK Calls

Call durations are rounded up to the next whole second (with the minimum duration being 1 second). There is a minimum charge of one minute. Call charges are rounded down to a penny.

### Calls to service numbers (084, 087, 090 & 118).

**Access charge** - Call durations are rounded up to the next whole second. There is a minimum charge of one minute. The call charge is rounded up to the next penny

**Service charge (where duration based)** – Call durations are rounded up to the next whole second. The call charge is rounded down to a penny.

### International Calls

Call durations are rounded up to the next whole second (with the minimum duration being 1 second). There is a minimum charge of one minute.

Call charges are rounded down to a penny.

### Roaming Calls

The durations of calls made while roaming are rounded up to the next whole second (with the minimum duration being 1 second). There is a minimum charge of 30 seconds. The durations of calls received while roaming are rounded up to the next whole second (with the minimum duration being 1 second).

Call charges are rounded down to a penny.

[Back to BT Mobile Pricing](#)



## International Call & Text charges from the UK

|  |        | Calls (pence per minute) | Texts (pence per text) |
|--|--------|--------------------------|------------------------|
| Standard Call & Text rates to International Numbers from the UK<br><br>(Click <a href="#">here</a> for a list of countries and International Call Zones) | Zone 1 | 60                       | 25                     |
|  | Zone 2 | 46                       |                        |
|  | Zone 3 | 90                       |                        |
|  | Zone 4 | 90                       |                        |
|  | Zone 5 | 120                      |                        |
|  | Zone 6 | 766                      |                        |

[Back to BT Mobile Pricing](#)

# Roam Like at Home

## What is it?

From 15<sup>th</sup> June 2017, new EU Mobile Roaming regulations apply. While you're travelling in any of 47 destinations you'll be able to use the usage allowance for calls, texts and data that's included with your SIM Only, Family SIM or Handset plan, in the same way that you do when you're in the UK. If you go over one of your allowances while you're roaming in these destinations, you'll start to pay the normal out of plan charges for any type of extra calls, texts or data usage you make that would normally be included in your monthly allowance. You can see those charges [here](#).

## Where can I roam like at home?

You can roam like at home in any of the following destinations:

|                 |   |
|-----------------|---|
| Roaming Zone 1a | Austria, Belgium, Bulgaria, Croatia, Cyprus*, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (Incl. Azores & Madeira), Romania, Slovak Republic, Slovenia, Spain, Sweden, Vatican City |
| Roaming Zone 1b | Canary Islands, French Guiana, Gibraltar, Guadeloupe, Guernsey, Iceland, Jersey, Liechtenstein, Martinique, Mayotte, Norway, Reunion, Saint Barthelemy, Saint Martin, San Marino, Switzerland   |

\* When roaming in Northern Cyprus you may connect to a Turkish network. As Turkey is not in the EU and not a Roam Like Home country, any roaming usage may be charged at the rates detailed [here](#).

## Fair use policy

The EU Mobile Roaming regulations allow us to operate a fair use policy that applies in the following situations:

### Data Roaming

When you're data roaming in any of the destinations in the table above, if your SIM Only, Family SIM or Handset plan includes a data allowance of 20GB or more, and you use more than our fair use policy allowance of 15GB of data in one monthly billing period, we're allowed to charge you a surcharge if you carry on roaming in these destinations. If you go over both our fair use policy and the data allowance for your SIM Only, Family Sim or Handset plan, we can charge you both the out of plan charge for data and the surcharge for breaking our fair use policy. We'll warn you before you go over the fair use policy limit and when you reach the limit. The data roaming surcharges which may be applied are detailed [here](#).

**Continued below**

## Stable UK Link

You must be a permanent resident in, or have a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four month period, you:

- spend a total of two months or more within the UK; and
- mainly use your inclusive voice, text or data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with BT's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may apply a surcharge for all future usage. Surcharges are set out in the Fair use policy surcharges table below, and we will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy.

You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

## Questions or Complaints?

If you need to contact us about any aspect of our fair use policy, our Customer Complaints Code tells you how to do that and how we will deal with any complaint or dispute. You can read the code at [bt.com/complaintscode](http://bt.com/complaintscode), or you can ask us to send you a copy.

## Fair use policy surcharges

| Roaming Zones | Calls made within Zone and from Zone to UK mobile and standard landline numbers | Calls received in Zone | Texts sent within Zone and from Zone to UK mobile and standard landline numbers | Data used in Zone |
|---------------|---|------------------------|---|-------------------|
|               | Pence per Minute  |                        | Pence per Text  | Pence per MB      |
| Zones 1a & 1b | 3.2   | 0.9                    | 1   | 0.6               |

[Back to BT Mobile Pricing](#)

## Roaming Charges

The charges shown for Roaming Zones 1a and 1b below are only payable for any usage which is normally excluded from the usage allowance for your BT Mobile SIM Only Plan, BT Mobile Phone Plan or BT Mobile Family SIM Plan.

| Roaming Zones | Calls made within Zone and from Zone to UK mobile and standard landline numbers | Calls made from Zone to the rest of the world | Calls received in Zone | Texts sent within Zone and from Zone to UK mobile and standard landline numbers | Texts sent from Zone to the rest of the world | Data used in Zone |
|---------------|---|---|------------------------|---|---|-------------------|
|               | Pence per Minute  |   |                        | Pence per Text  |   | Pence per MB      |
| Zone 1a       | 4.3   | 140   | 0                      | 1   | 30  | 4.3               |
| Zone 1b       | 3.6   | 140   | 0                      | 1   | 30  | 3.6               |
| Zone 3        | 140   | 140   | 125                    | 40  | 40  | 500               |
| Zone 4        | 170   | 170   | 80                     | 40  | 40  | 500               |
| Zone 5        | 140   | 140   | 130                    | 40  | 40  | 500               |
| Zone 6        | 165   | 165   | 130                    | 40  | 40  | 500               |
| Zone 7        | 170   | 170   | 130                    | 40  | 40  | 500               |
| Zone 8        | 165   | 165   | 150                    | 40  | 40  | 500               |
| Zone 9        | 540   | 540   | 280                    | 87  | 87  | 920               |

Click [here](#) for a list of countries and International Roaming Zones

Retrieving voicemail within a roaming zone (excluding roaming zones 1a and 1b) is charged as a standard roaming call to the UK. There is no charge for receiving voicemails whilst roaming.

MMS (picture messages) cost 40p when roaming.

[Back to BT Mobile Pricing](#)

# BT Mobile International and Roaming Zones

| Country           | International Zone | Roaming Zone | Country                  | International Zone | Roaming Zone | Country            | International Zone | Roaming Zone |
|-------------------|--------------------|--------------|--------------------------|--------------------|--------------|--------------------|--------------------|--------------|
| Afghanistan       | 5                  | 7            | Bermuda                  | 5                  | 4            | Comoros            | 5                  | 7            |
| Albania           | 5                  | 4            | Bhutan                   | 5                  | 7            | Congo              | 5                  | 8            |
| Algeria           | 5                  | 7            | Bolivia                  | 5                  | 7            | Congo (Dem Rep of) | 5                  | 8            |
| Andorra           | 3                  | 7            | Bosnia & Herzegovina     | 5                  | 4            | Cook Islands       | 5                  | 7            |
| Angola            | 5                  | 7            | Botswana                 | 5                  | 5            | Costa Rica         | 5                  | 7            |
| Anguilla          | 5                  | 7            | Brazil                   | 5                  | 6            | Croatia            | 3                  | 1a           |
| Antigua & Barbuda | 5                  | 7            | British Virgin Islands   | 5                  | 7            | Cuba               | 5                  | 8            |
| Argentina         | 5                  | 5            | Brunei                   | 5                  | 7            | Cyprus             | 3                  | 1a           |
| Armenia           | 5                  | 5            | Bulgaria                 | 3                  | 1a           | Czech Republic     | 3                  | 1a           |
| Aruba             | 5                  | 7            | Burkina Faso             | 5                  | 4            | Denmark            | 3                  | 1a           |
| Ascension Island  | 5                  | 7            | Burundi                  | 5                  | 7            | Diego Garcia       | 5                  | 7            |
| Australia         | 4                  | 3            | Cambodia                 | 5                  | 7            | Djibouti           | 5                  | 8            |
| Austria           | 3                  | 1a           | Cameroon                 | 5                  | 7            | Dominica           | 5                  | 7            |
| Azerbaijan        | 5                  | 7            | Canada                   | 3                  | 3            | Dominican Republic | 5                  | 5            |
| Azores            | 3                  | 1a           | Canary Islands           | 3                  | 1b           | Dutch Antilles     | 5                  | 6            |
| Bahamas           | 5                  | 7            | Cape Verde               | 5                  | 8            | East Timor         | 5                  | 7            |
| Bahrain           | 5                  | 7            | Cayman Islands           | 5                  | 7            | Ecuador            | 5                  | 5            |
| Balearic Islands  | 3                  | 1a           | Central African Republic | 5                  | 4            | Egypt              | 5                  | 6            |
| Bangladesh        | 5                  | 7            | Chad                     | 5                  | 4            | El Salvador        | 5                  | 7            |
| Barbados          | 5                  | 7            | Chile                    | 5                  | 7            | Eritrea            | 5                  | 7            |
| Belarus           | 5                  | 7            | China                    | 5                  | 3            | Estonia            | 3                  | 1a           |
| Belgium           | 3                  | 1a           | Christmas Islands        | 4                  | 7            | Ethiopia           | 5                  | 7            |
| Belize            | 5                  | 7            | Cocos Islands            | 4                  | 7            | Falkland Islands   | 5                  | 8            |
| Benin             | 5                  | 7            | Colombia                 | 5                  | 5            | Faroe Islands      | 3                  | 5            |

[Back to BT Mobile Pricing](#)

| Country   | International Zone | Roaming Zone | Country             | International Zone | Roaming Zone | Country                 | International Zone | Roaming Zone |
|---|--------------------|--------------|---------------------|--------------------|--------------|-------------------------|--------------------|--------------|
| Ferries and Planes (AeroMobile, MCP, OnAir, Seanet Maritime Communications AB, Thuraya) | 6                  | 9            | Guyana              | 5                  | 6            | Laos                    | 5                  | 8            |
|   |                    |              | Haiti               | 5                  | 7            | Latvia                  | 3                  | 1a           |
|   |                    |              | Honduras            | 5                  | 7            | Lebanon                 | 5                  | 4            |
| Fiji  | 5                  | 7            | Hong Kong           | 5                  | 3            | Lesotho                 | 5                  | 4            |
| Finland   | 3                  | 1a           | Hungary             | 3                  | 1a           | Liberia                 | 5                  | 7            |
| France  | 3                  | 1a           | Iceland             | 3                  | 1b           | Libya                   | 5                  | 7            |
| French Guiana   | 3                  | 1b           | India               | 5                  | 3            | Liechtenstein           | 3                  | 1b           |
| French Polynesia  | 5                  | 7            | Indonesia           | 5                  | 5            | Lithuania               | 3                  | 1a           |
| French West Indies  | 3                  | 1b           | Iran                | 5                  | 7            | Luxembourg              | 3                  | 1a           |
| Gabon   | 5                  | 5            | Iraq                | 5                  | 7            | Macau                   | 5                  | 7            |
| Gambia  | 5                  | 7            | Ireland             | 1                  | 1a           | Macedonia               | 5                  | 5            |
| Georgia   | 5                  | 4            | Isle of Man         | 1                  | 1a           | Madagascar              | 5                  | 4            |
| Germany   | 3                  | 1a           | Israel              | 5                  | 5            | Madeira                 | 3                  | 1a           |
| Ghana   | 5                  | 4            | Italy               | 3                  | 1a           | Malawi                  | 5                  | 4            |
| Gibraltar   | 3                  | 1b           | Ivory Coast         | 5                  | 5            | Malaysia                | 5                  | 5            |
| Greece  | 3                  | 1a           | Jamaica             | 5                  | 7            | Maldives                | 5                  | 8            |
| Greenland   | 5                  | 4            | Japan               | 5                  | 3            | Mali                    | 5                  | 7            |
| Grenada   | 5                  | 7            | Jersey              | 2                  | 1b           | Malta                   | 3                  | 1a           |
| Guadeloupe  | 3                  | 1b           | Jordan              | 5                  | 5            | Maritime Services (AAM) | 6                  | 9            |
| Guam  | 5                  | 7            | Kazakhstan          | 5                  | 7            | Marshall Islands        | 5                  | 7            |
| Guatemala   | 5                  | 4            | Kenya               | 5                  | 5            | Martinique              | 3                  | 1b           |
| Guernsey  | 2                  | 1b           | Kiribati            | 5                  | 7            | Mauritania              | 5                  | 7            |
| Guinea  | 5                  | 5            | Kosovo              | 5                  | 7            | Mauritius               | 5                  | 7            |
| Guinea – Equatorial   | 5                  | 4            | Kuwait              | 5                  | 6            | Mayotte                 | 5                  | 1b           |
| Guinea Bissau   | 5                  | 4            | Kyrgyzstan Republic | 5                  | 7            | Mexico                  | 5                  | 5            |

[Back to BT Mobile Pricing](#)

| Country           | International Zone | Roaming Zone | Country               | International Zone | Roaming Zone | Country                      | International Zone | Roaming Zone |
|-------------------|--------------------|--------------|-----------------------|--------------------|--------------|------------------------------|--------------------|--------------|
| Micronesia        | 5                  | 7            | Pakistan              | 5                  | 4            | Senegal                      | 5                  | 5            |
| Midway Islands    | 5                  | 7            | Palau                 | 5                  | 8            | Serbia                       | 5                  | 5            |
| Moldova           | 5                  | 5            | Palestinian Authority | 5                  | 7            | Seychelles                   | 5                  | 7            |
| Monaco            | 3                  | 1a           | Panama                | 5                  | 7            | Ships                        | 6                  | 9            |
| Mongolia          | 5                  | 5            | Papua New Guinea      | 5                  | 7            | Sierra Leone                 | 5                  | 5            |
| Montenegro        | 5                  | 6            | Paraguay              | 5                  | 7            | Singapore                    | 5                  | 3            |
| Montserrat        | 5                  | 5            | Peru                  | 5                  | 5            | Slovak Republic              | 3                  | 1a           |
| Morocco           | 5                  | 4            | Philippines           | 5                  | 7            | Slovenia                     | 3                  | 1a           |
| Mozambique        | 5                  | 7            | Poland                | 3                  | 1a           | Solomon Islands              | 5                  | 7            |
| Myanmar           | 5                  | 7            | Portugal              | 3                  | 1a           | Somalia                      | 5                  | 7            |
| Namibia           | 5                  | 7            | Puerto Rico           | 5                  | 7            | South Africa                 | 5                  | 5            |
| Nauru             | 5                  | 7            | Qatar                 | 5                  | 7            | South Korea                  | 5                  | 7            |
| Nepal             | 5                  | 4            | Reunion               | 3                  | 1b           | Spain                        | 3                  | 1a           |
| Netherlands       | 3                  | 1a           | Rodriguez Island      | 5                  | 7            | Sri Lanka                    | 5                  | 5            |
| New Caledonia     | 5                  | 7            | Romania               | 3                  | 1a           | St Helena                    | 5                  | 7            |
| New Zealand       | 4                  | 5            | Ross Island           | 5                  | 7            | St. Kitts and Nevis          | 5                  | 7            |
| Nicaragua         | 5                  | 5            | Russia                | 5                  | 6            | St. Lucia                    | 5                  | 7            |
| Niger             | 5                  | 4            | Rwanda                | 5                  | 7            | St. Pierre & Miquelon        | 5                  | 7            |
| Nigeria           | 5                  | 5            | Saint Barthelemy      | 3                  | 1b           | St. Vincent & the Grenadines | 5                  | 7            |
| Niue              | 5                  | 7            | Saint Martin          | 3                  | 1b           | Sudan                        | 5                  | 7            |
| Norfolk Island    | 5                  | 7            | Samoa                 | 5                  | 7            | Suriname                     | 5                  | 7            |
| North Korea       | 5                  | 7            | Samoa (Western)       | 5                  | 7            | Swaziland                    | 5                  | 4            |
| Northern Marianas | 5                  | 7            | San Marino            | 3                  | 1b           | Sweden                       | 3                  | 1a           |
| Norway            | 3                  | 1b           | Sao Tome & Principe   | 5                  | 7            | Switzerland                  | 3                  | 1b           |
| Oman              | 5                  | 7            | Saudi Arabia          | 5                  | 5            | Syria                        | 5                  | 4            |

[Back to BT Mobile Pricing](#)

| Country           | International Zone | Roaming Zone | Country                  | International Zone | Roaming Zone | Country      | International Zone | Roaming Zone |
|-------------------|--------------------|--------------|--------------------------|--------------------|--------------|--------------|--------------------|--------------|
| Taiwan            | 5                  | 4            | Turkmenistan             | 5                  | 8            | Vanuatu      | 5                  | 7            |
| Tajikistan        | 5                  | 4            | Turks & Caicos           | 5                  | 7            | Vatican City | 3                  | 1a           |
| Tanzania          | 5                  | 6            | Tuvalu                   | 5                  | 7            | Venezuela    | 5                  | 7            |
| Thailand          | 5                  | 6            | Uganda                   | 5                  | 5            | Vietnam      | 5                  | 7            |
| Togo              | 5                  | 4            | Ukraine                  | 5                  | 6            | Wake Island  | 5                  | 7            |
| Tokelau           | 5                  | 7            | United Arab Emirates     | 5                  | 7            | Yemen        | 5                  | 7            |
| Tonga             | 5                  | 7            | United States of America | 3                  | 3            | Zambia       | 5                  | 7            |
| Trinidad & Tobago | 5                  | 7            | Uruguay                  | 5                  | 4            | Zimbabwe     | 5                  | 7            |
| Tunisia           | 5                  | 5            | US Virgin Islands        | 5                  | 7            |              |                    |              |
| Turkey            | 5                  | 3            | Uzbekistan               | 5                  | 8            |              |                    |              |

[Back to BT Mobile Pricing](#)



## BT Mobile Add-ons

| USA Data Bundle | One-off Charge |
|-----------------|----------------|
| 20MB            | £3.00          |
| 100MB           | £15.00         |

These data bundles expire 30 days after purchase or until used. A single bundle per order. Multiple orders can be made.

| Extra Speed Add-on          | Monthly Charge |
|-----------------------------|----------------|
| Up to 60Mbps* Maximum Speed | £4.00          |

- \* Speeds available will vary based on the number of users, distance from the mast and the type of 4G phone used.
- Allow up to 24 hours to activate. 30 day rolling contract applies with no minimum term.
- Requires a compatible 4G-ready phone. Check coverage in your area before ordering at [bt.com/coveragechecker](https://www.bt.com/coveragechecker)

Continued below

| UK Add-ons        | Monthly Charge |
|-------------------|----------------|
| Unlimited Minutes | £5.00          |
| 500 MB Data       | £4.00          |
| 1 GB Data         | £6.00          |

- Add-ons run on a 30 day rolling contract until you cancel them.
- When you first buy an Add-On, it lasts until the date of your next BT Mobile bill. It covers minutes or data used over your inclusive plan allowance, up to the allowance for that Add-On, from your last BT Mobile bill until your next one. (So if you buy a 500MB Add-On 10 days before the date of your next bill, it'll cover the data you use for those days and the previous 20).
- Any unused add-on allowance will not carry over when your billing month ends. If you go over your add-on allowance, standard charges will apply.
- Add-on allowances will refresh at the start of each new billing cycle along with normal tariff allowances.
- UK Minutes and Data add-ons can be used when you roam like at home in Roaming Zones 1a and 1b.

[Back to BT Mobile Pricing](#)

# 118 Directory Enquiry numbers you can dial with BT Mobile

| Directory Enquiry Service Numbers |                  |   |  |  |  |  |  |  |  |  |  |  |  |
|-----------------------------------|------------------|---|--|--|--|--|--|--|--|--|--|--|--|
| BT UK                             | BT International | Others  |  |  |  |  |  |  |  |  |  |  |  |
| 118-404; 118-500                  | 118-505          | 118-000; 118-001; 118-002; 118-003; 118-004; 118-005; 118-006; 118-008; 118-009; 118-010; 118-012; 118-013; 118-017; 118-018; 118-020; 118-022; 118-023; 118-031; 118-033; 118-039; 118-040; 118-044; 118-050; 118-055; 118-058; 118-059; 118-077; 118-080; 118-081; 118-088; 118-097; 118-098; 118-099; 118-101; 118-102; 118-105; 118-106; 118-108; 118-109; 118-110; 118-111; 118-113; 118-114; 118-115; 118-117; 118-118; 118-119; 118-120; 118-122; 118-124; 118-126; 118-127; 118-128; 118-129; 118-130; 118-131; 118-132; 118-133; 118-136; 118-137; 118-138; 118-140; 118-143; 118-144; 118-146; 118-147; 118-148; 118-149; 118-156; 118-157; 118-158; 118-160; 118-164; 118-165; 118-166; 118-169; 118-170; 118-172; 118-174; 118-175; 118-176; 118-178; 118-180; 118-181; 118-182; 118-183; 118-187; 118-188; 118-189; 118-190; 118-194; 118-199; 118-200; 118-201; 118-202; 118-212; 118-213; 118-214; 118-215; 118-218; 118-220; 118-221; 118-224; 118-225; 118-226; 118-227; 118-228; 118-229; 118-232; 118-233; 118-234; 118-240; 118-241; 118-242; 118-246; 118-247; 118-248; 118-252; 118-255; 118-258; 118-260; 118-262; 118-277; 118-278; 118-284; 118-287; 118-288; 118-298; 118-299; 118-300; 118-301; 118-303; 118-308; 118-310; 118-312; 118-313; 118-318; 118-321; 118-323; 118-328; 118-331; 118-332; 118-333; 118-334; 118-338; 118-339; 118-343; 118-348; 118-350; 118-354; 118-355; 118-357; 118-358; 118-359; 118-360; 118-361; 118-362; 118-363; 118-364; 118-365; 118-366; 118-373; 118-374; 118-376; 118-383; 118-386; 118-390; 118-392; 118-393; 118-400; 118-402; 118-412; 118-414; 118-415; 118-424; 118-425; 118-426; 118-429; 118-432; 118-434; 118-438; 118-440; 118-441; 118-442; 118-444; 118-448; 118-449; 118-450; 118-452; 118-453; 118-455; 118-456; 118-458; 118-463; 118-467; 118-468; 118-469; 118-480; 118-485; 118-488; 118-499; 118-501; 118-502; 118-503; 118-504; 118-505; 118-506; 118-507; 118-508; 118-509; 118-510; 118-511; 118-515; 118-518; 118-520; 118-522; 118-525; 118-526; 118-528; 118-529; 118-543; 118-544; 118-547; 118-548; 118-550; 118-551; 118-553; 118-555; 118-558; 118-559; 118-560; 118-561; 118-567; 118-575; 118-577; 118-580; 118-582; 118-583; 118-585; 118-586; 118-588; 118-590; 118-592; 118-595; 118-598; 118-599; 118-600; 118-606; 118-613; 118-616; 118-626; 118-628; 118-629; 118-632; 118-633; 118-639; 118-644; 118-647; 118-648; 118-661; 118-662; 118-666; 118-667; 118-675; 118-678; 118-680; 118-686; 118-696; 118-700; 118-701; 118-707; 118-708; 118-722; 118-723; 118-724; 118-726; 118-733; 118-737; 118-738; 118-739; 118-742; 118-743; 118-744; 118-747; 118-750; 118-751; 118-754; 118-759; 118-764; 118-770; 118-772; 118-773; 118-774; 118-776; 118-777; 118-783; 118-786; 118-795; 118-799; 118-800; 118-801; 118-802; 118-803; 118-805; 118-806; 118-807; 118-808; 118-810; 118-811; 118-813; 118-814; 118-815; 118-817; 118-818; 118-819; 118-821; 118-825; 118-826; 118-827; 118-829; 118-831; 118-833; 118-838; 118-841; 118-844; 118-845; 118-846; 118-847; 118-850; 118-851; 118-855; 118-856; 118-864; 118-865; 118-866; 118-868; 118-869; 118-872; 118-875; 118-876; 118-877; 118-878; 118-879; 118-880; 118-885; 118-886; 118-887; 118-888; 118-889; 118-891; 118-897; 118-899; 118-900; 118-901; 118-902; 118-905; 118-908; 118-909; 118-911; 118-918; 118-927; 118-929; 118-932; 118-940; 118-942; 118-944; 118-948; 118-949; 118-950; 118-955; 118-956; 118-958; 118-960; 118-961; 118-962; 118-970; 118-976; 118-977; 118-978; 118-986; 118-987; 118-989; 118-990; 118-993; 118-995 |  |  |  |  |  |  |  |  |  |  |  |

For charges for calls to the Directory Enquiry Service numbers listed in the table above, click [here](#) to view the Specialised Number Call Prices section.

[Back to BT Mobile Pricing](#)

# BT Mobile Calling Plans we no longer sell

## BT Mobile Plans – Handsets

| Monthly Charges & Allowances          | Tier 1               |                    |                     |                     | Tier 2               |                      |                    |                     |                     |
|---------------------------------------|----------------------|--------------------|---------------------|---------------------|----------------------|----------------------|--------------------|---------------------|---------------------|
|                                       | BT Mobile 500MB Plan | BT Mobile 2GB Plan | BT Mobile 15GB Plan | BT Mobile 20GB Plan | BT Mobile 500MB Plan | BT Mobile 500MB Plan | BT Mobile 2GB Plan | BT Mobile 15GB Plan | BT Mobile 20GB Plan |
| Plan Rental – Standard                | £25.00               | £30.00             | £40.00              | £40.00              | £36.00               | £30.00               | £41.00             | £51.00              | £51.00              |
| Plan Rental – BT Broadband Households | £20.00               | £25.00             | £35.00              | £35.00              | £31.00               | £25.00               | £36.00             | £46.00              | £46.00              |
| Minimum Term (Months)                 | 24                   | 24                 | 24                  | 24                  | 24                   | 24                   | 24                 | 24                  | 24                  |
| Early Termination Charge (per month)  | £16.00               | £20.00             | £28.25              | £28.25              | £25.00               | £20.00               | £29.00             | £37.25              | £37.25              |
| Minutes                               | 400                  | 1000               | Unlimited           | Unlimited           | 400                  | 400                  | 1000               | Unlimited           | Unlimited           |
| Texts                                 | Unlimited            | Unlimited          | Unlimited           | Unlimited           | Unlimited            | Unlimited            | Unlimited          | Unlimited           | Unlimited           |
| Data                                  | 500MB                | 2GB                | 15GB                | 20GB                | 500MB                | 500MB                | 2GB                | 15GB                | 20GB                |
| BT Wi-Fi                              | Unlimited            | Unlimited          | Unlimited           | Unlimited           | Unlimited            | Unlimited            | Unlimited          | Unlimited           | Unlimited           |

## Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

Continued below

## BT Mobile Calling Plans we no longer sell – continued

| Monthly Charges & Allowances          | Tier 3               | Tier 4               |                      |                    |                     |
|---------------------------------------|----------------------|----------------------|----------------------|--------------------|---------------------|
|                                       | BT Mobile 500MB Plan | BT Mobile 500MB Plan | BT Mobile 500MB Plan | BT Mobile 3GB Plan | BT Mobile 15GB Plan |
| Plan Rental – Standard                | £35                  | £44                  | £35                  | £49                | £59                 |
| Plan Rental – BT Broadband Households | £30                  | £39                  | £30                  | £44                | £54                 |
| Minimum Term (Months)                 | 24                   | 24                   | 24                   | 24                 | 24                  |
| Early Termination Charge (per month)  | £24                  | £31.50               | £24                  | £35.50             | £43.75              |
| Minutes                               | 400                  | 400                  | 400                  | 1000               | Unlimited           |
| Texts                                 | Unlimited            | Unlimited            | Unlimited            | Unlimited          | Unlimited           |
| Data                                  | 500MB                | 500MB                | 500MB                | 3GB                | 15GB                |
| BT Wi-Fi                              | Unlimited            | Unlimited            | Unlimited            | Unlimited          | Unlimited           |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – SIM Only

| Monthly Charges & Allowances          | BT Mobile 20GB Plan | BT Mobile 2GB Plan | BT Mobile 6GB Plan |
|---------------------------------------|---------------------|--------------------|--------------------|
| Plan Rental – Standard                | £25.00              | £15.00             | £20.00             |
| Plan Rental – BT Broadband Households | £20.00              | £10.00             | £15.00             |
| Minimum Contract (Months)             | 12                  | 12                 | 12                 |
| Early Termination Charge              | £16.25              | £8.00              | £12.00             |
| Minutes                               | Unlimited           | 1000               | Unlimited          |
| Texts                                 | Unlimited           | Unlimited          | Unlimited          |
| Data                                  | 20GB                | 2GB                | 6GB                |
| BT Wi-Fi                              | Unlimited           | Unlimited          | Unlimited          |

### Inclusive Allowance

- The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
- Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

[Back to BT Mobile Pricing](#)

# BT Mobile Plans – Family SIM

| Monthly Terms & Allowances             | BT Mobile 2GB Plan | BT Mobile 6GB Plan |
|--|--------------------|--------------------|
| Max. number of SIMs on plan            | 5                  | 5                  |
| Plan Minimum Contract (Months)         | 12                 | 12                 |
| Individual SIM rental liability (Days) | 30†                | 30†                |
| Early Termination Charge               | £8.00              | £12.00             |
| Minutes                                | 1000               | Unlimited          |
| Texts                                  | Unlimited          | Unlimited          |
| Data                                   | 2GB                | 6GB                |
| BT Wi-Fi                               | Unlimited          | Unlimited          |

## Inclusive allowance

The inclusive allowance includes calls to any UK registered mobile, calls to fixed line Local and National numbers beginning 01, 02 and 03, texts to any UK registered mobile or standard UK fixed line and mobile data usage within the UK. Unlimited Wi-Fi access is available when connected to a BT Wi-Fi hotspot.

- † The plan has a 12 month contract and each Family SIM has a 30 day rental liability - any Family SIM can be cancelled with a 30 days' notice until one SIM remains on the plan.
- Calls and texts to other numbers in the UK and to all numbers outside the UK are chargeable
  - Call durations are rounded up to the next whole second (with the minimum duration being 1 second). The inclusive call allowance is reduced by a minute for calls of up to a minute's duration and then per second thereafter. If the duration of a call exceeds the remainder of the available inclusive call allowance, we will round up the chargeable part of the call to the next whole second and apply the appropriate call charges.

**Continued below**

# BT Mobile Plans – Family SIM

| Monthly Plan Charges – Standard (2GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £15.00   | £13.00      | £12.00       | £11.00       | £10.00       |
| 2 SIMs                                | £23.00   | £20.00      | £18.00       | £16.00       |              |
| 3 SIMs                                | £30.00   | £26.00      | £23.00       |              |              |
| 4 SIMs                                | £36.00   | £31.00      |              |              |              |
| 5 SIMs                                | £41.00   |             |              |              |              |

## Monthly Plan Charges – BT Households (2GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £10.00 | £8.00  | £7.00  | £6.00  | £5.00 |
| 2 SIMs | £18.00 | £15.00 | £13.00 | £11.00 |       |
| 3 SIMs | £25.00 | £21.00 | £18.00 |        |       |
| 4 SIMs | £31.00 | £26.00 |        |        |       |
| 5 SIMs | £36.00 |        |        |        |       |

- Each Family SIM has its own individual allowance of 2GB of data, 1000 minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.



## BT Mobile Plans – Family SIM – continued

| Monthly Plan Charges – Standard (6GB) | BT Mobile Handsets registered to the same BT Mobile Family SIM Account |             |              |              |              |
|---------------------------------------|--|-------------|--------------|--------------|--------------|
|                                       | Family SIMs only   | + 1 Handset | + 2 Handsets | + 3 Handsets | + 4 Handsets |
| 1 SIM                                 | £20.00   | £17.00      | £15.00       | £13.00       | £12.00       |
| 2 SIMs                                | £32.00   | £27.00      | £23.00       | £20.00       |              |
| 3 SIMs                                | £42.00   | £35.00      | £30.00       |              |              |
| 4 SIMs                                | £50.00   | £42.00      |              |              |              |
| 5 SIMs                                | £57.00   |             |              |              |              |

### Monthly Plan Charges – BT Households (6GB)

|        |        |        |        |        |       |
|--------|--------|--------|--------|--------|-------|
| 1 SIM  | £15.00 | £12.00 | £10.00 | £8.00  | £7.00 |
| 2 SIMs | £27.00 | £22.00 | £18.00 | £15.00 |       |
| 3 SIMs | £37.00 | £30.00 | £25.00 |        |       |
| 4 SIMs | £45.00 | £37.00 |        |        |       |
| 5 SIMs | £52.00 |        |        |        |       |

- Each Family SIM has its own individual allowance of 6GB of data, unlimited minutes, unlimited texts and unlimited BT Wifi.
- Total plan cost is based on the number of SIMs on the plan – if a SIM is removed from the plan, thereby reducing the number of SIMs, the new plan price will correspond to the above tables.
- When handset(s) are present on the same account as a plan with Family SIMs the plan rental is reduced in accordance with the above tables.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

Click on an option below

[BT Sport on BT TV](#)

[BT Sport on Sky TV – BT Broadband Customers](#)

[BT Sport on Sky TV – Without BT Broadband](#)

[BT Sport on TalkTalk TV – Without BT Broadband](#)

[BT Sport on the BT Sport App & Online Player](#)

[BT Sport on BT Mobile](#)

[BT Sport products we no longer sell](#)

## BT Sport Pricing

[Back to Main Menu](#)

## BT Sport on BT TV

| BT TV Package                      | BT Sport Minimum Term | BT Sport Pack Price (monthly) | Early Termination Charge (monthly) |
|------------------------------------|-----------------------|-------------------------------|------------------------------------|
| Essential, Classic & Entertainment | 18 months             | £6.00                         | £3.25                              |
| Starter, TV Max or TV Max HD       | 30 days               | £0                            |                                    |

- BT Sport Pack on BT TV is not available without BT Broadband.
- Customers taking BT Sport on BT TV must take a new or additional 18 month BT TV contract, or have at least 18 months remaining on an existing BT TV contract.

## BT Sport Add-ons

|                         | Description  | Add-on Price (monthly)     |        |
|-------------------------|--|----------------------------|--------|
| BT Sport HD Pack        | Let's you watch the content in your BT Sport subscription in high definition | £6.50*                     |        |
| BT Sport Multi-platform | Let's you watch BT Sport on both BT TV and Sky TV                            | With TV Max or TV Max HD   | £7.50  |
|                         |  | With all other TV Packages | £13.50 |

- BT Sport HD Pack on BT TV has a minimum term of 30 days.
- \* While you subscribe to HD Extra with BT TV, there will be no charge for BT Sport HD Pack

[Back to BT Sport Pricing](#)

## BT Sport on the Sky Digital Satellite Platform – BT Broadband customers

|               | BT Broadband Contract Type when taking BT Sport Pack  | BT Sport Pack Price (monthly) |
|---------------|---|-------------------------------|
| BT Sport Pack | New/additional 12 month minimum term or at least 12 months remaining on existing minimum term | £12.00                        |
|               | Outside of minimum term   | £18.75                        |

- At the end of any new, additional or existing BT Broadband minimum contract term, you will start to pay the “Outside of minimum term” price unless you renew your BT Broadband contract for a further 12 months.
- BT Sport Pack on the Sky Digital Satellite Platform has a minimum contract term of 12 or 18 months depending on the package you choose

## BT Sport on the Sky Digital Satellite Platform – Without BT Broadband

|               | Minimum Contract Term | Activation Fee | BT Sport Pack Price (monthly) |
|---------------|-----------------------|----------------|-------------------------------|
| All customers | 1 Month               | £35.00         | £27.99                        |
|               | 12 Months             | £20.00         |                               |

[Back to BT Sport Pricing](#)

## BT Sport on TalkTalk TV – Without BT Broadband\*

|               | Minimum Contract Term | Activation Fee | BT Sport Pack Price (monthly) |
|---------------|-----------------------|----------------|-------------------------------|
| All customers | 1 Month               | £35.00         | £27.99                        |
|               | 12 Months             | £20.00         |                               |

\* BT Sport on TalkTalk is not available with BT Broadband

## BT Sport Add-ons

|                     | Description   | Add-on Price (monthly) |
|---------------------|---|------------------------|
| BT Sport HD Pack    | Let's you watch the content in your BT Sport subscription in high definition                                | £6.50                  |
| BT Sport Second Box | Let's you watch the content in your BT Sport subscription on a second Sky Set-top box in the same household | £6.00                  |

- BT Sport HD Pack on the Sky Digital Satellite Platform has a minimum term of 30 days.
- BT Sport Second Box is only available with BT Sport Pack on the Sky Digital Satellite Platform

[Back to BT Sport Pricing](#)

## BT Sport on the BT Sport App & Online Player

| BT Sport App & Online Player | BT Broadband Contract Type when taking BT Sport Pack | BT Sport Pack Price (monthly)   |                |
|------------------------------|--|---|----------------|
|                              |  | New/additional 18 month minimum term or at least 18 months remaining on existing minimum term | First 3 months |
| Month 4 onwards              | £9.00  |   |                |

- At the end of any new, additional or existing BT Broadband minimum contract term, you will continue to pay the standard monthly BT Sport Pack on the BT Sport App & Online Player price.
- BT Sport Pack on the BT Sport App & Online Player has a minimum contract term of 18 months.
- BT Sport Pack on the BT Sport App & Online Player is not available without BT Broadband.

## BT Sport on BT Mobile

| BT Mobile 15GB Plan customers (without BT Broadband) | Minimum Contract Term | BT Sport Pack Price (monthly) |       |
|--|-----------------------|-------------------------------|-------|
|  |                       | 1 month                       | £0    |
| All other BT Mobile customers (without BT Broadband) | 1 month               | First 3 months                | £0    |
|  |                       | Month 4 onwards               | £7.00 |

- BT Mobile customers with BT Broadband should take BT Sport Pack on the BT Sport App & Online Player.

[Back to BT Sport Pricing](#)

## BT Sport products we no longer sell

### BT Sport Lite on BT TV

| BT Broadband Customer Type | BT Broadband Contract Type               | BT Sport Lite Price (monthly) |
|----------------------------|--|-------------------------------|
| Existing Customer          | In an existing BT Broadband minimum term | £3.50                         |
|                            | BT Broadband with no minimum term        |                               |

- BT Sport Lite on BT TV has a minimum term of 30 days.
- BT Sport Lite on BT TV is not available without BT Broadband.

### BT Sport Lite on the Sky Digital Satellite Platform – BT Broadband customers

| BT Broadband Customer Type | BT Broadband Contract Type when taking BT Sport Lite  | BT Sport Lite Price (monthly) |
|----------------------------|---|-------------------------------|
| Existing Customer          | Renew for minimum 12 months                           | £3.50                         |
|                            | At least 12 months remaining on existing minimum term |                               |
|                            | Outside of minimum term                               | £10.25                        |

- At the end of any new, additional or existing BT Broadband minimum contract term, you will start to pay the “Outside of minimum term” price unless you renew your BT Broadband contract for a further 12 months.
- BT Sport Pack on the Sky Digital Satellite Platform has a minimum contract term of 1 month.

Continued below

## BT Sport Lite on the Sky Digital Satellite Platform – Without BT Broadband

|               | Minimum Contract Term | BT Sport Lite Price (monthly) |
|---------------|-----------------------|-------------------------------|
| All customers | 1 month               | £13.50                        |

- BT Sport Lite is not available for new supply to customers without BT Broadband

## BT Sport Lite on the BT Sport App & Online Player

|                            | Minimum Contract Term | BT Sport Lite Price (monthly) |
|----------------------------|-----------------------|-------------------------------|
| All BT Broadband customers | 1 month               | £3.50                         |

- BT Sport Lite on the BT Sport App & Online Player is not available without BT Broadband.

## BT Sport Lite on BT Mobile

|  | Minimum Contract Term | BT Sport Lite Price (monthly) |
|--|-----------------------|-------------------------------|
| BT Mobile customers (without BT Broadband) | 1 month               | £3.50                         |

- BT Mobile customers with BT Broadband should take BT Sport Lite on the BT Sport App & Online Player.

[Back to BT Sport Pricing](#)



Click on an option below

[Standard Broadband & Calls Packages](#)

[Superfast Fibre Broadband & Calls Packages](#)

[Ultrafast Fibre Broadband & Calls Packages](#)

[Package Add-ons](#)

[Packages we no longer sell](#)

## Broadband & Calls Package Pricing

[Back to Main Menu](#)

# Standard Broadband & Calls Packages

Standard & discounted monthly prices detailed below include £18.99 Standard Line Rental. Customers taking Line Rental Plus will pay £2.00 a month more than the prices detailed below. Customers that have paid Line Rental in advance with Line Rental Saver will pay £18.99 a month less than the prices detailed below.

We have recently changed the names of some of our packages, for more information go to [www.bt.com/namechange](http://www.bt.com/namechange)

|  |                          | Broadband 15GB **       | Broadband Unlimited |
|--|--------------------------|-------------------------|---------------------|
| New BT Broadband customers (per month)       | During minimum contract* | £24.99*                 | £29.99*             |
|  | After minimum contract   | £40.49                  | £45.49              |
| Existing BT Broadband customers (per month)* |                          | £40.49                  | £45.49              |
| Upfront Fee (Activation + delivery)          |                          | £19.99                  | £19.99              |
| Minimum Contract                             |                          | 18 months               | 18 months           |
| Early Termination Charge (per month)         |                          | £21.75                  | £22.50              |
| Data Usage Allowance                         |                          | 15GB                    | Unlimited           |
| Excess Usage Charge (per GB or part of)      |                          | £2.20 per GB or part of | N/A                 |

\* These are our standard prices. The price you pay may be different if you took a product as part of a promotional offer.

\*\* Only available to new customers in non-fibre enabled areas.

Continued below

## UK Call Rates

We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |                                  | Broadband 15GB **  | Broadband Unlimited |
|--|----------------------------------|--|---------------------|
| Calls to UK* National & Local numbers  | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + 23.0p set up fee  |                     |
|  | Evening<br>(7pm – 7am Mon – Fri) |  |                     |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                     |
| Calls to 0845 & 0870 Numbers**   | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + Service Charge  |                     |
|  | Evening<br>(7pm – 7am Mon – Fri) |  |                     |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                     |
| Calls to the Channel Islands (landlines)   |                                  | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |                     |
| Calls to Service Numbers (at all times)  |                                  | 15.0p per minute + Service Charge  |                     |
| Calls to BT Mobile Consumer numbers (at all times)   |                                  |  |                     |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |                                  | 18.0p per minute + 23.0p set up fee  |                     |

\* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, , other non-voice calls and calls to the Channel Islands.

\*\* Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

**Continued below**

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

## BT Home Hub

We'll supply a BT Home Hub to all new BT Broadband, Superfast Fibre or Ultrafast Fibre customers. The standard price of the BT Home Hub is up to £129.00 (depending on model supplied). We may let you delay paying for the BT Home Hub for up to 12 months from the date that we accept your order. If you don't pay for the BT Home Hub in full when you place your order, you'll normally have to pay the full price either 12 months after we accept your order or at the point that you end the service – whichever is the earlier. But if you keep the service for at least 12 months from the date that we accept your order, we'll waive that payment. If you end the service within 12 months of us accepting your order, we'll waive part of the payment, but you'll still have to pay up to £65.00 (depending on model supplied) towards the full cost of your BT Home Hub. Existing BT Broadband customers requesting a replacement hub may be supplied with a reconditioned hub. A reconditioned hub is one which has been reconditioned to an "as new" standard and is supplied with the same 12 month warranty that would apply to a brand new hub.

[Back to Packaged Services Pricing](#)

# Superfast Fibre Broadband & Calls Packages

Standard & discounted monthly prices detailed below include £18.99 Standard Line Rental. Customers taking Line Rental Plus will pay £2.00 a month more than the prices detailed below. Customers that have paid Line Rental in advance with Line Rental Saver will pay £18.99 a month less than the prices detailed below.

We have recently changed the names of some of our packages, for more information go to [www.bt.com/namechange](http://www.bt.com/namechange)

|  |                          | Package Pricing (Including Standard Line Rental) |                                     |                           |                             |                      |
|--|--------------------------|--|-------------------------------------|---------------------------|-----------------------------|----------------------|
|  |                          | Superfast Fibre Essential 30GB                   | Superfast Fibre Essential Unlimited | Superfast Fibre Unlimited | Superfast Fibre 2 Unlimited | Superfast Fibre Plus |
| New BT Broadband customers (per month)       | During minimum contract* | £24.99*  | £29.99*                             | £35.99*                   | £45.99*                     | £54.99*              |
|  | After minimum contract   | £37.49   | £44.49                              | £52.49                    | £58.99                      | £58.99               |
| Existing BT Broadband customers (per month)* |                          | £37.49   | £44.49                              | £52.49                    | £58.99                      | £54.99               |
| Upfront Fee (Activation + delivery)          |                          | £59.99   | £29.99                              | £19.99                    | £14.99                      | £9.99                |
| Minimum Contract                             |                          | 18 months  | 18 months                           | 18 months                 | 18 months                   | 18 months            |
| Early Termination Charge (per month)         |                          | £15.25   | £15.25                              | £20.75                    | £28.75                      | £28.75               |
| Data Usage Allowance                         |                          | 30GB   | Unlimited                           | Unlimited                 | Unlimited                   | Unlimited            |
| Download Speed (average)                     |                          | 36Mb   | 50Mb                                | 50Mb                      | 67Mb                        | 67Mb                 |
| Excess Usage Charge (per GB or part of)      |                          | £2.20 per GB or part of                          | N/A                                 | N/A                       | N/A                         | N/A                  |

\* These are our standard prices. The price you pay may be different if you took a product as part of a promotional offer.

Continued below

## UK Call Rates

We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |                                  | Superfast Fibre Essential 30GB   | Superfast Fibre | Superfast Fibre Unlimited | Superfast Fibre 2 Unlimited | Superfast Fibre Plus |
|--|----------------------------------|--|-----------------|---------------------------|-----------------------------|----------------------|
| Calls to UK*<br>National & Local numbers   | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + 23.0p set up fee  |                 |                           |                             |                      |
|  | Evening<br>(7pm – 7am Mon – Fri) | 15.0p per minute + 23.0p set up fee  |                 |                           |                             |                      |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                 |                           |                             |                      |
| Calls to<br>0845 & 0870<br>Numbers**   | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + Service Charge  |                 |                           |                             |                      |
|  | Evening<br>(7pm – 7am Mon – Fri) | 15.0p per minute + Service Charge  |                 |                           |                             |                      |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                 |                           |                             |                      |
| Calls to the Channel Islands (landlines)   |                                  | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |                 |                           |                             |                      |
| Calls to Service Numbers (at all times)  |                                  | 15.0p per minute + Service Charge  |                 |                           |                             |                      |
| Calls to BT Mobile Consumer numbers (at all times)   |                                  | 18.0p per minute + 23.0p set up fee  |                 |                           |                             |                      |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |                                  | 18.0p per minute + 23.0p set up fee  |                 |                           |                             |                      |

\* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.

\*\* Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

**Continued below**

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

## BT Home Hub

We'll supply a BT Home Hub to all new BT Broadband, Superfast Fibre or Ultrafast Fibre. The standard price of the BT Home Hub is up to £129.00 (depending on model supplied). We may let you delay paying for the BT Home Hub for up to 12 months from the date that we accept your order. If you don't pay for the BT Home Hub in full when you place your order, you'll normally have to pay the full price either 12 months after we accept your order or at the point that you end the service – whichever is the earlier. But if you keep the service for at least 12 months from the date that we accept your order, we'll waive that payment. If you end the service within 12 months of us accepting your order, we'll waive part of the payment, but you'll still have to pay up to £65.00 (depending on model supplied) towards the full cost of your BT Home Hub. Existing BT Broadband customers requesting a replacement hub may be supplied with a reconditioned hub. A reconditioned hub is one which has been reconditioned to an "as new" standard and is supplied with the same 12 month warranty that would apply to a brand new hub.

[Back to Packaged Services Pricing](#)

# Ultrafast Fibre Broadband & Calls Packages

Standard & discounted monthly prices detailed below include £18.99 Standard Line Rental. Customers taking Line Rental Plus will pay £2.00 a month more than the prices detailed below. Customers that have paid Line Rental in advance with Line Rental Saver will pay £18.99 a month less than the prices detailed below.

We have recently changed the names of some of our packages, for more information go to [www.bt.com/namechange](http://www.bt.com/namechange)

|  |                          | Ultrafast Fibre Plus | Ultrafast Fibre 2 Plus |
|--|--------------------------|----------------------|------------------------|
| New BT Broadband customers (per month)       | During minimum contract* | £54.99               | £59.99                 |
|  | After minimum contract   | £59.99               | £64.99                 |
| Existing BT Broadband customers (per month)* |                          | £54.99               | £59.99                 |
| Upfront Fee (Activation + delivery)          |                          | £59.99               | £59.00                 |
| Minimum Contract                             |                          | 18 months            | 18 months              |
| Early Termination Charge (per month)         |                          | £23.50               | £24.25                 |
| Data Usage Allowance                         |                          | Unlimited            | Unlimited              |
| Excess Usage Charge (per GB or part of)      |                          | N/A                  | N/A                    |

\* These are our standard prices. The price you pay may be different if you took a product as part of a promotional offer.

Continued below



**UK Call Rates** We calculate our calls excluding VAT so when we round the price and then add VAT, some calls will round up by a penny. Calls from landlines to mobiles will always do this. For more details click [here](#))

|  |                                  | Ultrafast Fibre Plus   | Ultrafast Fibre 2 Plus |
|--|----------------------------------|--|------------------------|
| Calls to UK* National & Local numbers  | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + 23.0p set up fee  |                        |
|  | Evening<br>(7pm – 7am Mon – Fri) |  |                        |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                        |
| Calls to 0845 & 0870 Numbers**   | Daytime<br>(7am – 7pm Mon – Fri) | 15.0p per minute + Service Charge  |                        |
|  | Evening<br>(7pm – 7am Mon – Fri) |  |                        |
|  | Weekends<br>(All day Sat & Sun)  | Included   |                        |
| Calls to the Channel Islands (landlines)   |                                  | Pence per minute rates: Daytime 15.0p Evening & Weekends 4.00p.<br>23.0p set up fee applies to all calls |                        |
| Calls to Service Numbers (at all times)  |                                  | 15.0p per minute + Service Charge  |                        |
| Calls to BT Mobile Consumer numbers (at all times)   |                                  | 18.0p per minute + 23.0p set up fee  |                        |
| Calls to all other UK Mobile numbers - including non-BT Mobile Consumer numbers (at all times) |                                  |  |                        |

\* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 and calls from Northern Ireland to landlines in the Republic of Ireland. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, other non-voice calls and calls to the Channel Islands.

\*\* Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, BT will charge for these calls until further notice.

**Continued below**

## International Call Rates

|   |        |   |
|---|--------|---|
| Standard Call rates to International Numbers<br><br>(Click <a href="#">here</a> for a list of countries and International Call Bands) | Band A | 55p per minute to Landlines or 55p per minute to Mobiles + 23.0p set up fee   |
|   | Band B | 85p per minute to Landlines or 85p per minute to Mobiles + 23.0p set up fee   |
|   | Band C | 145p per minute to Landlines or 145p per minute to Mobiles + 23.0p set up fee |

## BT Home Hub

We'll supply a BT Home Hub to all new BT Broadband, Superfast Fibre or Ultrafast Fibre. The standard price of the BT Home Hub is up to £129.00 (depending on model supplied). We may let you delay paying for the BT Home Hub for up to 12 months from the date that we accept your order. If you don't pay for the BT Home Hub in full when you place your order, you'll normally have to pay the full price either 12 months after we accept your order or at the point that you end the service – whichever is the earlier. But if you keep the service for at least 12 months from the date that we accept your order, we'll waive that payment. If you end the service within 12 months of us accepting your order, we'll waive part of the payment, but you'll still have to pay up to £65.00 (depending on model supplied) towards the full cost of your BT Home Hub. Existing BT Broadband customers requesting a replacement hub may be supplied with a reconditioned hub. A reconditioned hub is one which has been reconditioned to an "as new" standard and is supplied with the same 12 month warranty that would apply to a brand new hub.

[Back to Packaged Services Pricing](#)

# Package Add-ons

Calling Plan Add-ons are available to take with selected Service Packages. Add-ons upgrade the Calling Plan element of a particular Service Package. Add-ons may be removed at any time on 30 days' notice. The charges detailed below are payable in addition to the standard monthly charge for the Package they are added to.

| Calling Plan Add-ons                     | Additional Monthly Charge |
|--|---------------------------|
| Unlimited Evening & Weekend Calls Add-on | £4.50                     |
| Unlimited Anytime Calls Add-on           | £9.99                     |
| Unlimited Weekend Calls Add-on           | £2.75                     |

[Back to Packaged Services Pricing](#)

# Packages we no longer sell

Standard monthly prices detailed below exclude Line Rental which is payable at the applicable rate as detailed [here](#).

We have recently changed the names of some of our packages, for more information go to [www.bt.com/namechange](http://www.bt.com/namechange)

## Broadband & Calls Packages

| Broadband Option  | Calling Plan                      | Standard Price (Monthly) | Minimum Contract (Months) | Introductory Price (Monthly) | Introductory Period (Months) | Early Termination Charge (Monthly) |
|---|-----------------------------------|--------------------------|---------------------------|------------------------------|------------------------------|------------------------------------|
| Broadband Unlimited<br><i>(previously Unlimited Broadband Extra)</i>    | Unlimited Evening & Weekend Calls | £23.00                   | 12                        | £12.00                       | 12                           | £27.25                             |
| Superfast Fibre 1 Unlimited<br><i>(previously Unlimited Infinity 1)</i> | Unlimited Evening & Weekend Calls | £29.50                   | 12                        | £17.00                       | 12                           | £24.00                             |
| Superfast Fibre 2 Unlimited<br><i>(previously Unlimited Infinity 2)</i> | Unlimited Evening & Weekend Calls | £36.00                   | 12                        | £27.00                       | 12                           | £29.50                             |
| Superfast Fibre 1<br><i>(previously Infinity 1)</i>                     | Unlimited Weekend Calls           | £23.50                   | 12                        | £11.00                       | 12                           | £19.75                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                         | Unlimited Anytime Calls           | £17.00                   | 12                        | £6.00                        | 12                           | £15.00                             |
| Superfast Fibre 1<br><i>(previously Infinity 1)</i>                     | Unlimited Anytime Calls           | £23.50                   | 12                        | £11.00                       | 12                           | £17.50                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                         | No Included Calls                 | £17.00                   | 12                        | £7.00                        | 12                           | £25.00                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                         | Unlimited Weekend Calls           | £17.00                   | 12                        | £9.50                        | 12                           | £20.25                             |
| Broadband Unlimited<br><i>(previously called Unlimited Broadband)</i>   | No Included Calls                 | £22.00                   | 12                        | £15.00                       | 12                           | £8.25                              |
| Superfast Fibre 1<br><i>(previously Infinity 1)</i>                     | No Included Calls                 | £25.50                   | 12                        | £12.50                       | 12                           | £19.75                             |
| Superfast Fibre 1 50GB<br><i>(previously 45GB Infinity 1)</i>           | Unlimited Weekend Calls           | £25.50                   | 12                        | £15.00                       | 12                           | £15.75                             |

| Broadband Option  | Calling Plan                     | Standard Price (Monthly) | Minimum Contract (Months) | Introductory Price (Monthly) | Introductory Period (Months) | Early Termination Charge (Monthly) |
|---|----------------------------------|--------------------------|---------------------------|------------------------------|------------------------------|------------------------------------|
| Broadband 15GB<br><i>(previously Broadband)</i>                         | Unlimited Evening & Weekend Plan | £20.00                   | 18                        | £8.50                        | 3                            | £25.25                             |
| Broadband Unlimited<br><i>(previously called Unlimited Broadband)</i>   | Unlimited Weekend Plan           | £22.00                   | 18                        | £0.00                        | 6                            | £8.50                              |
| Broadband Unlimited<br><i>(previously called Unlimited Broadband)</i>   | Unlimited Evening & Weekend Plan | £25.00                   | 18                        | £0.00                        | 6                            | £8.25                              |
| Broadband Unlimited<br><i>(previously called Unlimited Broadband)</i>   | Unlimited Anytime Plan           | £29.50                   | 18                        | £18.00                       | 12                           | £6.25                              |
| Broadband Unlimited<br><i>(previously Unlimited Broadband Extra )</i>   | Unlimited Evening & Weekend Plan | £27.00                   | 18                        | £0.00                        | 6                            | £31.75                             |
| Superfast Fibre 1 Unlimited<br><i>(previously Unlimited Infinity 1)</i> | Unlimited Evening & Weekend Plan | £31.50                   | 18                        | £18.50                       | 3                            | £28.00                             |
| Superfast Fibre 2 Unlimited<br><i>(previously Unlimited Infinity 2)</i> | Unlimited Evening & Weekend Plan | £35.50                   | 18                        | £22.50                       | 3                            | £24.50                             |
| Superfast Fibre 3 Unlimited<br><i>(previously Infinity 3)</i>           | Unlimited Evening & Weekend Plan | £47.90                   | 18                        | -                            | -                            | £26.25                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                         | Unlimited Weekend Plan           | £22.00                   | 18                        | £7.25                        | 18                           | £27.00                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                         | Unlimited Evening & Weekend Plan | £20.00                   | 18                        | £0.00                        | 6                            | £25.25                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                         | Unlimited Anytime Plan           | £29.50                   | 18                        | £15.00                       | 12                           | £20.50                             |
| Broadband Unlimited<br>(previously Broadband Option 2)                  | Unlimited Evening & Weekend Plan | £24.00                   | 18                        | £11.00                       | 3                            | £8.50                              |
| Broadband Unlimited<br>(previously Broadband Option 3)                  | Unlimited Evening & Weekend Plan | £33.00                   | 18                        | £22.00                       | 3                            | £8.50                              |
| Superfast Fibre 1<br>(previously Infinity 1)                            | Unlimited Evening & Weekend Plan | £28.50                   | 18                        | £11.50                       | 3                            | £24.75                             |
| Superfast Fibre 2<br>(previously Infinity 2)                            | Unlimited Evening & Weekend Plan | £37.50                   | 18                        | £22.50                       | 3                            | £24.50                             |

| Broadband Option  | Calling Plan                      | Standard Price (Monthly) | Minimum Contract (Months) | Introductory Price (Monthly) | Introductory Period (Months) | Early Termination Charge (Monthly) |
|---|-----------------------------------|--------------------------|---------------------------|------------------------------|------------------------------|------------------------------------|
| Broadband Unlimited<br><i>(previously Broadband Option 2)</i>               | Unlimited Weekend Plan            | £26.00                   | 18                        | -                            | -                            | £8.75                              |
| Broadband Unlimited<br><i>(previously Broadband Option 3)</i>               | Unlimited Anytime Plan            | £39.50                   | 18                        | -                            | -                            | £6.75                              |
| Superfast Fibre 1<br><i>(previously Infinity 1)</i>                         | Unlimited Weekend Plan            | £28.50                   | 18                        | -                            | -                            | £26.00                             |
| Superfast Fibre 2<br><i>(previously Infinity 2)</i>                         | Unlimited Anytime Plan            | £42.50                   | 18                        | -                            | -                            | £29.25                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                             | No Included Calls                 | £17.00                   | 18                        | £6.00                        | 6                            | £25.00                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                             | Unlimited Weekend Calls           | £17.00                   | 18                        | £7.00                        | 6                            | £20.25                             |
| Broadband 15GB<br><i>(previously Broadband)</i>                             | Unlimited Evening & Weekend Calls | £20.00                   | 12                        | £8.50                        | 12                           | £25.00                             |
| Broadband Unlimited<br><i>(previously called Unlimited Broadband)</i>       | Unlimited Weekend Calls           | £22.00                   | 12                        | £15.00                       | 12                           | £8.25                              |
| Broadband Unlimited<br><i>(previously called Unlimited Broadband)</i>       | Unlimited Weekend Calls           | £20.00                   | 18                        | £10.00                       | 6                            | £8.25                              |
| Broadband Unlimited<br><i>(previously called Unlimited Broadband Extra)</i> | Unlimited Weekend Calls           | £25.00                   | 18                        | £12.50                       | 6                            | £21.00                             |
| Superfast Fibre 1<br><i>(previously Infinity 1)</i>                         | No Included Calls                 | £20.00                   | 18                        | £0.00                        | 6                            | £19.75                             |
| Superfast Fibre 1<br><i>(previously Infinity 1)</i>                         | Unlimited Weekend Calls           | £20.50                   | 18                        | £10.00                       | 6                            | £19.75                             |
| Superfast Fibre 1 Essential 50GB<br><i>(previously Infinity 1 Extra)</i>    | Unlimited Evening & Weekend Calls | £23.50                   | 12                        | £12.00                       | 12                           | £23.75                             |
| Superfast Fibre 1 Unlimited<br><i>(previously Unlimited Infinity 1)</i>     | Unlimited Weekend Calls           | £25.50                   | 18                        | £18.50                       | 3                            | £20.50                             |
| Superfast Fibre 2 Unlimited<br><i>(previously Unlimited Infinity 2)</i>     | Unlimited Weekend Calls           | £30.50                   | 12                        | £27.50                       | 12                           | £27.00                             |

| Broadband Option   | Calling Plan                      | Standard Price (Monthly) | Minimum Contract (Months) | Introductory Price (Monthly) | Introductory Period (Months) | Early Termination Charge (Monthly) |
|--|-----------------------------------|--------------------------|---------------------------|------------------------------|------------------------------|------------------------------------|
| Broadband 15GB<br><i>(previously Broadband)</i>                          | Unlimited Weekend Calls           | £17.00                   | 12                        | £6.00                        | 12                           | £20.25                             |
| Superfast Fibre 2 Unlimited<br><i>(previously Unlimited Infinity 2)</i>  | Unlimited Weekend Calls           | £31.50                   | 18                        | £22.50                       | 3                            | £27.00                             |
| Superfast Fibre 3 Unlimited<br><i>(previously Unlimited Infinity3)</i>   | Unlimited Evening & Weekend Calls | £42.15                   | 18                        | -                            | -                            | -                                  |
| Superfast Fibre 4 Unlimited<br><i>(previously Unlimited Infinity 4 )</i> | Unlimited Evening & Weekend Calls | £52.50                   | 18                        | -                            | -                            | -                                  |

## Broadband, TV & Calls Packages

| Broadband Option   | Calling Plan                     | TV Option | Standard Price (Monthly) | Minimum Contract (Months) | Early Termination Charge (Monthly) |
|--|----------------------------------|-----------|--------------------------|---------------------------|------------------------------------|
| Broadband 15GB<br><i>(previously Broadband)</i>                      | Unlimited Evening & Weekend Plan | Gold      | £63.65                   | 24                        | -                                  |
| Unlimited Broadband<br><i>(now called Broadband Unlimited)</i>       | Unlimited Weekend Plan           | Box Only  | £24.66                   | 24                        | -                                  |
| Unlimited Broadband<br><i>(now called Broadband Unlimited)</i>       | Unlimited Evening & Weekend Plan | Bronze    | £43.47                   | 24                        | -                                  |
| Unlimited Broadband<br><i>(now called Broadband Unlimited)</i>       | Unlimited Anytime Plan           | Box Only  | £24.66                   | 24                        | -                                  |
| Unlimited Broadband Extra<br><i>(now called Broadband Unlimited)</i> | Unlimited Evening & Weekend Plan | Bronze    | £43.47                   | 24                        | -                                  |

[Back to Packaged Services Pricing](#)

Click on an option below

[Early Termination Charges Explained](#)

[Telephone](#)

[Broadband & Calls Packages](#)

[BT Mobile](#)

[BT TV](#)

[BT Sport](#)

[Unpackaged Broadband](#)

# Early Termination Charges

[Back to Main Menu](#)



# Early Termination Charges Explained

## What are Early Termination Charges (ETC's)?

When you order services from BT there will normally be a minimum contract period of 12, 18 or 24 months. If you decide to stop receiving a service (other than because you have a right to do that without paying an Early Termination Charge) within this minimum contract period, you'll normally have to pay an Early Termination Charge. The charge is the compensation you pay us for not keeping the service for the minimum period you agreed to when you took the service. Because it's a compensation payment, it is not subject to VAT.

## Will I have to pay an Early Termination Charge if I am beyond my minimum contract period?

No. An Early Termination Charge only applies if you cancel within your minimum contract period. So for example if you took a service with a 12 month minimum contract period and then wanted to stop receiving the service 13 months later, no Early Termination Charge would be payable. However in most cases if you decide to stop a service, whether your minimum contract period has ended or not, you will need to give us up to 30 days' advance notice and you'll continue paying for the service until that notice period ends.

## What will I be charged?

What you're charged depends on how long is left to run on your minimum contract period. The tables in this section show how much you're charged for each month remaining. So for example, if you have exactly six months left on your telephone service Unlimited Weekend Calls minimum contract period, you'll have to pay a charge of £9.50 multiplied by six, which is £57.00. You may also have to pay a charge for any equipment we have provided at a reduced cost for use with the service you are ending – see our terms and conditions or Tariff Guide for more details.

## What happens if I cancel part way through a month?

We work out the charge for any part month on a daily basis. So for example, if you took Unlimited Weekend Calls on 1st January with a 12-month minimum contract period, and decided to cancel your contract so that it ended on 12th November, you will be charged:

$£9.50$  for December +  $(£9.50 \div 30) \times 18$  (for 13th–30th November) =  $£5.70$

Total Early Termination Charge  $£9.50 + £5.70 = £15.20$

[Back](#)

## Telephone ETC's

| Line Rental / Calling Plan              | Monthly Charge |
|---|----------------|
| Standard Line Rental / Line Rental Plus | £9.50          |
| Unlimited Weekend Calls                 | £9.50          |
| Unlimited Evening & Weekend Calls       | £12.50         |
| Unlimited Anytime Calls                 | £15.50         |
| Home Phone Saver 2020                   | £9.50          |

Click [here](#) for Early Termination Charges for Calling Plans we no longer sell.

[Back](#)

# Broadband & Calls Package ETC's

| Broadband & Calls Package                                       | Monthly Charge |
|---|----------------|
| Broadband 15GB  | £21.75         |
| Broadband Unlimited   | £22.50         |
| Broadband Unlimited + Unlimited Evening & Weekend Calls         | £29.25         |
| Superfast Fibre Essential 30GB                                  | £15.25         |
| Superfast Fibre Essential Unlimited                             | £15.25         |
| Superfast Fibre Unlimited                                       | £20.75         |
| Superfast Fibre Unlimited + Unlimited Evening & Weekend Calls   | £26.00         |
| Superfast Fibre 2 Unlimited                                     | £28.75         |
| Superfast Fibre 2 Unlimited + Unlimited Evening & Weekend Calls | £31.25         |
| Superfast Fibre Plus  | £28.75         |
| Ultrafast Fibre Plus  | £23.50         |
| Ultrafast Fibre 2 Plus  | £24.25         |

Click [here](#) for Early Termination Charges for Broadband & Calls Packages we no longer sell.

[Back](#)

# BT Mobile ETC's

## SIM Only (Including Data SIM Only)

| BT Mobile Plan     | Monthly Charge |
|--------------------|----------------|
| 500MB SIM Only     | £6.25          |
| 1GB SIM Only       | £8.00          |
| 2GB SIM Only       | £8.00          |
| 3GB SIM Only       | £8.75          |
| 6GB SIM Only       | £12.00         |
| 10GB SIM Only      | £14.50         |
| 15GB SIM Only      | £16.25         |
| 20GB SIM Only      | £20.25         |
| 25GB SIM Only      | £22.00         |
| 40GB SIM Only      | £28.50         |
| 3GB Data SIM Only  | £8.00          |
| 6GB Data SIM Only  | £9.75          |
| 15GB Data SIM Only | £13.75         |
| 30GB Data SIM Only | £18.75         |

[Back](#)

# BT Mobile ETC's

## Family SIM Plans

| BT Mobile Plan  | Monthly Charge |
|-----------------|----------------|
| 1 GB Family SIM | £8.00          |
| 2GB Family SIM  | £8.00          |
| 3GB Family SIM  | £8.75          |
| 6GB Family SIM  | £12.00         |
| 10GB Family SIM | £14.50         |
| 15GB Family SIM | £16.25         |
| 20GB Family SIM | £20.25         |
| 25GB Family SIM | £27.00         |
| 40GB Family SIM | £28.50         |

[Back](#)

# BT Mobile ETC's

## Handset + SIM Plans

| BT Mobile Plan+<br>SIM | 500MB Handset +<br>SIM | 1GB Handset +<br>SIM | 3GB Handset +<br>SIM | 6GB Handset +<br>SIM | 15GB Handset +<br>SIM | 30GB Handset +<br>SIM | 60GB Handset +<br>SIM |
|------------------------|------------------------|----------------------|----------------------|----------------------|-----------------------|-----------------------|-----------------------|
| Monthly Charge         |                        |                      |                      |                      |                       |                       |                       |
| Tier 0                 | £9.75                  | £11.25               | £13.75               | £18.00               | £22.00                | N/A                   | N/A                   |
| Tier 1                 | £13.75                 | £15.50               | £18.00               | £22.00               | £26.25                | N/A                   | N/A                   |
| Tier 2                 | N/A                    | £18.75               | £21.25               | £25.25               | £29.50                | N/A                   | N/A                   |
| Tier 3                 | N/A                    | £22.00               | £24.50               | £28.50               | £32.75                | N/A                   | N/A                   |
| Tier 4                 | N/A                    | £26.25               | £28.50               | £32.75               | £36.75                | £41.75                | N/A                   |
| Tier 5                 | N/A                    | £32.00               | £34.50               | £38.50               | £42.75                | £47.50                | N/A                   |
| Tier 6                 | N/A                    | £36.00               | £38.50               | £42.75               | £46.75                | £51.75                | N/A                   |
| Tier 7                 | N/A                    | £39.25               | £41.75               | £46.00               | £50.00                | £55.00                | £59.00                |
| Tier 8                 | N/A                    | £42.75               | £45                  | £49.25               | £53.25                | £58.25                | £62.50                |
| Tier 9                 | N/A                    | £46.75               | £49.25               | £53.25               | £57.50                | £62.50                | £66.50                |
| Tier 10                | N/A                    | £51.00               | £53.25               | £57.50               | £61.50                | £66.50                | £70.75                |

Click [here](#) for Early Termination Charges for BT Mobile Handset + SIM Plans we no longer sell.

[Back](#)

# BT TV ETC's

| BT TV Promotion | Monthly Charge |
|-----------------|----------------|
| Starter         | £3.25          |
| Classic         | £8.25          |
| Essential       | £6.50          |
| Entertainment   | £9.50          |
| Max HD          | £10.25         |
| Max             | £13.50         |

Click [here](#) for Early Termination Charges for BT TV promotions we no longer sell.

[Back](#)

## BT Sport ETC's

| BT Sport Platform   | Current Monthly Charge |
|---|------------------------|
| BT Sport on BT TV with BT TV Essential, Classic & Entertainment | £3.25                  |
| BT Sport on Sky TV with BT Broadband                            | £5.50                  |
| BT Sport on Sky TV without BT Broadband                         | £18.25                 |
| BT Sport on TalkTalk TV without BT Broadband                    | £18.25                 |
| BT Sport on the BT Sport App (standalone)                       | £4.75                  |
| BT Sport on BT Mobile (standalone)                              | £4.00                  |

[Back](#)



# Unpackaged Broadband / Superfast Fibre ETC's

| Broadband / Superfast Fibre Product  | Current Monthly Charge |
|--|------------------------|
| Broadband 15GB<br><i>(previously BT Total Broadband Option 1)</i>                        | £18.50                 |
| Broadband Unlimited<br><i>(previously BT Total Broadband Option 2)</i>                   | £22.25                 |
| Broadband Unlimited<br><i>(previously BT Total Broadband Option 3)</i>                   | £25.00                 |
| Faster Broadband Unlimited<br><i>(previously BT Total Broadband Option 3 over Fibre)</i> | £16.50                 |
| Superfast Fibre 1  | £19.75                 |
| Superfast Fibre 2  | £15.50                 |
| Superfast Fibre 3  | £1.75                  |
| Superfast Fibre 4  | £10.50                 |

Click [here](#) for Early Termination Charges for Unpackaged Broadband / Superfast Fibre products we no longer sell.

[Back](#)

# Glossary

Please note that these definitions are provided for customer guidance only. They are not contractually binding.

## Call Set Up Fee

For most residential calls a charge becomes payable as soon as your call is connected. This is in addition to any charge that you pay related to the duration of the call (generally expressed as “Pence per minute”).

## Chargeband

Many calls made today do not simply connect two personal callers on landlines. As the telecommunications industry increases in sophistication the call you make might also be to any one of a large number of “special” destinations. For example, your call might be to a mobile phone in which case your call will also have to pass over a mobile network as well as BT’s. Other examples are “NTS” calls and “Premium Rate Service Calls”, both of which are explained in this glossary. For calls such as these, the service provider has the major say in how they are charged. As a result, there are many different rates payable and they will vary according to the type of service, the length of the call, the time of day and so on. There are a great many of these rates and they are sometimes referred to as “chargebands”. The most frequent are “local” and “national”. Most others are designated alphanumerically – such as “p1”, “ff2” and “g21”.

## Fair Usage (Policy)

Sometimes we may reluctantly place restrictions on how much you access a service. Sometimes this is to avoid undue pressure on our network. Other restrictions may be in force to prevent commercial exploitation of calls we provide free within discount products we provide to our customers. Of course, we always pitch these restrictions such that they will not affect the vast majority of our customers. These restrictions are always made clear within this brochure.

## Fixed Fee (Calls)

Some calls are charged by a fixed fee that is made irrespective of the length of the call. Most (but not all) of these calls are to Premium Rate Services where the service provider wishes to charge in this way.

## Fixed Line

A fixed line is one which connects a specific set of premises to a telephone exchange as opposed to, for example, a mobile phone.

## Geographic

When you make a call from an ordinary fixed telephone line to another fixed telephone line, the price you pay for the call will depend upon where the two lines are located - that is, they are geographically based charges. We are able to deduce the location of both the caller and the location called from the two telephone numbers. Most such calls are charged at “Local” and “National” rates.

## GPRS (General Packet Radio Service)

A mobile data service that groups data (as opposed to voice) elements of a call into “packets” for ways of sending them across a mobile network. Data calls using this service are usually charged according to the number of 1Mb packets sent.

## Hub (or “Router”)

BT Broadband includes a “Home Hub”. This is a device that plugs into your broadband line and allows one or more computers and other devices to connect to the line simultaneously. Your computer can link either by a wire or, if your computer is suitably equipped, via a wireless connection to the hub in order to access broadband.

## Indirect Access Services

This refers to where a customer uses a prefix or special device to route calls they make on a BT line to a competitor’s network.

## ISP

An “ISP” is an Internet Service Provider that provides its customers with access to the internet. BT is an ISP, but there are many more. Although it is much more usual to connect directly to a broadband line, sometimes these services are accessed by dialling a telephone number, usually an 08xx number,. Because such “calls” tend, of course, to be extremely long they are often excluded from our Calling Plan packages or their use is restricted via a “Fair Use Policy”.

## Landline

This is simple telephone line that connects a customer’s line to a telephone exchange. The line may be provided by BT or by one of our competitors. The line will have a “geographic” telephone number that enables all network providers to know in which town or area the line is located. See also “Personal Numbering Service”.

## Local

BT divides the country into a large number of distinct geographical areas. When you make a call to a “geographical” number within the same area as your own line, or to a number within an area adjacent to your own area you will be charged at “Local” rate. You can find out which numbers you can call at Local rate in the BT Phonebook for your location.

## Minimum Charge

For a small number of call types there is a minimum charge. These calls are charged for on a Pence per minute basis from the very start of the call but if the amount you would have paid on this basis is less than the minimum fee, then we will charge the minimum fee instead. If the cost of your call exceeds the minimum charge then, of course, minimum charge is not levied. This differs from a “Call Set Up fee” which is added to the charge that is calculated on a Pence per minute basis.

## MMS

Multimedia Message Services which are used for sending pictures and video clips.

**Non-Geographic (Number)** This is a number which is not related to where the line is physically located. Such numbers include Mobile numbers, “NTS” numbers and “Premium Rate Services” numbers. Calls to these numbers are charged irrespective of where in the UK you are located.

## Service numbers

These numbers begin with 084, 087, 118 (Directory Enquiry) and 09 (Premium Rate Services). The calls consist of an Access Charge from BT plus a Service Charge set by the company called.

## NTS (Number Translation Services)

Many commercial or voluntary organisations choose to provide “special” numbers that their customers can call and for which the charge for making the call will be the same from wherever in the UK the customer is calling. Many (but not all) such numbers begin with 0845, 0870 or with “03”. These calls attract different charges depending on the number dialled.

**Personal Numbering Service**

Some companies provide a facility whereby you can have a “personal telephone number” These numbers are allocated by the Personal Number Service provider and remain the same even when, for example, you move house. The PNS company knows where you live and routes the call to your landline. Calls to such numbers are charged at rates agreed with the PNS company and are usually at a premium to normal call charges. Because the money you pay for these calls has to be shared with the PNS company they are usually excluded from discounts within BT’s calling plans. These numbers always begin with the digits “07” but should not be confused with mobile phone numbers which are also in the “07” numbering range.

**Premium Rate Service (“PRS”)**

Like “NTS”, calls to Premium Rate Service numbers are charged at the same rates wherever you are in the UK. As their name implies, these calls tend to be relatively expensive to call. They host a great variety of services with great variations of charge. The cost is largely dictated by the service provider (not, BT) to whom the vast majority of the revenue is passed. PRS numbers always begin with “09”.

**SMS**

Short Message Service – more commonly known as a “Text Message”.

[Back to Main Menu](#)

## Inclusion & accessibility

If you need extra help with communications, such as services for the visually or hearing impaired, or people with disabilities visit [www.bt.com/includingyou](http://www.bt.com/includingyou) where you'll find lots of information about our products and services, help and support, news, advice – all in one place. The Including You website is fully accessible and you can alter font sizes and background colour to suit your needs. Including You is **Browsealoud** enabled – Browsealoud is a clever bit of software which makes websites more accessible with easy speech, reading and translation tools – useful if you need help reading or seeing a computer screen.

At the top of every page there are options (next to the search box) to help everyone get the information they need, in the easiest and most comfortable way. Many pages also have information in **British Sign Language (BSL)** and if English isn't your first language, select the 'globe button', to translate the Including You website into your native language. If you prefer information in large print, audio (CD) or Braille, go to [www.bt.com/mediatypes](http://www.bt.com/mediatypes)

## Customer Vulnerability at BT

We're committed to treating all our customers fairly and with respect, including those who are in vulnerable situations.

We know that there's lots of different factors and life events which may cause vulnerability, whether it be long-term or on a temporary basis. It could be because of age, a physical or learning disability or difficulty in communicating. We also understand that challenging circumstances and events like bereavement or separating from a partner can mean that you need some extra support to help keep you connected while you get back on your feet.

We'll do our best to offer you the right level of help and the most appropriate products and services to help you. Our customer support team will always try to identify specific needs to provide specialised help where it's needed. Sometimes it isn't always easy for us to realise if you are experiencing difficulties, so please let the team know if you think they can help.

If you're in a vulnerable situation and need extra help, please tell us the next time you have a reason to call us – if you let our advisor

know, they'll register it on your account so we can consider your extra needs when you contact us. It will help us to help you in the future. You can also give your permission for someone else to contact us on your behalf. Don't worry, any information you give us will be treated in confidence and in accordance with data protection law.

## Nuisance and Scam calls (Unwanted calls)

Dealing with unwanted phone calls on your BT line. What you can do and how we can help.

### Online Help – advice, guidance and how to complain on unwanted calls

All advice and guidance on handling nuisance and unwanted calls is detailed at [www.bt.com/unwantedcalls](http://www.bt.com/unwantedcalls)

We've made it easy for you to complain to the regulators (Ofcom and the Information Commissioners Office). Just complete the Which? (Consumer organisations) complaints form on the unwanted calls website.

## Scams and Nuisance Calls Advice Line

If you don't have access to the internet or are receiving calls of a malicious or abusive nature contact. 0800 661 441 18001 0800 661 441 Mon – Fri, 8am – 10pm, Sat, 9am – 6pm

## Scams Advice

Your personal and financial information – including your BT bill and account number can be valuable to fraudsters – please keep them safe. Take some simple precautions to protect your personal details – for tips on how to protect yourself and find out the latest information go to; [www.bt.com/scams](http://www.bt.com/scams)

If you are a victim of a scam or attempted scam, do report this. Your information could form part of a bigger picture and help to protect others in a similar position to you. The quickest way to report scams or attempted scams is online to Action Fraud – the UK's national reporting centre for fraud and internet crime. The portal can also be accessed from [bt.com/scams](http://bt.com/scams)

You can also call Action Fraud on 0300 123 2040.

## Useful Telephone Numbers

|                                     |              |
|-------------------------------------|--------------|
| General queries about your account  | 0800 800 150 |
| General pricing enquiries           | 0800 800 150 |
| Enquiries about discount schemes    | 0800 800 150 |
| Fault repairs                       | 0800 800 151 |
| 'In Touch' catalogue                | 0800 800 150 |
| Operator Enquiries – Inland         | 100          |
| Operator Enquiries – International  | 155          |
| Directory enquiries – Inland        | 118 500      |
| Directory enquiries – International | 118 505      |
| International Calling Guides        | 0800 800 150 |
| Prices for BT Public Payphones *    | 0800 661 610 |
| Prices for BT Mobile Services       | 0800 222 654 |

## Offices Worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. BT and the "connected world" logo are trademarks of British Telecommunications plc.

© British Telecommunications plc 2012.  
Registered office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No: 1800000.  
PHME 83603/10/2018

[Back to Main Menu](#)