



BT Talk Time Terms and Conditions (where standard business tariffs apply)

- a) Conditions for BT Mobile Services apply in addition to these BT Talk Time Terms and Conditions.
- b) The Minimum Period of this Agreement is 12, 18 or 24 months. Each connection is subject to a 12, 18 or 24 month Minimum Term. The Minimum Term must be the same as the Minimum Period.
- c) The monthly subscription charge and supplementary subscription charges depend on the selected minutes bundle, options and Minimum Term and include:
- i) unlimited voice calls made within the UK: between your BT mobiles, to other BT mobile users in the UK, to a maximum of 10 UK fixed business line numbers you have with BT and nominate commencing with 01, 02 and 03 and unlimited voice mail retrievals from your BT mobile. These calls are at no extra cost, will not decrement the inclusive voice minutes bundle and are subject to our reasonable business use policy set out in paragraph (l) below;
 - ii) inclusive voice minutes for calls made within the UK: to UK fixed lines (local and national excluding Channel Islands), to Republic of Ireland, USA and Canada, to other UK mobile users in the UK. These can be shared across multiple connections on the account. Calls above the inclusive minutes bundle are charged at the standard applicable BT Talk Time pence per minute rate. Calls to 0800 numbers, directory enquiries, premium rate services and international direct dial (except for Republic of Ireland, USA and Canada) and roaming calls are excluded from the inclusive voice minutes bundle and are chargeable at the standard applicable BT Talk Time pence per minute rate;
 - iii) unlimited SMS as an optional extra applied to all connections provided under this Agreement and free for the first three months of the Minimum Term. After that unlimited SMS will automatically be charged per connection at the BT Talk Time monthly unlimited SMS rate UNLESS you contact Customer Services in advance to remove the unlimited SMS. Unlimited SMS usage applies to SMS sent within the UK to the BT mobile users and other UK mobile users and excludes international, roaming and premium rate SMS. The monthly subscription charge per connection applies for a minimum period of three months and you can add or remove the unlimited SMS option up to three times during any 12 month period. Where unlimited SMS is removed, SMS usage will be charged at the standard applicable BT Talk Time per message charge. Unlimited SMS is subject to our reasonable business use policy set out in paragraph (l) below;
 - iv) 3 MB of data per connection. Usage above this is chargeable at our standard applicable rate;
 - v) the first handset on the account. Extra handsets are available at the monthly subscription charge for additional handsets;
 - vi) fixed line optional extra (please see paragraph m) below).
- d) BT Talk Time is available on mobile connections with Blackberry Internet Service (with or without Satellite Navigation). Where you take a Blackberry Internet Service (with or without Satellite Navigation) Device, the BT Talk Time monthly subscription charge will be increased accordingly. This increased subscription charge gives you unlimited data subject to our reasonable business use policy set out in paragraph (l) below. Blackberry Internet Service (with or without Satellite Navigation) is subject to our Terms and Conditions for Blackberry Internet Service (with or without Satellite Navigation).
- e) BT Talk Time enables you to share your inclusive minutes between all connections on an Account and is provided with the following minutes bundles:
- BT Talk Time 120 minutes bundle – up to 1 connection
 - BT Talk Time 250 minutes bundle – a minimum of 1 and maximum of 2 connections
 - BT Talk Time 500 minutes bundle – a minimum of 1 and maximum of 5 connections
 - BT Talk Time 700 minutes bundle – a minimum of 1 and maximum of 5 connections
 - BT Talk Time 1000 minutes bundle – a minimum of 1 and maximum of 7 connections
 - BT Talk Time 2500 minutes bundle – a minimum of 1 and maximum of 15 connections
 - BT Talk Time 5000 minutes bundle – a minimum of 1 and maximum of 30 connections
 - BT Talk Time 10000 minutes bundle – a minimum of 1 and maximum of 60 connections

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BT Talk Time 25000 minutes bundle – a minimum of 1 and maximum of 120 connections
BT Talk Time 50000 minutes bundle – a minimum of 1 and maximum of 250 connections
BT Talk Time 100,000 minutes bundle – a minimum of 1 and maximum of 400 connections

- f) You can trade up to a higher minutes bundle after the first 3 months of the Minimum Period by emailing us at btmobilesupport@bt.com. The higher minutes bundle terms will apply from the next billing cycle and must be in place for a minimum of 3 months.
- g) You may trade down to the minutes bundle immediately below your current minutes bundle at any time after the first 6 months of the Minimum Period by emailing us at btmobilesupport@bt.com. If you trade down, the number of connections used on your account must be within the minimum and maximum permitted numbers for the lower minutes bundle. If to do this you terminate some connections that are still within their Minimum Term, you must pay the remaining monthly subscription charges for these connections up to the end of their Minimum Term. The lower minutes bundle will apply from the next billing cycle and must be in place for a minimum of 3 months. You can only trade down to a lower minutes bundle twice during the Minimum Period.
- h) If you terminate the Agreement (or any connection) during the Minimum Term of any connection you must pay early termination charges calculated as follows - the remaining monthly subscription charges up to the end of the Minimum Term for each connection terminated based on the minutes bundle you have at the time of termination.

If you terminate the BT Talk Time Fixed Line Add On option on a connection, the connection will be terminated and you will be liable to pay the remaining Fixed Line Add On supplementary monthly subscription charge and the monthly subscription charge applicable to the connection to the end of the Minimum Term and any other early termination charges specified in the Contract.

- i) BT Talk Time must not be used with a GSM Gateway. If you use a SIM Card provided with the Service as part of a GSM Gateway we may suspend the Service or terminate this Agreement. 'GSM Gateway' means a device (not designed or adapted to be capable of being used while in motion) which enables a call originating from a fixed line to be routed via a GSM link to a GSM network.
- j) Unused inclusive minutes can be carried forward for one month only to the next billing cycle. Any unused inclusive minutes will be lost on termination of this Agreement.
- k) BT Talk Time is for your own use and you must not resell the Service.
- l) Our reasonable business use policy – unlimited voice calls, unlimited SMS and unlimited data described in paragraph c) sub-paragraphs (i) and (iii) and paragraph d) above are available on the basis of reasonable business use which is expected to be:
 - i) for voice calls - below 10,000 minutes per month per connection;
 - ii) for SMS – below 3,000 texts per month per connection;
 - iii) for Blackberry Internet Service (with or without Satellite Navigation) and BT Office Anywhere data - up to 100 MB of data per month per connection. This includes the 3MB data provided with standard BT Talk Time.

We will monitor your usage of the Service. If your usage exceeds the above reasonable business use parameters in any month we may ask you to moderate your usage. If you fail to do so, we may suspend or terminate the Agreement or move you to a more suitable Tariff.

We reserve the right to modify the above classification of reasonable business use on 28 days written notice.

- m) Fixed Line Add On is available as an optional extra.
 - i) This option includes unlimited voice calls made within the UK from your BT mobiles to any UK fixed line numbers commencing with 01, 02 and 03. These calls are at no extra cost and will not decrement the inclusive voice minutes bundle.
 - ii) The option is only available
 - (a) for new contracts; and
 - (b) when applied to all connections provided under the contract.

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- iii) A supplementary monthly subscription charge as specified in the charges schedule applies to all connections. Charges for early termination apply.
- iv) New connections can be added to a contract with Fixed Line Add On and the new connections will include the Fixed Line Add On option. The supplementary monthly subscription charge and the monthly subscription charge will apply.
- v) If you terminate the BT Talk Time Fixed Line Add On option on a connection, the connection will be terminated and you will be liable to be pay the remaining Fixed Line Add On supplementary monthly subscription charge and the monthly subscription charge applicable to the connection to the end of the Minimum Term and any other early termination charges specified in the Contract.
- vi) Calls are subject to our reasonable business use policy set out in paragraph l) above.