

Click on an option below

[Telephone](#)

[Broadband](#)

[BT TV](#)

[BT Mobile](#)

[BT Sport](#)

[Packaged Services](#)

[Glossary & Useful Numbers](#)

# BT Consumer Price Guide

Effective from 20<sup>th</sup> October 2016

Click on an option below

[Getting a BT Line](#)

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

[General Call & Billing Information](#)

[BT Basic & Popular Call Prices](#)

[International Calling Plans](#)

[Specialised Number Call Prices](#)

[Calling Features](#)

[Operator Services](#)

[Calling Plans we no longer sell](#)

## Telephone Pricing

[Back to Main Menu](#)

# Getting a BT Line

## Connection Charges - Residential Lines

		Connection Charge (when taken with the following services)			
		Line Rental	Infinity Broadband & Calls Package*	Copper Broadband & Calls Package*	BT Basic
New Installation	All Customers	£130.00	£0	£30.00	£0
	New / Existing Customers	£50.00		£0	
Working Line Takeover	Home Movers	£0		£0	

\* You've got 14 days from the day after you place your order 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 Line Rental.

### 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

	Features	Monthly Rental	Quarterly Rental	Annual Rental
<b>Standard Line Rental</b>	<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>	£18.99	£56.97	
<b>Line Rental Saver</b>	<ul style="list-style-type: none"> <li>• Payment by credit or debit card</li> <li>• Payable annually</li> <li>• E-bill only</li> <li>• 10% annual saving compared with paying monthly</li> <li>• Equivalent to £17.09 per month</li> <li>• Non-refundable</li> <li>• Available on 1 telephone number per account</li> </ul>			£205.08
<b>Line Rental Plus</b>	<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:               <ul style="list-style-type: none"> <li>Call Barring</li> <li>Choose to Refuse</li> <li>Helpful bill alerts</li> </ul> </li> </ul>	£20.99	£62.97	

- Line Rental must be taken with a standard BT Calling Plan.

[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 2019
Monthly Fee	£0 (+ Line Rental)	£3.50 (+ Line Rental)	£8.50 (+ Line Rental)	£21.99 (includes Line Rental)
Monthly Early Termination Charge	£8.50	£10.50	£13.75	£9.50

**Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + 19.0p set up fee	11.0p per minute + 19.0p set up fee	Included	Included
	Evening (7pm – 7am Mon – Fri)		Included		
	Weekends (All day Sat & Sun)	Included			
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + Service Charge	11.0p per minute + Service Charge	Included	Included
	Evening (7pm – 7am Mon – Fri)		Included		
	Weekends (All day Sat & Sun)	Included			
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)	11.0p per minute + Service Charge				
Calls to UK Mobiles (at all times)	15.0p per minute + 19.0p set up fee		7.50p per minute + 19.0p set up fee 1000 free minutes to BT Mobile (excluding BT Business Mobile)		15.0p per minute + 19.0p set up fee

## International Call Rates

(The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

<b>Standard Call rates to International Numbers</b> (Click <a href="#">here</a> for a list of countries and International Call Bands)	<b>Band A</b>	45p per minute to Landlines or 45p per minute to Mobiles + 19.0p set up fee
	<b>Band B</b>	75p per minute to Landlines or 75p per minute to Mobiles + 19.0p set up fee
	<b>Band C</b>	135p per minute to Landlines or 135p per minute to Mobiles + 19.0p set up fee

\* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, national and all non-geographic numbers used to dial up ISPs, 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

Plan Charges	Friends & Family International	International Freedom*
Monthly Fee	£1.35	£7.50
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. 19.0p 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 2.9p per minute + 19.0p 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	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Afghanistan	C	135	135	40.7	70.1	40.7	70.1
Albania	B	75	75	18.1	46.9	18.1	46.9
Algeria	B	75	75	30.5	59.6	30.5	59.6
Andorra	B	75	75	9	37.9	9	37.9
Angola	C	135	135	18.1	46.9	18.1	46.9
Anguilla	C	135	135	30.5	59.6	30.5	59.6
Antarctica Australian Territory	C	135	135	61.1	61.1	61.1	61.1
Antigua & Barbuda	B	75	75	18.1	46.9	18.1	46.9
Antilles (Netherlands)	C	135	135	30.5	59.6	30.5	59.6
Argentina	C	135	135	5.6	33.3	5.6	33.3
Armenia	C	135	135	24.2	53.3	24.2	53.3
Aruba	C	135	135	18.1	46.9	18.1	46.9
Ascension Island	C	135	135	61.1	61.1	61.1	61.1
Australia (incl. Christmas Is. & Cocos Is.)	B	75	75	2.9	33.8	0	33.8
Austria	B	75	75	2.9	33.8	0	33.8

[Back to Telephone Pricing](#)



Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Azerbaijani Republic	B	75	75	24.2	53.3	24.2	53.3
Azores	B	75	75	2.8	33.7	2.8	33.7
Bahamas	C	135	135	9	9	0	2.9
Bahrain	C	135	135	30.5	59.6	30.5	59.6
Bangladesh	B	75	75	5.8	10.9	5.8	10.9
Barbados	B	75	75	9.9	38.9	9.9	38.9
Belarus	B	75	75	32.2	61.3	32.2	61.3
Belgium	B	75	75	2.9	33.8	0	33.8
Belize	C	135	135	30.5	59.6	30.5	59.6
Benin	C	135	135	30.5	59.6	30.5	59.6
Bermuda	B	75	75	9	37.9	9	37.9
Bhutan	C	135	135	30.5	59.6	30.5	59.6
Bolivia	C	135	135	30.5	59.6	30.5	59.6
Bosnia-Herzegovina	B	75	75	18.1	46.9	18.1	46.9
Botswana	C	135	135	18.1	46.9	18.1	46.9
Brazil	A	45	45	6.1	33.8	6.1	33.8
Brunei Darussalam	C	135	135	18.1	46.9	18.1	46.9
Bulgaria	B	75	75	9.4	38.3	9.4	38.3
Burkina Faso	C	135	135	30.5	59.6	30.5	59.6
Burundi	C	135	135	30.5	59.6	30.5	59.6
Cambodia (Kingdom of)	C	135	135	61.1	91.3	61.1	91.3
Cameroon	C	135	135	18.1	46.9	18.1	46.9
Canada	A	45	45	2.9	2.9	0	2.9
Canary Islands	B	75	75	2.9	33.8	2.9	33.8
Cape Verde	C	135	135	40.7	70.1	40.7	70.1

[Back](#)

Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Cayman Islands	C	135	135	18.1	46.9	18.1	46.9
Central African Republic	C	135	135	40.7	40.7	40.7	40.7
Chad	C	135	135	40.7	40.7	40.7	40.7
Chile	C	135	135	5.6	33.3	5.6	33.3
China	B	75	75	2.8	33.7	0	33.8
Colombia	C	135	135	18.1	46.9	18.1	46.9
Comoros	C	135	135	61.1	91.3	61.1	91.3
Congo	C	135	135	30.5	59.6	30.5	59.6
Cook Islands	C	135	135	82.7	82.7	82.7	82.7
Costa Rica	C	135	135	18.1	46.9	18.1	46.9
Cote d'Ivoire	C	135	135	30.5	59.6	30.5	59.6
Croatia	B	75	75	2.7	33.6	0	33.8
Cuba	C	135	135	103.6	132.7	103.6	132.7
Cyprus (excluding Northern Cyprus) *	B	75	75	2.9	33.8	0	33.8
Czech Republic	B	75	75	2.8	33.7	0	33.8
Democratic Republic of the Congo (formerly Zaire)	C	135	135	40.7	70.1	40.7	70.1
Denmark	B	75	75	2.9	33.8	0	33.8
Diego Garcia		150	150	103.6	103.6	103.6	103.6
Djibouti	C	135	135	40.7	70.1	40.7	70.1
Dominica	C	135	135	18.1	46.9	18.1	46.9
Dominican Republic	C	135	135	18.1	46.9	18.1	46.9
East Timor	C	135	135	103.6	132.7	103.6	132.7
Ecuador	C	135	135	30.5	59.6	30.5	59.6
Egypt	C	135	135	20	48.9	20	48.9

[Back](#)

Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
El Salvador	C	135	135	30.5	59.6	30.5	59.6
Equatorial Guinea	C	135	135	40.7	70.1	40.7	70.1
Eritrea	C	135	135	40.7	70.1	40.7	70.1
Estonia	B	75	75	5.6	33.3	5.6	33.3
Ethiopia (Federal Democratic Republic)	C	135	135	30.5	59.6	30.5	59.6
Falkland Islands	C	135	135	61.1	61.1	61.1	61.1
Faroe Islands	B	75	75	30.5	59.6	30.5	59.6
Fiji	C	135	135	40.7	70.1	40.7	70.1
Finland	B	75	75	5.8	33.6	0	33.8
France	B	75	75	2.9	33.8	0	33.8
French Guiana	C	135	135	30.5	59.6	30.5	59.6
French Polynesia	C	135	135	40.7	70.1	40.7	70.1
Gabon	C	135	135	30.5	59.6	30.5	59.6
Gambia	C	135	135	32.2	61.3	32.2	61.3
Georgia	C	135	135	18.1	46.9	18.1	46.9
Germany	B	75	75	2.9	33.8	0	33.8
Ghana	C	135	135	9.9	38.9	9.9	38.9
Gibraltar	B	75	75	5.6	33.3	0	33.8
Greece	A	45	45	2.9	33.8	0	33.8
Greenland	C	135	135	61.1	91.3	61.1	91.3
Grenada (incl. Carriacou)	B	75	75	18.1	46.9	18.1	46.9
Guadeloupe	C	135	135	18.1	46.9	18.1	46.9
Guam	C	135	135	30.5	30.5	30.5	30.5
Guatemala	C	135	135	30.5	59.6	30.5	59.6
Guinea	C	135	135	30.5	59.6	30.5	59.6

[Back](#)

Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Guinea Bissau	C	135	135	82.7	82.7	82.7	82.7
Guyana	C	135	135	40.7	70.1	40.7	70.1
Haiti	C	135	135	30.5	59.6	30.5	59.6
Honduras	C	135	135	30.5	59.6	30.5	59.6
Hong Kong	A	45	45	2.8	2.8	0	2.9
Hungary	B	75	75	2.8	33.7	0	33.8
Iceland	B	75	75	5.6	33.3	5.6	33.3
India	B	75	75	6.1	11.1	6.1	11.1
Indonesia	C	135	135	18.1	46.9	18.1	46.9
Iran	C	135	135	9.4	38.3	9.4	38.3
Iraq	C	135	135	18.1	46.9	18.1	46.9
Ireland (Republic of)	A	45	45	2.9	33.8	0	33.8
Israel	B	75	75	2.9	33.8	2.9	33.8
Italy (incl. Vatican City)	B	75	75	2.9	33.8	0	33.8
Jamaica	B	75	75	6.1	33.8	6.1	33.8
Japan	A	45	45	2.8	33.7	0	33.8
Jordan	C	135	135	18.1	46.9	18.1	46.9
Kazakhstan	C	135	135	30.5	59.6	30.5	59.6
Kenya	C	135	135	20	48.9	20	48.9
Kiribati	C	135	135	82.7	82.7	82.7	82.7
Korea PDR (North)	C	135	135	82.7	82.7	82.7	82.7
Korea Republic (South)	C	135	135	5.6	33.3	5.6	33.3
Kuwait	C	135	135	18.1	46.9	18.1	46.9
Kyrgyz Republic	C	135	135	30.5	59.6	30.5	59.6
Laos	C	135	135	40.7	70.1	40.7	70.1

[Back](#)

Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Latvia	B	75	75	5.6	33.3	5.6	33.3
Lebanon	C	135	135	19	48	19	48
Lesotho	C	135	135	30.5	59.6	30.5	59.6
Liberia	C	135	135	30.5	59.6	30.5	59.6
Libya	B	75	75	30.5	59.6	30.5	59.6
Liechtenstein	B	75	75	9	37.9	9	37.9
Lithuania	B	75	75	5.6	33.3	5.6	33.3
Luxembourg	B	75	75	2.7	33.6	0	33.8
Macao	C	135	135	24.2	53.3	24.2	53.3
Macedonia	B	75	75	18.1	46.9	18.1	46.9
Madagascar	C	135	135	30.5	59.6	30.5	59.6
Madeira	B	75	75	2.8	33.7	2.8	33.7
Malawi (The Republic of)	C	135	135	18.1	46.9	18.1	46.9
Malaysia	B	75	75	5.8	33.6	0	33.8
Maldives	C	135	135	40.7	70.1	40.7	70.1
Mali	C	135	135	40.7	70.1	40.7	70.1
Malta	B	75	75	9.4	38.3	9.4	38.3
Marshall Island	C	135	135	40.7	40.7	40.7	40.7
Martinique	C	135	135	18.1	46.9	18.1	46.9
Mauritania	C	135	135	30.5	59.6	30.5	59.6
Mauritius	C	135	135	32.2	61.3	32.2	61.3
Mayotte	C	135	135	30.5	59.6	30.5	59.6
Mexico	A	45	45	9	37.9	9	37.9
Micronesia	C	135	135	30.5	30.5	30.5	30.5
Moldova	C	135	135	18.1	46.9	18.1	46.9

[Back](#)

Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Monaco	B	75	75	5.6	33.3	5.6	33.3
Mongolia	C	135	135	40.7	70.1	40.7	70.1
Montenegro	B	75	75	18.1	46.9	18.1	46.9
Montserrat	C	135	135	30.5	59.6	30.5	59.6
Morocco	B	75	75	19	48	19	48
Mozambique	C	135	135	24.2	53.3	24.2	53.3
Myanmar (formerly Burma)	C	135	135	40.7	70.1	40.7	70.1
Namibia	C	135	135	18.1	46.9	18.1	46.9
Nauru	C	135	135	103.6	103.6	103.6	103.6
Nepal	C	135	135	61.1	91.3	61.1	91.3
Netherlands	B	75	75	2.9	33.8	0	33.8
New Caledonia	C	135	135	40.7	70.1	40.7	70.1
New Zealand (incl. Chatham Islands)	B	75	75	2.9	33.8	0	33.8
Nicaragua	C	135	135	30.5	59.6	30.5	59.6
Niger	C	135	135	18.1	46.9	18.1	46.9
Nigeria	C	135	135	9.9	38.9	9.9	38.9
Niue	C	135	135	82.7	82.7	82.7	82.7
Norfolk Island	C	135	135	103.6	103.6	103.6	103.6
Northern Marianas	C	135	135	61.1	61.1	61.1	61.1
Norway	B	75	75	2.9	33.8	0	33.8
Oman	C	135	135	32.2	61.3	32.2	61.3
Pakistan	B	75	75	6.1	11.1	6.1	11.1
Palau (The Republic of)	C	135	135	61.1	61.1	61.1	61.1
Palestinian National Authority	B	75	75	18.1	46.9	18.1	46.9
Panama	C	135	135	18.1	46.9	18.1	46.9

[Back](#)

Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Papua New Guinea	C	135	135	82.7	111.7	82.7	111.7
Paraguay	C	135	135	24.2	53.3	24.2	53.3
Peru	C	135	135	40.7	70.1	40.7	70.1
Philippines	C	135	135	9.9	38.9	9.9	38.9
Poland	B	75	75	2.9	33.8	0	33.8
Portugal	B	75	75	2.8	33.7	0	33.8
Puerto Rico	B	75	75	5.6	5.6	5.6	5.6
Qatar	C	135	135	25.6	54.7	25.6	54.7
Reunion	C	135	135	18.1	46.9	18.1	46.9
Rodriguez Islands	C	135	135	30.5	30.5	30.5	30.5
Romania	B	75	75	5.8	33.6	5.8	33.6
Ross Island	C	135	135	30.5	30.5	30.5	30.5
Russian Federation	A	45	45	6.1	33.8	6.1	33.8
Rwandese Republic	C	135	135	24.2	53.3	24.2	53.3
Samoa (US)	C	135	135	30.5	30.5	30.5	30.5
Samoa (Western)	C	135	135	40.7	70.1	40.7	70.1
San Marino	B	75	75	2.7	2.7	0	2.9
Sao Tome & Principe	C	135	135	103.6	132.7	103.6	132.7
Saudi Arabia	C	135	135	20	48.9	20	48.9
Senegal	C	135	135	30.5	59.6	30.5	59.6
Serbia	B	75	75	18.1	46.9	18.1	46.9
Seychelles	C	135	135	18.1	46.9	18.1	46.9
Sierra Leone	C	135	135	25.6	54.7	25.6	54.7
Singapore	B	75	75	2.8	33.7	0	33.8
Sint Maarten	C	135	135	30.5	59.6	30.5	59.6

[Back](#)

Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Slovak Republic	B	75	75	2.7	33.6	2.7	33.6
Slovenia	B	75	75	2.7	33.6	0	33.8
Solomon Islands	C	135	135	103.6	103.6	103.6	103.6
Somalia	C	135	135	61.1	91.3	61.1	91.3
South Africa	B	75	75	2.9	33.8	2.9	33.8
South Sudan	C	135	135	24.2	53.3	24.2	53.3
Spain (incl. the Balearic Islands)	B	75	75	2.9	33.8	0	33.8
Sri Lanka	C	135	135	19	48	19	48
St Helena	C	135	135	103.6	103.6	103.6	103.6
St Kitts & Nevis	C	135	135	18.1	46.9	18.1	46.9
St Lucia	B	75	75	9	37.9	9	37.9
St Pierre & Miquelon	C	135	135	30.5	59.6	30.5	59.6
St Vincent & the Grenadines	C	135	135	18.1	46.9	18.1	46.9
Sudan	C	135	135	24.2	53.3	24.2	53.3
Suriname	C	135	135	40.7	70.1	40.7	70.1
Swaziland	C	135	135	18.1	46.9	18.1	46.9
Sweden	B	75	75	2.9	33.8	0	33.8
Switzerland	B	75	75	2.9	33.8	0	33.8
Syria	C	135	135	61.1	91.3	61.1	91.3
Taiwan	C	135	135	5.6	33.3	5.6	33.3
Tajikistan	C	135	135	24.2	53.3	24.2	53.3
Tanzania	C	135	135	18.1	46.9	18.1	46.9
Thailand	C	135	135	6.1	33.8	6.1	33.8
Togolese Republic (The)	C	135	135	30.5	59.6	30.5	59.6
Tokelau	C	135	135	82.7	82.7	82.7	82.7

[Back](#)



Country	Standard International Rates (pence per minute)			Friends & Family International Rates (pence per minute)		International Freedom Rates (pence per minute)	
	Band	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates	Calls to Fixed Lines	Calls to Mobiles & Special Rates
Tonga	C	135	135	40.7	70.1	40.7	70.1
Trinidad & Tobago	B	75	75	5.8	33.6	5.8	33.6
Tunisia	B	75	75	19	48	19	48
Turkey	B	75	75	8.6	37.6	8.6	37.6
Turkmenistan	C	135	135	24.2	53.3	24.2	53.3
Turks & Caicos Is	C	135	135	18.1	46.9	18.1	46.9
Tuvalu	C	135	135	61.1	61.1	61.1	61.1
Uganda	C	135	135	18.1	46.9	18.1	46.9
Ukraine	B	75	75	18.1	46.9	18.1	46.9
United Arab Emirates	C	135	135	20	48.9	20	48.9
Uruguay	C	135	135	18.1	46.9	18.1	46.9
USA	A	45	45	2.9	2.9	0	2.9
Uzbekistan	C	135	135	18.1	46.9	18.1	46.9
Vanuatu	C	135	135	82.7	111.7	82.7	111.7
Venezuela	C	135	135	9	37.9	9	37.9
Vietnam	B	75	75	61.1	91.3	61.1	91.3
Virgin Islands (UK)	C	135	135	30.5	59.6	30.5	59.6
Virgin Islands (US)	C	135	135	9	9	9	9
Wallis & Futuna	C	135	135	103.6	103.6	103.6	103.6
Yemen (formerly Yemen AR and Yemen PDR)	C	135	135	40.7	70.1	40.7	70.1
Zambia	C	135	135	2.7	33.6	2.7	33.6
Zimbabwe	C	135	135	9.9	38.9	9.9	38.9

[Back](#)

# BT Basic & Popular Call Prices

	BT Basic
Monthly Fee	£5.10 (includes Line Rental)
Monthly Early Termination Charge	£0

**Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, 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 090, 118 and other 084 & 087 (at all times)		0p per minute + Service Charge
Calls to UK Mobiles (Bands fm1-fm9)  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 (Click <a href="#">here</a> for a list of countries and International Call Rates)		International call rate + 3.3p set up fee

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](http://bt.com/btbasic) to check eligibility and what the scheme has to offer.

\* 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 internet service providers on numbers beginning 01 and 02 and 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 Telephone Pricing](#)

## BT Basic – Other Fixed to Mobile Rates

	Other BT Basic Fixed to Mobile Rates (pence per minute)		
	Daytime (7am – 7pm Mon – Fri)	Evening (7pm – 7am Mon – Fri)	Weekends (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 19.0p (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, Multimedia, Fixed to Wi-Fi Services and dq118 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 - **£7.50 per occasion\***

Failed Payment Charge (Direct Debit / cheque) - **£10.00 per occasion\***

**\*These charges are compensatory and not subject to VAT**

## Paper Bill Fee

Residential broadband customers who receive a paper bill will be charged a fee of £1.90 for each paper bill received. The charge applies to both monthly and quarterly billed customers. Exclusions apply to certain customer or bill types, for example you will not be charged a paper bill fee if you are a Line Rental Plus or BT Basic customer. . For full details of exclusions see paragraph 30 of the Residential Standard terms at [bt.com/terms](http://bt.com/terms). To avoid the paper bill fee, just switch to paper-free billing at [bt.com/paperfree](http://bt.com/paperfree).

[Back to UK Calling Plans](#)

# BT Calling Features

## Calling Feature Pack Rental

Pack Type	Monthly Price
Single Feature	£4.25
2 – 4 Features	£8.50
5+ Features	£11.50

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	Monthly Price
Anonymous Call Reject	Reject calls from people who withheld their number	£5.80
Choose to Refuse	Getting unwanted calls? Now you can easily block and unblock those nuisance numbers	£4.75
BT Call Minder*	A multi-feature answering service that calls to tell you that you have a message	£4.25
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	£2.25
BT Privacy with Caller Display	Stop unwanted sales calls, and see who's calling you so you can decide whether to take the call	£1.75

## 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	26.5p
Call Return (1571)	You can press '0' to return the call after you have listened to your voicemail message	26.5p
Timeline	A speaking clock to tell you the exact time	45.0p
Ring Back	Just dialled an engaged number? Dial '5' and Ring Back will call you when the number's free	55.0p
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	55.0p

[Back to Telephone Pricing](#)

# 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 (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) £7.25 Operator Service Charge applies to all connected calls
Calls to the Republic of Ireland	Band IR	132
Calls to International Destinations (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-Herzegovina	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) £3.10 Operator Service Charge applies to all connected calls		
		Weekends (All day Sat & Sun)	Evenings (7pm – 7am Mon – Fri)	Daytime (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-Herzegovina	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, 12a	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

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, 12a	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

[Back](#)



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	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 (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) + £2.65 service charge
	From a BT Residential Landline	£1.32 per minute (or part of) + £3.98 service charge

Collect Calls (International Reverse Charge)		At all times
Destination & Chargeband		Pence per minute (or part of) (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 are in each Chargeband click <a href="#">here</a>	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 Chargebands

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

[Back to Collect Calls](#)

## 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 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="#">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 3<sup>rd</sup> April 2016

Plan Charges	Home Phone Saver (2018)
Monthly Fee	£20.99 (includes Line Rental)
Monthly Early Termination Charge	£8.75

**Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, 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 Service Numbers 090, 118 and other 084 & 087 (at all times)		11.0p per minute + Service Charge
Calls to UK Mobiles (at all times)		15.0p per minute + 19.0p set up fee

Continued below

## International Call Rates (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

<b>Standard Call rates to International Numbers</b>  (Click <a href="#">here</a> for a list of countries and International Call Bands)	<b>Band A</b>	30p per minute to Landlines or 60p per minute to Mobiles + 19.0p set up fee
	<b>Band B</b>	60p per minute to Landlines or 90p per minute to Mobiles + 19.0p set up fee
	<b>Band C</b>	120p per minute to Landlines or 150p per minute to Mobiles + 19.0p 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. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 11.0p 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, national and all non-geographic numbers used to dial up ISPs, 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 (includes Line Rental)
Monthly Early Termination Charge	£8.00

**Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, 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 Service Numbers 090, 118 and other 084 & 087 (at all times)		11.0p per minute + Service Charge
Calls to UK Mobiles (at all times)		7.50p per minute + 19.0p set up fee

Continued below



## International Call Rates (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

<b>Standard Call rates to International Numbers</b>  (Click <a href="#">here</a> for a list of countries and International Call Bands)	<b>Band A</b>	30p per minute to Landlines or 60p per minute to Mobiles + 19.0p set up fee
	<b>Band B</b>	60p per minute to Landlines or 90p per minute to Mobiles + 19.0p set up fee
	<b>Band C</b>	120p per minute to Landlines or 150p per minute to Mobiles + 19.0p 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. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 11.0p 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, national and all non-geographic numbers used to dial up ISPs, 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	£2.70 (+ Line Rental)	£8.50 (+ Line Rental)
Monthly Early Termination Charge	£10.50	£13.75

**Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + 19.0p set up fee	Included
	Evening (7pm – 7am Mon – Fri)	Included	
	Weekends (All day Sat & Sun)	Included	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + Service Charge	Included
	Evening (7pm – 7am Mon – Fri)	Included	
	Weekends (All day Sat & Sun)	Included	
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)		11.0p per minute + Service Charge	
Calls to UK Mobiles (at all times)		15.0p per minute + 19.0p set up fee	15.0p per minute + 19.0p set up fee

Continued below

## International Call Rates

(The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

<b>Standard Call rates to International Numbers</b>  (Click <a href="#">here</a> for a list of countries and International Call Bands)	<b>Band A</b>	30p per minute to Landlines or 60p per minute to Mobiles + 19.0p set up fee
	<b>Band B</b>	60p per minute to Landlines or 90p per minute to Mobiles + 19.0p set up fee
	<b>Band D</b>	120p per minute to Landlines or 150p per minute to Mobiles + 19.0p 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. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 11.0p 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, national and all non-geographic numbers used to dial up ISPs, 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 (+ Line Rental)	£4.50 (+ Line Rental)	£8.50 (+ Line Rental)	£10.50 (+ Line Rental)	£20.00 (+ Line Rental)
Monthly Early Termination Charge	£8.75	£11.00	£13.25	£16.25	£10.00

### Call Rates (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + 19.0p set up fee	11.0p per minute + 19.0p set up fee	Included	Included	Included
	Evening (7pm – 7am Mon – Fri)	1.0p per minute + 19.0p set up fee	Included			
	Weekends (All day Sat & Sun)	Included				
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + Service Charge	11.0p per minute + Service Charge	Included	Included	Included
	Evening (7pm – 7am Mon – Fri)		Included			
	Weekends (All day Sat & Sun)	Included				
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)		11.0p per minute + Service Charge				
Calls to UK Mobiles	Daytime (7am – 7pm Mon – Sun)	14.0p per minute + 19.0p set up fee			7.0p per minute + 19.0p set up fee	Included (up to 1000 minutes per month)
	Evening (7pm – 7am Mon – Sun)	7.0p per minute + 19.0p set up fee			2.83p per minute + 19.0p set up fee	

Continued below

## International Call Rates

(The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

<b>Standard Call rates to International Numbers</b>  (Click <a href="#">here</a> for a list of countries and International Call Bands)	<b>Band A</b>	<b>30p per minute to Landlines or 60p per minute to Mobiles + 19.0p set up fee</b>
	<b>Band B</b>	<b>60p per minute to Landlines or 90p per minute to Mobiles + 19.0p set up fee</b>
	<b>Band C</b>	<b>120p per minute to Landlines or 150p per minute to Mobiles + 19.0p set up fee</b>

- \* 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. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 11.0p 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, national and all non-geographic numbers used to dial up ISPs, 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 10th July 2009

Plan Charges	Unlimited Anytime Plan (incl. Friends & Family Mobile)
Monthly Fee	£9.30 (+ Line Rental)
Monthly Early Termination Charge	£13.25

**Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, 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 Service Numbers 090, 118 and other 084 & 087 (at all times)		11.0p per minute + Service Charge
Calls to UK Mobiles (at all times)		8.0p per minute + 19.0p set up fee

**International Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

<b>Standard Call rates to International Numbers</b>  (Click <a href="#">here</a> for a list of countries and International Call Bands)	<b>Band A</b>	30p per minute to Landlines or 60p per minute to Mobiles + 19.0p set up fee
	<b>Band B</b>	60p per minute to Landlines or 90p per minute to Mobiles + 19.0p set up fee
	<b>Band C</b>	120p per minute to Landlines or 150p per minute to Mobiles + 19.0p 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. Calls of longer than an hour starting inside the inclusive call period for your calling plan are charged at 11.0p 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, national and all non-geographic numbers used to dial up ISPs, 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**

## **Broadband Pricing**

**[Back to Main Menu](#)**



# BT Total Broadband Options

Option Charges	BT Total Broadband Option 1	BT Total Broadband Option 2	BT Total Broadband Option 3	BT Total Broadband Option 3 over Fibre
Monthly Fee	£25.00	£30.00	£34.00	£31.00
Minimum Contract Length	12 Months	12 Months	12 Months	12 Months
Monthly Data Usage Limit	12GB	Unlimited	Unlimited	Unlimited
Excess Data Usage Charge	£1.80 per GB or part of			
Monthly Early Termination Charge	£16.50	£22.25	£25.00	£16.00
Deferred Payment Charge for BT Hub	Up to £65 (Depending on model supplied)			
Broadband Cease Charge	£31 if applicable (For more detail click <a href="#">here</a> )			

[Back to Broadband Pricing](#)

# BT Infinity Options

Option Charges	BT Infinity Option 1	BT Infinity Option 2	BT Infinity Option 3	BT Infinity Option 4
Monthly Fee	£28.00	£37.50	£50.00	£42.10
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	£1.80 per GB or part of			
Monthly Early Termination Charge	£15.00	£15.75	£3.75	£15.25
Deferred Payment Charge for BT Hub	Up to £65 (Depending on model supplied)			
BT Infinity Cease Charge	£31 if applicable (For more detail click <a href="#">here</a> )			

[Back to Broadband Pricing](#)

## BT Home Hub

We'll supply a BT Home Hub to all new BT Total Broadband or BT Infinity 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.

## Broadband / Infinity Cease Charge

In certain circumstances if you end your broadband service there is a cease charge of £31 for standard BT Broadband and for BT Infinity or Faster Broadband. These charges are compensatory and not subject to VAT. These charges are not raised if you are moving home and BT is unable to provide the service at the new address. For more information please visit [www.bt.com/ceasecharge](http://www.bt.com/ceasecharge)

[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](#)

[BT Yahoo! 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 (Month 1 only)	Ongoing Price (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 or BT Infinity 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 Unlimited BT Infinity 2 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

[Back](#)

## Data Cabling Installation Service

	One-off charge
Data Cabling Installation Service	£35.00

[Back](#)



## BT Premium Mail

	Monthly Price
BT Premium Mail	£1.60

[Back](#)

## BT Yahoo! Premium Mail

	Monthly Price
BT Yahoo! Premium Mail	£1.60

[Back](#)

# Broadband Services we no longer sell

Click on an option below

[Broadband Options](#)

[Value Added Services for Broadband](#)

[Broadband Talk](#)

[Back to Broadband Pricing](#)

# 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](#)

# Broadband Talk

## Broadband Talk Calling Plans

Plan Charges	Broadband Talk Evening & Weekend Plan		Broadband Talk Anytime Plan	
	With BT Broadband	Without BT Broadband	With BT Broadband	Without BT Broadband
Monthly Fee	£3.97	£6.23	£3.10	£8.20

**Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + 19.0p set up fee	Included
	Evening (7pm – 7am Mon – Fri)	Included	
	Weekends (All day Sat & Sun)	Included	
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + Service Charge	Included
	Evening (7pm – 7am Mon – Fri)	Included	
	Weekends (All day Sat & Sun)	Included	
Calls to Service Numbers 090, 118 and other 084 & 087 (at all times)		11.0p per minute + Service Charge	
Calls to UK Mobiles	Daytime (7am – 7pm Mon – Sun)	14.0p per minute + 19.0p set up fee	
	Evening (7pm – 7am Mon – Sun)	7.0p per minute + 19.0p set up fee	

Continued below

## International Call Rates

(The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

### Call rates to International Numbers

International call rate + 19.0p set up fee  
(For a list of countries and International Call rates, click [here](#))

- \* UK means BT Broadband Talk calls to UK local and national numbers beginning with 01, 02, 03 and 056, (not including calls to internet service providers) and to BT Broadband numbers beginning with 055114, 055116, and 055554 depending on your choice of plan and the time period in which you make the call. Excludes calls to the Channel Islands, calls to non-BT Broadband 055 (excluding those listed above) numbers and calls from 05x BT Broadband lines in Northern Ireland to fixed phones in the Republic of Ireland, are not charged at these rates.
- \*\* 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](#)

## Broadband Talk International Call Rates (pence per minute)

Country	To Landlines	To Mobiles	Country	To Landlines	To Mobiles
Antigua & Barbuda	11.8	14.2	Hong Kong	1.69	1.69
Argentina	2.3	13.5	Hungary	1.69	17.1
Australia (incl. Christmas Island & Cocos Island)	1.69	15.9	Iceland	2.3	23.1
Austria	1.69	21.4	India	6.3	10.6
Bangladesh	6.3	10.6	Ireland (Republic)	1.69	15.3
Barbados	9.4	15.3	Israel	1.69	10.6
Belgium	1.69	20.6	Italy (incl. Vatican City)	1.69	24.2
Bermuda	5.8	8.1	Jamaica	6.3	17.7
Canada	1.69	1.69	Japan	1.69	11.8
Chile	1.69	16.6	Kenya	11.8	27.2
China	1.69	1.69	Luxembourg	1.69	18.9
Croatia	2.8	32.5	Malawi (The Republic of)	6.3	6.3
Cyprus (excluding northern Cyprus)	2.8	7.6	Mexico	7.6	24.9
Czech Republic	2.8	32.5	Mozambique	11.8	12.9
Denmark	1.69	19.5	Netherlands	1.69	21.4
France	1.69	15.9	New Zealand (incl. Chatham Islands)	1.69	24.2
Germany	1.69	19.5	Nigeria	8.8	8.8
Ghana	9.4	12.9	Norway	1.69	16.6
Greece	1.69	18.3	Pakistan	6.3	10.6
Grenada (incl. Carriacou)	11.8	15.3	Poland	1.69	19.5

Continued below

Country	To Landlines	To Mobiles	Country	To Landlines	To Mobiles
Portugal (incl. Madeira & the Azores)	1.69	22.4	Sweden	1.69	23.1
Puerto Rico	1.69	1.69	Switzerland	1.69	29
Russia	3.4	3.4	Taiwan	1.69	7.6
Sierra Leone	11.8	23.7	Trinidad & Tobago	6.3	11.8
Singapore	2.3	2.3	Turkey (and northern Cyprus)	8.8	16.6
Slovenia	2.8	32.5	Uganda	11.8	11.8
South Africa	2.8	18.3	USA	1.69	1.69
Spain (incl. the Balearic Islands & Canary Islands)	1.69	21.4	Zambia	2.8	12.4
St Lucia	9.4	19.5	Zimbabwe	5.8	23.7

- Broadband Talk calls to Special Rate Numbers in the countries listed above are charged at the rates detailed above for calls to mobiles in those countries.
- For Broadband Talk International rates to countries not listed above, click [here](#)

**[Back to Broadband Talk](#)**



Click on an option below

[Getting a Set-Top Box](#)

[BT TV Promotions](#)

[BT TV Add-ons](#)

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

[TV Aerial Installation Service](#)

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

## BT TV Pricing

[Back to Main Menu](#)

# Getting a Set-Top Box

## Set-Top Box Upfront Charge – New BT TV customers

Promotion	Set-Top Box Upfront Charge (when taken with or without a BT Broadband & BT TV Contract or re-contract plus the BT TV Promotions listed)							
	Vision + Box*		YouView Box		Youview + Box		YouView + Ultra HD Box	
	With	Without	With	Without	With	Without	With	Without
Starter or Entertainment Starter			£0	£99.00				
Essential or Entertainment Plus or Entertainment Max	£0	£199.00			£0	£199.00	£0.00	£249.00
Total Entertainment								
TV Everywhere with Extra Box**			£49.00	£99.00	£99.00	£199.00		
Set-Top Box Only Purchase Price	£199.00		£99.00		£199.00		£249.00	

\* Vision+ set-top box is only available for new supply to customers taking a Sky Sports add-on which includes Sky Sports 5.

\*\* TV Everywhere with 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](#)

## Set-Top Box Upfront Charge – Existing BT TV customers

Promotion	Set-Top Box Upfront Charge (when taken with or without a BT Broadband & BT TV Contract or re-contract plus the BT TV Promotions listed)							
	Vision + Box*		YouView Box		Youview + Box		YouView + Ultra HD Box	
	With	Without	With	Without	With	Without	With	Without
Starter or Entertainment Starter			£0	£99.00				
Essential or Entertainment Plus or Entertainment Max	£0	£199.00			£0	£199.00		£249.00
Total Entertainment							£49.00	
TV Everywhere with Extra Box**			£49.00	£99.00	£99.00	£199.00		
Unlimited or Unlimited Extra	£0	£199.00			£0	£199.00		
TV Starter*			£0	£99.00				
Entertainment*	£0	£199.00			£0	£199.00		
BT Lite*	£90	£199.00			£0	£199.00		
Set-Top Box Only Purchase Price	£199.00		£99.00		£199.00		£249.00	

\* Vision+ set-top box is only available for new supply to customers taking a Sky Sports add-on which includes Sky Sports 5.

\*\* TV Everywhere with 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.

• Existing BT TV customers taking a YouView, YouView+ or Vision+ box at a discount off the purchase only price, may receive a reconditioned set-top box. A reconditioned set-top box 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 set-top box.

[Back to TV Pricing](#)

## Set-Top Box Deferred Payment Charge

The standard purchase price for set-top boxes are shown in the tables above. The amount you have to pay upfront depends on the BT TV and Broadband contracts you choose, which set top box you select and whether you are a new or an existing BT TV customer. 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.

## Installation Products & Services

	Description	One-off Charge
Engineer Install	An engineer visit to set-up and test your new BT TV installation	£49.00
Optional Broadband Extenders	Extend broadband anywhere around your home - turn any power socket into an internet port.	£20.00

[Back to TV Pricing](#)

# BT TV - Box Service Promotions

		Activation Fee*	Contract Term (months)	Subscription Charge (per month)	Early Termination Charge (per month)
<b>Starter</b>	Taken since 29 <sup>th</sup> April 2015	£49.00	12	£4.00	£0
<b>Essential</b>	Existing BT TV customers before 24 <sup>th</sup> July 2015	£49.00	12	£6.00	£4.00
	Existing BT TV customers since 24 <sup>th</sup> July 2015 until 14 <sup>th</sup> April 2016	£49.00	12	£6.00	£3.00
	New BT TV customers from 15 <sup>th</sup> April 2016	£49.00	12	£6.00	£4.00
<b>Entertainment Starter</b>	Existing BT TV customers before 24 <sup>th</sup> July 2015	£49.00	12	£6.00	£0.50
	Existing BT TV customers since 24 <sup>th</sup> July 2015 until 14 <sup>th</sup> April 2016	£49.00	12	£6.00	
	New BT TV customers from 15 <sup>th</sup> April 2016	£49.00	12	£6.00	
<b>Entertainment Plus</b>	Existing BT TV customers before 24 <sup>th</sup> July 2015	£49.00	12	£10.00	£5.50
	New BT TV customers since 24 <sup>th</sup> July 2015	£0	12	£10.00	
<b>Entertainment Max</b>	Existing BT TV customers before 24 <sup>th</sup> July 2015	£0	12	£16.00	£8.50
	Existing BT TV customers taking this promotion since 24 <sup>th</sup> July 2015	£0	12	£16.00	
<b>TV Everywhere with Extra Box**</b>		£0	12	£5.00	£3.76
<b>Total Entertainment</b>	Customers taking this promotion before the 15 <sup>th</sup> April 2016	£0	12	£21.00	£8.50
	Customers taking this promotion from the 15 <sup>th</sup> April 2016	£0	12	£21.00	£8.50
	Customers taking this promotion from the 20 <sup>th</sup> September 2016	£0	12	£18.00	£10.25

\* For customers taking a BT TV promotion and BT Infinity 1 at the same time, the combined activation fees for these 2 products will be capped at £59.00

\*\* TV Everywhere with Extra Box is a multi-room subscription and can only be taken in addition to a standard BT TV promotion. Requires BT Infinity with a minimum of 23mb/s download speed. Provides access to the BT TV App: Lets you stream a selection of the channels available with your chosen BT TV promotion to a personal computer or compatible mobile device. On demand content is not available to view via the BT TV App.

[Back to TV Pricing](#)

# BT TV - Player Service Promotions

	Activation Fee*	Minimum Contract (months)	Subscription Charge (per month)	Early Termination Charge (per month)
Essential	£49.00	12	£6.00	£4.00

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

[Back to BT TV Pricing](#)

# BT TV Add-ons

	BT TV Promotions that Add-ons can be taken with							Total Entertainment	Price (per month)
	Starter	Essential	Entertainment Starter	Entertainment Plus	Entertainment Max	TV Everywhere With Extra Box			
Music (on demand content only)	✓	✓	✓	✓	✓	✓		£4.00	
Kids (on demand content only)	✓	✓						£4.00	
Kids (on demand content and channels)			✓	✓		✓		£4.00	
HD 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.

Continued below

# Sky Sports & Sky Cinema Add-ons

	BT TV Promotions that Add-ons can be taken with						Total Entertainment	Price (per month)
	Starter	Essential	Entertainment Starter	Entertainment Plus	Entertainment Max	TV Everywhere With Extra Box		
Sky Sports 1 or Sky Sports 2	✓	✓	✓	✓	✓		✓	£16.50
Sky Sports 1 and Sky Sports 2	✓	✓	✓	✓	✓		✓	£22.00
Sky Sports 1, Sky Sports 2 and Sky Sports 5	✓	✓	✓	✓	✓		✓	£22.00
Sky Sports 1 HD or Sky Sports 2 HD	✓	✓	✓	✓	✓		✓	£21.50
Sky Sports 1 HD and Sky Sports 2 HD	✓	✓	✓	✓	✓		✓	£27.00
Sky Cinema (on demand content only)		✓		✓	✓		✓	£13.50
Sky Cinema (on demand and channels)		✓		✓	✓		✓	£13.50

1. The Add-on including Sky Sports 5 is only available to customers with a Vision + set-top box.
2. Sky Sports 1 and/or Sky Sports 2 are only available on YouView, YouView + and YouView + Ultra HD set-top boxes if provided over BT Infinity.
3. Sky Sports 1 HD and/or Sky Sports 2 HD can only be provided over BT Infinity and are not available with a Vision + set-top box.
4. All Sky Sports Add-ons and the Add-on including Sky Cinema Channels are only available in BT Infinity enabled areas.
5. Sky Cinema Add-ons are not available in HD.
6. Existing BT TV customers that took any Sky Sports Add-on in addition to a TV, Broadband & Calls package with a 24 month minimum contract, will benefit from a £5.00 discount off the standard monthly price for their chosen Sky Sports Add-on.

[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](#)

## TV Aerial Installation Service

	One-off charge
TV Aerial Installation Service	£120.00

[Back to BT TV Pricing](#)

# BT TV Promotions we no longer sell

## Box Service Promotions

		Minimum Contract (months)	Subscription Charge (per month)	Early Termination Charge (per month)	Available Set-Top Box		
					YouView	Vision +	YouView +
Unlimited		12	£14.00	£7.75		✓	✓
Unlimited Extra		12	£17.00	£8.50		✓	✓
TV Starter	Taken before 29 <sup>th</sup> April 2015	12 or 18	£5.00	£0	✓		
Entertainment	Existing BT TV customers before 23 <sup>rd</sup> December 2014	12 or 18	£9.45	£6.50		✓	✓
	New BT TV customers since 23 <sup>rd</sup> December 2014	12 or 18	£9.50			✓	✓
Lite		12	£8.50 (per Viewing Pack)	£6.25 (per Viewing Pack)		✓	✓

Continued below

## Player Service Promotions

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

## BT TV Add-Ons

	BT TV Promotions that Add-ons can be taken with					Price (per month)
	Unlimited	Unlimited Extra	TV Starter	Entertainment	Lite	
BT TV Music Viewing Pack					✓	£8.50
BT TV Kids Viewing Pack					✓	£8.50
TV Catch Up					✓	£5.00
Picturebox Movies	✓	✓	✓	✓	✓	£5.10

[Back to BT TV Pricing](#)

Click on an option below

[BT Mobile Plans - Handsets](#)

[BT Mobile Plans - SIM Only](#)

[UK Out of Plan Charges](#)

[International Charges from the UK](#)

[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 1			Tier 2		
	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 15GB Plan	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 15GB Plan
Plan Rental – Standard	£22	£27	£37	£30	£35	£45
Plan Rental – BT Broadband Households	£17	£22	£32	£25	£30	£40
Minimum Term (Months)	24	24	24	24	24	24
Early Termination Charge (per month)	£13.50	£17.50	£25.75	£20.00	£24.00	£32.25
Minutes	400	1000	Unlimited	400	1000	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	15GB	500MB	3GB	15GB
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.
- 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 3			Tier 4		
	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 15GB Plan	BT Mobile 500MB Plan	BT Mobile 3GB Plan	BT Mobile 15GB Plan
Plan Rental – Standard	£35	£40	£50	£42	£47	£57
Plan Rental – BT Broadband Households	£30	£35	£45	£37	£42	£52
Minimum Term (Months)	24	24	24	24	24	24
Early Termination Charge (per month)	£24	£28.25	£36.25	£29.75	£33.75	£42
Minutes	400	1000	Unlimited	400	1000	Unlimited
Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data	500MB	3GB	15GB	500MB	3GB	15GB
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.
- 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)	£279.00
Samsung A5 (2016)	£279.00
Samsung S6	£429.00
Samsung S7	£589.00
Samsung S7 Edge	£659.00
Sony Xperia XA SM10 Black	£309.00
Sony Xperia X (PS10)	£579.00
Apple iPhone 5S - 16GB	£309.00
Apple iPhone SE - 16GB	£409.00
Apple iPhone SE - 64GB	£499.00
Apple iPhone 6 - 16GB	£509.00
Apple iPhone 6 Plus - 16GB	£589.00
Apple iPhone 6 Plus – 64GB	£669.00
Apple iPhone 6S – 16GB	£589.00
Apple iPhone 6S – 64GB	£669.00
Apple iPhone 6S – 128GB	£759.00
Apple iPhone 6S Plus – 16GB	£669.00
Apple iPhone 6S Plus – 64GB	£759.00
Apple iPhone 6S Plus – 128GB	£839.00

[Back to BT Mobile Pricing](#)

## BT Mobile Plans – Handsets contd'

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 6s Plus Gold 32GB	£649.00
Apple iPhone 6s Plus Space Grey 32GB	£649.00
Apple iPhone 6s Plus Rose Gold 32GB	£649.00
Apple iPhone 6s Plus Silver 32GB	£649.00
Apple iPhone 6s Gold 32GB	£549.00
Apple iPhone 6s Rose Gold 32GB	£549.00
Apple iPhone 6s Space Grey 32GB	£549.00
Apple iPhone 6s Silver 32GB	£549.00
Apple iPhone 7 Silver 32GB	£649.00
Apple iPhone 7 Rose Gold 32GB	£649.00
Apple iPhone 7 Gold 32GB	£649.00
Apple iPhone 7 Black 32GB	£649.00
Apple iPhone 7 Gold 128GB	£749.00
Apple iPhone 7 Black 128GB	£749.00
Apple iPhone 7 Jet Black 128GB	£749.00
Apple iPhone 7 Rose Gold 128GB	£749.00
Apple iPhone 7 Silver 128GB	£749.00
Apple iPhone 7 Jet Black 256GB	£839.00
Apple iPhone 7 Silver 256GB	£839.00

[Back to BT Mobile Pricing](#)



## BT Mobile Plans – Handsets contd'

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 Gold 256GB	£839.00
Apple iPhone 7 Black 256GB	£839.00
Apple iPhone 7 Rose Gold 256GB	£839.00
Apple iPhone 7 Plus Black 32GB	£759.00
Apple iPhone 7 Plus Gold 32GB	£759.00
Apple iPhone 7 Plus Rose Gold 32GB	£759.00
Apple iPhone 7 Plus Silver 32GB	£759.00
Apple iPhone 7 Plus Silver 128GB	£859.00
Apple iPhone 7 Plus Rose Gold 128GB	£859.00
Apple iPhone 7 Plus Jet Black 128GB	£859.00
Apple iPhone 7 Plus Gold 128GB	£859.00
Apple iPhone 7 Plus Black 128GB	£859.00
Apple iPhone 7 Plus Gold 256GB	£959.00
Apple iPhone 7 Plus Black 256GB	£959.00
Apple iPhone 7 Plus Jet Black 256GB	£959.00
Apple iPhone 7 Plus Rose Gold 256GB	£959.00
Apple iPhone 7 Plus Silver 256GB	£959.00
Apple iPhone 7 Plus Silver 256GB	£959.00

[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](#)

## BT Mobile Plans – SIM Only

Monthly Charges & Allowances	BT Mobile 500MB Plan	BT Mobile 2GB Plan	BT Mobile 15GB Plan
Plan Rental - Standard	£10.00	£15.00	£25.00
Plan Rental – BT Broadband Households	£5.00	£10.00	£20.00
Minimum Contract (Months)	12	12	12
Early Termination Charge	£3.75	£9.75	£16.75
Minutes	200	500	Unlimited
Texts	Unlimited	Unlimited	Unlimited
Data	500MB	2GB	15GB
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 500MB Plan	BT Mobile 2GB Plan	BT Mobile 15GB Plan
Max. number of SIMs on plan		5	5
Plan Minimum Contract (Months)		12	12
Individual SIM rental liability (Days)		30 <sup>†</sup>	30 <sup>†</sup>
Early Termination Charge		£8.00	£16.25
Minutes		500	Unlimited
Texts		Unlimited	Unlimited
Data		2GB	15GB
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.
- 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.
- <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.

**Continued below**

## BT Mobile Plans – Family SIM – continued

Monthly Charges (2GB)	Family SIMs only	1 Handset and Family SIMs	2 Handsets and Family SIMs	3 Handsets and Family SIMs	4 Handsets and Family SIMs
Plan Rental - Standard (1 SIM)	£15.00	£13.00	£12.00	£11.00	£10.00
Plan Rental - Standard (2 SIMs)	£23.00	£20.00	£18.00	£16.00	
Plan Rental - Standard (3 SIMs)	£30.00	£26.00	£23.00		
Plan Rental - Standard (4 SIMs)	£36.00	£31.00			
Plan Rental - Standard (5 SIMs)	£41.00				

Plan Rental - BT Broadband Households (1 SIM)	£10.00	£8.00	£7.00	£6.00	£5.00
Plan Rental - BT Broadband Households (2 SIMs)	£18.00	£15.00	£13.00	£11.00	
Plan Rental - BT Broadband Households (3 SIMs)	£25.00	£21.00	£18.00		
Plan Rental - BT Broadband Households (4 SIMs)	£31.00	£26.00			
Plan Rental - BT Broadband Households (5 SIMs)	£36.00				

### Inclusive Allowance

- Each Family SIM has its own individual allowance of 2GB of data, 500 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 table e.g. if you have 3 Family SIMs at £25 per month and cancel any one of the SIMs on 30 days' notice, your new plan rental will be £18, a reduction of £7.
- 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 table e.g. if you have 3 Family SIMs at £25 and then purchase a handset on the same account, your new plan rental will be £21, a reduction of £4.
- The account holder is responsible for the total cost of the plan.

**Continued below**

## BT Mobile Plans – Family SIM – continued

Monthly Charges (15GB)	Family SIMs only	1 Handset and Family SIMs	2 Handsets and Family SIMs	3 Handsets and Family SIMs	4 Handsets and Family SIMs
Plan Rental - Standard (1 SIM)	£25.00	£20.00	£18.00	£16.00	£15.00
Plan Rental - Standard (2 SIMs)	£40.00	£33.00	£29.00	£26.00	
Plan Rental - Standard (3 SIMs)	£53.00	£44.00	£39.00		
Plan Rental - Standard (4 SIMs)	£64.00	£54.00			
Plan Rental - Standard (5 SIMs)	£74.00				

Plan Rental - BT Broadband Households (1 SIM)	£20.00	£13.00	£12.00	£11.00	£10.00
Plan Rental - BT Broadband Households (2 SIMs)	£35.00	£26.00	£23.00	£21.00	
Plan Rental - BT Broadband Households (3 SIMs)	£48.00	£37.00	£33.00		
Plan Rental - BT Broadband Households (4 SIMs)	£59.00	£47.00			
Plan Rental - BT Broadband Households (5 SIMs)	£69.00				

### Inclusive Allowance

- 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 table e.g. if you have 3 Family SIMs at £48 per month and cancel any one of the SIMs on 30 days' notice, your new plan rental will be £35, a reduction of £13.
- 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 table e.g. if you have 3 Family SIMs at £48 and then purchase a handset on the same account, your new plan rental will be £37, a reduction of £11.
- The account holder is responsible for the total cost of the plan.

[Back to BT Mobile Pricing](#)

# UK Out of Plan Charges

## UK Call Charges

The duration and cost of each chargeable call may be rounded up. For more details click [here](#)

Calls to Standard UK Numbers	Local & National	35p per minute
	Mobile	35p per minute
	Freephone Numbers	FREE
Calls to Emergency Services (999, 111, 112, 116)		FREE
Calls to Non-Emergency Services (101)		15p per call
Calls to Electricity Helpline (105)		FREE
Calls to Service Numbers (084, 087, 090 & 118*)		30p per minute + Service Charge
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 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.

Continued below

## UK Data Charges

Data Usage	10p 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 the tenth of a penny

## UK Message Charges

SMS Messages (per message)	12p
MMS Messages (per message) (Includes SMS + Emoticon)	40p
BT Mobile Voicemails (per message)	FREE

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

[Back to BT Mobile Pricing](#)



# 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 the next tenth of 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 up to the next tenth of 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 the tenth of 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 the tenth of a penny.

[Back to BT Mobile Pricing](#)

## International Call & Text charges from the UK

		Calls (pence per minute)	Texts (pence per text)
<b>Standard Call &amp; Text rates to International Numbers from the UK</b>  (Click <a href="#">here</a> for a list of countries and International Call Zones)	Zone 1	60	25.2
	Zone 2	46	
	Zone 3	90	
	Zone 4	90	
	Zone 5	120	
	Zone 6	766	

[Back to BT Mobile Pricing](#)

## Roaming Charges

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 and premium numbers	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 and premium numbers	Data used in Zone
	Pence per Minute			Pence per Text		Pence per MB
Zone 1a*	4.3	140	0.9	1.7	30	4.3
Zone 1b	3.6	140	0.8	1.4	30	3.6
Zone 2a*	4.3	140	0.9	1.7	30	4.3
Zone 2b	24.5	140	7	7.8	30	45.9
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

\* Roaming charges in zones 1a and 2a are inclusive of UK VAT. All other roaming charges are not subject to UK VAT.

Retrieving voicemail within roaming zone is charged as a standard roaming call. 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	2a	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	2b	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	2b	Kiribati	5	7	Mauritania	5	7
Guinea	5	5	Kosovo	5	7	Mauritius	5	7
Guinea - Equatorial	5	4	Kuwait	5	6	Mayotte	5	7
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	2a	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	3	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	4	Sweden	3	1a
Norway	3	1b	Sao Tome & Principe	5	7	Switzerland	3	6
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. Not available to SIM's restricted from roaming.

Europe* Data Bundle	One-off Charge
100MB	£4.00
300MB	£10.00

These data bundles expire 30 days after purchase or until used. A single bundle per order. Multiple orders can be made. Not available to SIM's restricted from roaming. If you take the data roaming add on you are opting out of the EU roaming tariff and EU data caps.

\* Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Canary Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion, Saint Barthelemy, Saint Martin, Isle of Man, Monaco, Guernsey, Jersey, Switzerland

**Continued below**



## 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](http://bt.com/coveragechecker)

## 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.

[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 Tariff Guide.

[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 20GB Plan	BT Mobile 20GB Plan
Plan Rental – Standard	£40.00	£51.00
Plan Rental – BT Broadband Households	£35.00	£46.00
Minimum Term (Months)	24	24
Early Termination Charge (per month)	£28.25	£37.25
Minutes	Unlimited	Unlimited
Texts	Unlimited	Unlimited
Data	20GB	20GB
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.
- 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 Calling Plans we no longer sell - continued

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

Monthly Charges & Allowances	BT Mobile 20GB Plan
Plan Rental - Standard	£25.00
Plan Rental – BT Broadband Households	£20.00
Minimum Contract (Months)	12
Early Termination Charge	£16.75
Minutes	Unlimited
Texts	Unlimited
Data	20GB
BT Wi-Fi	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 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 portion of the call to the next whole second and apply the appropriate call charges.

[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/ Talk Talk TV – Without BT Broadband](#)**

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

**[BT Sport on BT Mobile](#)**

## **BT Sport Pricing**

**[Back to Main Menu](#)**

## BT Sport Pack on BT TV

TV Customer Type	TV Contract Type	BT Sport Pack Price (monthly)
New Customer	12 month minimum term	£0
	12 month minimum term taken since 1 <sup>st</sup> January 2015	
Existing Customer	12 month minimum term taken before 1 <sup>st</sup> January 2015	£6.00
	No minimum term	

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

## 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	£0
	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.

Continued below



## 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	£5.00*

- 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 Pack on the Sky Digital Satellite Platform – BT Broadband customers

BT Broadband Customer Type	BT Broadband Contract Type when taking BT Sport Pack	BT Sport Pack Price (monthly)
New Customer	New 12 month minimum term	£6.00
Existing Customer	Renew for minimum 12 months	
	At least 12 months remaining on existing minimum term	
	Outside of minimum term	£12.75

- 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 promotion you choose

## 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	£0
	At least 12 months remaining on existing minimum term	
	Outside of minimum term	£6.75

- 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 1 month.

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

	Minimum Contract Term	Activation Fee	BT Sport Pack Price (monthly)
All customers	1 Month	£30.00	£21.99
	12 Months	£15.00	

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

	Minimum Contract Term	Activation Fee	BT Sport Pack Price (monthly)
All customers	1 Month	£30.00	£21.99
	12 Months	£15.00	

- BT Sport on Talk Talk is not available with BT Broadband

Continued below

## 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	£5.00
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 not available with BT Sport Lite on the Sky Digital Satellite Platform

[Back to BT Sport Pricing](#)

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

BT Broadband Customer Type	BT Broadband Contract Type when taking BT Sport Pack	BT Sport Pack Price (monthly)
New Customer	New 12 month minimum term	£5.00
Existing Customer	Renew for minimum 12 months	
	At least 12 months remaining on existing minimum term	

- 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 12 or 18 months depending on the promotion you choose.
- BT Sport Pack on the BT Sport App & Online Player is not available 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	£0

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

[Back to BT Sport Pricing](#)

## BT Sport Pack on BT Mobile

	Minimum Contract Term	BT Sport Pack Price (monthly)
BT Mobile customers (without BT Broadband)	1 month	£5.00

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

## BT Sport Lite on BT Mobile

	Minimum Contract Term	BT Sport Lite Price (monthly)
BT Mobile customers (without BT Broadband)	1 month	£0

- 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](#)

[Infinity Broadband & Calls Packages](#)

[Package Add-ons](#)

[Packages we no longer sell](#)

## Packaged Services Pricing

[Back to Main Menu](#)

## Standard Broadband & Calls Packages

	Broadband + No Included Calls	Unlimited Broadband Extra + Unlimited Weekend Calls
Standard Monthly Price	£15.00 (+ Line Rental)	£20.00 (+ Line Rental)
Monthly Discount Price	£5.00 (+ Line Rental)	£13.00 (+ Line Rental)
Discount Period	12 months	12 months
Activation Fee	£0	£0
Minimum Contract	12 months	12 months
Early Termination Charge (per month)	£11.50	£25.50
Data Usage Allowance	12GB	Unlimited
Excess Usage Charge (per GB or part of)	£1.80	N/A

Continued below



**UK Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

		Broadband + No Included Calls	Unlimited Broadband Extra + Unlimited Weekend Calls
Calls to UK* National & Local numbers	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + 19.0p set up fee	11.0p per minute + 19.0p set up fee
	Evening (7pm – 7am Mon – Fri)		Included
	Weekends (All day Sat & Sun)		
Calls to 0845 & 0870 Numbers**	Daytime (7am – 7pm Mon – Fri)	11.0p per minute + Service Charge	11.0p per minute + Service Charge
	Evening (7pm – 7am Mon – Fri)		Included
	Weekends (All day Sat & Sun)		
Calls to Service Numbers (at all times)		11.0p per minute + Service Charge	
Calls to UK Mobiles (at all times)		15.0p per minute + 19.0p set up fee	

\* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, national and all non-geographic numbers used to dial up ISPs, 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

(The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

Standard Call rates to International Numbers  (Click <a href="#">here</a> for a list of countries and International Call Bands)	Band A	30p per minute to Landlines or 60p per minute to Mobiles + 19.0p set up fee
	Band B	60p per minute to Landlines or 90p per minute to Mobiles + 19.0p set up fee
	Band C	120p per minute to Landlines or 150p per minute to Mobiles + 19.0p set up fee

## BT Home Hub

We'll supply a BT Home Hub to all new BT Total Broadband or BT Infinity 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.

## Broadband / Infinity Cease Charge

In certain circumstances if you end your broadband service there is a cease charge of £31 for standard BT Broadband (ADSL) and for BT Infinity or Faster Broadband. These charges are compensatory and not subject to VAT. These charges are not raised if you are moving home and BT is unable to provide the service at the new address. For more information please visit [www.bt.com/ceasecharge](http://www.bt.com/ceasecharge)

[Back to Packaged Services Pricing](#)

# Infinity Broadband & Calls Packages

	Infinity 1 + No Included Calls	Unlimited Infinity 1 + Unlimited Weekend Calls	Unlimited Infinity 2 + Unlimited Weekend Calls
Standard Monthly Price	£21.00 (+ Line Rental)	£26.00 (+ Line Rental)	£32.50 (+ Line Rental)
Monthly Discount Price	£10.00* (+ Line Rental)	£20.00* (+ Line Rental)	£30.00* (+ Line Rental)
Discount Period	12 months	12 months	12 months
Activation Fee	£49.00	£49.00	£0
Minimum Contract	12 months	12 months	12 months
Early Termination Charge (per month)	£8.75	£18.75	£20.00
Data Usage Allowance	25GB	Unlimited	Unlimited
Excess Usage Charge (per GB or part of)	£1.80	N/A	N/A

\* Discounted price for new BT Broadband customers. Charges may vary for existing BT Broadband customers moving to these packages.

**Continued below**

**UK Call Rates** (The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

		<b>Infinity 1 + No Included Calls</b>	<b>Unlimited Infinity 1 + Unlimited Weekend Calls</b>	<b>Unlimited Infinity 2 + Unlimited Weekend Calls</b>
<b>Calls to UK* National &amp; Local numbers</b>	<b>Daytime (7am – 7pm Mon – Fri)</b>	<b>11.0p per minute + 19.0p set up fee</b>	<b>11.0p per minute + 19.0p set up fee</b>	<b>11.0p per minute + 19.0p set up fee</b>
	<b>Evening (7pm – 7am Mon – Fri)</b>			
	<b>Weekends (All day Sat &amp; Sun)</b>		<b>Included</b>	<b>Included</b>
<b>Calls to 0845 &amp; 0870 Numbers**</b>	<b>Daytime (7am – 7pm Mon – Fri)</b>	<b>11.0p per minute + Service Charge</b>	<b>11.0p per minute + Service Charge</b>	<b>11.0p per minute + Service Charge</b>
	<b>Evening (7pm – 7am Mon – Fri)</b>			
	<b>Weekends (All day Sat &amp; Sun)</b>		<b>Included</b>	<b>Included</b>
<b>Calls to Service Numbers (at all times)</b>		<b>11.0p per minute + Service Charge</b>		
<b>Calls to UK Mobiles (at all times)</b>		<b>15.0p per minute + 19.0p set up fee</b>		

\* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, national and all non-geographic numbers used to dial up ISPs, 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

(The duration and cost of each chargeable call may be rounded up. For more details including payment related charges, click [here](#))

Standard Call rates to International Numbers  (Click <a href="#">here</a> for a list of countries and International Call Bands)	Band A	30p per minute to Landlines or 60p per minute to Mobiles + 19.0p set up fee
	Band B	60p per minute to Landlines or 90p per minute to Mobiles + 19.0p set up fee
	Band C	120p per minute to Landlines or 150p per minute to Mobiles + 19.0p set up fee

## BT Home Hub

We'll supply a BT Home Hub to all new BT Total Broadband or BT Infinity 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.

## Broadband / Infinity Cease Charge

In certain circumstances if you end your broadband service there is a cease charge of £31 for standard BT Broadband (ADSL) and for BT Infinity or Faster Broadband. These charges are compensatory and not subject to VAT. These charges are not raised if you are moving home and BT is unable to provide the service at the new address. For more information please visit [www.bt.com/ceasecharge](http://www.bt.com/ceasecharge)

[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	£3.50
Unlimited Anytime Calls Add-on	£8.50
Unlimited Weekend Calls Add-on	£2.50

[Back to Packaged Services Pricing](#)

# Packages we no longer sell

## Broadband & Calls Packages

Broadband Option	Calling Plan	Standard Price (Monthly)	Minimum Contract (Months)	Introductory Price (Monthly)	Introductory Period (Months)	Early Termination Charge (Monthly)
Broadband Plus	No Included Calls	£15.00	12	£5.00	12	£16.50
Broadband	Unlimited Weekend Calls	£15.00	12	£7.50	12	£18.00
Unlimited Broadband	No Included Calls	£20.00	12	£13.00	12	£22.25
Infinity 1 Plus	No Included Calls	£23.00	12	£10.00	12	£8.00
Infinity 1	Unlimited Weekend Calls	£23.00	12	£12.50	12	£14.00
Broadband	Unlimited Evening & Weekend Plan	£18.00	18	£6.50	3	£20.25
Unlimited Broadband	Unlimited Weekend Plan	£20.00	18	£0.00	6	£25.75
Unlimited Broadband	Unlimited Evening & Weekend Plan	£23.00	18	£0.00	6	£24.25
Unlimited Broadband	Unlimited Anytime Plan	£27.50	18	£16.00	12	£26.00
Unlimited Broadband Extra	Unlimited Evening & Weekend Plan	£25.00	18	£0.00	6	£29.00
Unlimited Infinity 1	Unlimited Evening & Weekend Plan	£29.00	18	£16.00	3	£24.00
Unlimited Infinity 2	Unlimited Evening & Weekend Plan	£33.00	18	£20.00	3	£26.75
Infinity 3	Unlimited Evening & Weekend Plan	£45.40	18	-	-	£30.50

Broadband Option	Calling Plan	Standard Price (Monthly)	Minimum Contract (Months)	Introductory Price (Monthly)	Introductory Period (Months)	Early Termination Charge (Monthly)
Broadband Option 1	Unlimited Weekend Plan	£20.00	18	£5.25	18	£24.75
Broadband Option 1	Unlimited Evening & Weekend Plan	£18.00	18	£0.00	6	£24.75
Broadband Option 1	Unlimited Anytime Plan	£27.50	18	£13.00	12	£26.00
Broadband Option 2	Unlimited Evening & Weekend Plan	£23.00	18	£9.00	3	£27.50
Broadband Option 3	Unlimited Evening & Weekend Plan	£31.00	18	£20.00	3	£29.75
Infinity 1	Unlimited Evening & Weekend Plan	£26.00	18	£9.00	3	£20.50
Infinity 2	Unlimited Evening & Weekend Plan	£35.00	18	£20.00	3	£26.75
Broadband Option 2	Unlimited Weekend Plan	£24.00	18	-	-	£27.50
Broadband Option 3	Unlimited Anytime Plan	£37.50	18	-	-	£34.25
Infinity 1	Unlimited Weekend Plan	£26.00	18	-	-	£22.00
Infinity 2	Unlimited Anytime Plan	£40.00	18	-	-	£28.75
Broadband	No Included Calls	£15.00	18	£4.00	6	£16.50



Broadband Option	Calling Plan	Standard Price (Monthly)	Minimum Contract (Months)	Introductory Price (Monthly)	Introductory Period (Months)	Early Termination Charge (Monthly)
Broadband	Unlimited Weekend Calls	£15.00	18	£5.00	6	£18.00
Broadband Extra	Unlimited Evening & Weekend Calls	£18.00	12	£6.50	12	£22.75
Unlimited Broadband	Unlimited Weekend Calls	£20.00	12	£13.00	12	£20.00
Unlimited Broadband	Unlimited Weekend Calls	£18.00	18	£8.00	6	£18.00
Unlimited Broadband Extra	Unlimited Weekend Calls	£23.00	18	£10.50	6	£21.50
Infinity 1	No Included Calls	£17.50	18	£0.00	6	£12.50
Infinity 1	Unlimited Weekend Calls	£18.00	18	£7.50	6	£14.25
Infinity 1 Extra	Unlimited Evening & Weekend Calls	£21.00	12	£9.50	12	£8.75
Unlimited Infinity 1	Unlimited Weekend Calls	£23.00	18	£16.00	3	£17.00
Unlimited Infinity 2	Unlimited Weekend Calls	£28.00	12	£25.00	12	£18.25
Unlimited Infinity 2	Unlimited Weekend Calls	£28.00	18	£20.00	3	£18.25
Unlimited Infinity 3	Unlimited Evening & Weekend Calls	£39.65	18	-	-	£23.25
Unlimited Infinity 4	Unlimited Evening & Weekend Calls	£50.00	18	-	-	£14.75

## Broadband, TV & Calls Packages

Broadband Option	Calling Plan	TV Option	Standard Price (Monthly)	Minimum Contract (Months)
Broadband	Unlimited Evening & Weekend Plan	Gold	£61.65	24
Unlimited Broadband	Unlimited Weekend Plan	Box Only	£22.66	24
Unlimited Broadband	Unlimited Evening & Weekend Plan	Bronze	£41.47	24
Unlimited Broadband	Unlimited Anytime Plan	Box Only	£22.66	24
Unlimited Broadband Extra	Unlimited Evening & Weekend Plan	Bronze	£41.47	24

[Back to Packaged Services Pricing](#)

# 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 Total 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 easyspeech, 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)

## Nuisance and 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)

You can also download a useful booklet on how to deal with unwanted calls and at BT 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

## 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 Chargecards	0800 345 144
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 79049 /10/ 2016

[Back to Main Menu](#)