



Bundle Terms Schedule to the General Terms

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1 A note on 'you'

'You' and 'your' mean the Customer.

2 Words defined in the General Terms

- 2.1 Words that are capitalised but have not been defined in these Bundle Terms have the meanings given to them in the General Terms, the BT Business Broadband Schedule, the BT Business Calls Essentials Schedule, the BT Business Services (Telephone Service – PSTN) Schedule and the Cloud Voice Express Schedule.
- 2.2 In case of any conflict or inconsistency between these Bundle Terms and any of the underlying terms of the Components, these Bundle Terms will take priority.

3 The Bundle Product

- 3.1 BT will provide you with a combination of the following components which will form a single bundle service:
 - 3.1.1 the BT Business Broadband Packages as set out in the BT Business Broadband Schedule;
 - 3.1.2 Cloud Voice Express or BT Business Services (Telephone Service – PSTN);
 - 3.1.3 BT Business Calls Essentials; and
 - 3.1.4 a 24/7/365 Service Desk that will act as a first point of contact on all queries relating to your Bundle Product,
(each a 'Component' and together the '**Bundle Product**').
- 3.2 Your contract for the Bundle Product will consist of the following, the order of priority, highest first, is:
 - 3.2.1 these Bundle Terms;
 - 3.2.2 the individual Component terms - BT Business Broadband Schedule, BT Business Calls Essentials Schedule, Cloud Voice Express Schedule and the BT Business Services (Telephone Service – PSTN) Schedule (the "**Schedules**");
 - 3.2.3 any Annex or Order that BT provides to you;
 - 3.2.4 the General Terms found at www.bt.com/terms; and
 - 3.2.5 Section 59 Part 2, Section 56 (Part 18, Subpart 12 and Part 27), Section 52 (Part 6, Subpart 7), Section 1 (Part 2, Subpart 3) of the BT Price List found at www.bt.com/pricing (or any other price list entry or online address that BT may advise you of),
(the "**Contract**").
- 3.3 Clause 2 of the General Terms is deleted and replaced with the wording at Paragraph 3.2 of these Bundle Terms.

4 Bundle Terms

4.1 Using Components before the Service Start Date

If you start using any of the already installed Components before the Service Start Date, BT may charge you the standard Charges for these Components as set out in the Schedules and the BT Price List.

4.2 Minimum Period of Service

- 4.2.1 BT will provide the Bundle Product for the Minimum Period of Service.
- 4.2.2 At the end of the Minimum Period of Service, unless one of us has given 30 days' Notice to the other of an intention to terminate the Bundle Product in accordance with the Contract, BT will continue to provide the Bundle Product and each of us will continue to perform our obligations in accordance with the Contract.
- 4.2.3 If either of us gives 30 days' Notice to the other of an intention to terminate the Bundle Product, BT will cease delivering the Bundle Product at the time of 23:59 on the last day of the Minimum Period of Service.

4.3 Charges

- 4.3.1 Instead of paying BT the Recurring Charges as set out in the Schedules for the Components, from the Service Start Date, you will pay BT the Monthly Bundle Price for the Bundle Product.
- 4.3.2 You will pay BT all other Charges as set out in the Schedules.
- 4.3.3 You will be charged a single delivery Charge for all of your Components.

4.4 Annual Price Increase

- 4.4.1 If you joined or resigned before 30th of November 2024, your Monthly Bundle Price (rounded up to the nearest whole pence) will increase on 1st of April each year by a percentage comprised of i) the annual percentage increase in the Consumer Price Index (CPI) rate figure published by the Office for National



Statistics in January of that year (ignoring any negative figures) plus ii) 3.9% . If the CPI figure is negative in the relevant year, BT will only increase the Monthly Bundle Price by 3.9%.

- 4.4.2 If you joined or resigned from 30th of November 2024, your Monthly Bundle Price will increase on 1st of April each year by the amount communicated to you at the time that you purchase the Service and/or as set out in Section 60 of the BT Price List.
- 4.4.3 The change to the Monthly Bundle Price as a result of paragraphs 4.4.1 and 4.4.2 will not cause you material detriment and will not give you the right to terminate the Contract without paying Termination Charges.
- 4.4.4 The products and services included in an annual price increase are set out at Section 60 of the [BT Price List](#).
- 4.4.5 Monthly Bundle Prices that are sold subject to a fixed price guarantee will not increase as set out in paragraphs 4.4.1 and 4.4.2 for that period as set out in the Order only. Following that period as set out in the Order where you are no longer subject to a fixed price guarantee BT may increase your Monthly Bundle Prices.

4.5 Termination and Termination Charges

- 4.5.1 For the purposes of Clause 17 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate a Component or all of the Bundle Product by giving 30 days' Notice to the other.
- 4.5.2 If you terminate a Component or the entire Bundle Product during the Minimum Period of Service, you will pay BT Termination Charges, which BT will calculate using the proportion of the Monthly Bundle Price attributed to the terminated Component of the Bundle Product, for any remaining months of the Minimum Period of Service.
- 4.5.3 If you terminate an individual Component of the Bundle Product (as opposed to all of the Bundle Product) in accordance with Paragraph 4.5.1:
 - (a) BT will continue to provide you with the remaining Components;
 - (b) the Minimum Period of Service will continue to apply to each of the remaining Components; and
 - (c) you will no longer pay BT the Monthly Bundle Price for the Bundle Product and instead will pay BT the standard Charges for the remaining Components as set out in the Schedules and the BT Price List.
- 4.5.4 If BT terminates a Component or the entire Bundle Product during the Minimum Period of Service because you do not pay what you owe under the Contract, in addition to other rights and remedies, BT may charge you Termination Charges which BT will calculate using the proportion of the Monthly Bundle Price attributed to the terminated Component of the Bundle Product, for any remaining months of the Minimum Period of Service.

4.6 Termination of Existing Service

- 4.6.1 If you choose Cloud Voice Express as part of your Bundle Product, any contract for your existing BT Business Service (Telephone Service – PSTN) or services that depend on your PSTN service that BT currently provides to you will terminate ("**Existing Contract**") and the services provided under that Existing Contract will cease ("**Existing Services**").
- 4.6.2 You will pay all existing Charges due under the Existing Contract up to the date of termination.
- 4.6.3 If you request that BT reinstates your Existing Service once the Existing Service and Existing Contract has been terminated, you will enter into a new contract with BT for the reinstated Existing Services, the terms of which (including the Charges) may differ to those in the Existing Contract.

4.7 Bundle Regrade

- 4.7.1 During the Minimum Period of Service and subject to BT confirming you are able to, you may convert your existing Bundle Product to:
 - (a) a higher value Bundle Product free of charge; or
 - (b) a lower value Bundle Product subject to paying a regrade Charge as set out in Section 52, Part 6, Subpart 3 of the BT Price List.("Regrade").
- 4.7.2 If you complete a Regrade in accordance with Paragraph 4.7.1, you will start a new minimum period of service unless you are moving from a pay as you go call package to an unlimited call package as set out in the BT Business Calls Essentials Schedule.

4.8 Converting to Bundle Product

- 4.8.1 If you wish to convert your individual BT services to form a Bundle Product and BT confirms to you that by doing so you are 'upgrading' your services, then you will be able to do so at anytime.



4.8.2 If BT determines that creating a Bundle Product from your individual services will constitute a 'downgrade' then BT may charge you a downgrade Charge and you will be only able to do so (without incurring any early Termination Charges) in respect of BT Business Broadband, during the last six months of your BT Business Broadband minimum period of service.

4.9 Moving Sites

4.9.1 Where you inform BT that you wish to move the Bundle Product to a new Site and BT confirms to you that you are able to do so:

- (a) BT will continue to charge you the Monthly Bundle Price for the Bundle Product;
- (b) BT will continue to provide the Bundle Product under the terms of this Contract; and
- (c) you will not be required to pay Termination Charges provided that the requested date for the move of the Bundle Product to a new Site is within five Business Days from when you wish the Bundle Product to stop being provided at your existing Site.

4.9.2 If you wish the transition period of moving your Bundle Product from your existing Site to your new Site in accordance with Paragraph 4.9 to be longer than five Business Days:

- (a) the Monthly Bundle Price will cease to apply to the Bundle Product and you will pay the standard monthly charges applicable to the individual Components of the Bundle Product as set out in the Schedules and the BT Price List; and
- (b) if you wish to continue to receive a Monthly Bundle Price for the Bundle Product, you will be required to sign a new contract for the Bundle Product which will be subject to a new minimum period of service and revised Monthly Bundle Price.

5 Defined Terms

"**BT Business Broadband**" means the broadband internet service called 'BT Business Broadband, Superfast and Ultrafast Schedule to the General Terms' found at <https://business.bt.com/terms/> under the 'Broadband and Internet' heading.

"**BT Business Calls Essentials**" means the calls and line packages found at <https://business.bt.com/terms/> under the 'Calls and/or Lines Packages' heading.

"**BT Business Services (Telephone Service – PSTN)**" means the PSTN telephone service called 'BT Business Services – Telephone Service – Phone Calls and Lines (PSTN, ISDN, Featureline, Featureline Compact, Embark and Featureline Corporate) Schedule to the General Terms' found at <https://business.bt.com/terms/> under the 'Calls and Lines' heading.

"**Bundle Product**" has the meaning given to it in Paragraph 3.1.3.

"**Cloud Voice Express**" means the IP voice based service found at <https://business.bt.com/terms/> under the 'IP Communications' heading.

"**Component**" has the meaning given to it in Paragraph 3.1.4.

"**Minimum Period of Service**" means a period of months beginning on the Service Start Date, as set out in an Order.

"**Monthly Bundle Price**" means the recurring monthly charge for the Bundle Product as set out in Section 59, Part 2 of the BT Price List and your Order.

"**Schedules**" has the meaning given to it in Paragraph 3.2.2.

"**Service Start Date**" means the date BT confirms to you that it has provided you with the last Component of your Bundle Product.