

Portfolio Information from BT Indirect Channels

BT Business Plan

BT Business
Plan brings a little
more Certainty
to business.

£750 Site-based option and above

Relax.

Whether it is local or national, no UK¹ call need cost more than 10p.



With BT Business Plan we've set a 10p ceiling on the cost of every UK¹ call you make, so while calls can cost a lot less than

10p, they needn't cost any more.

In fact, each call can last up to an hour and has a set up fee of 2p. (And, for calls under 10p there's one low pence per minute rate across the UK, so it's as easy to do business round the country as it is round the corner). So from now on, you can stay on the phone for as long as your customer or business requires you to, without having to worry about the cost of your telephone bill.

International calling made predictable.



We've now introduced a ceiling on international calls as well. Calls to the USA are an unbelievably low 10p for all

calls lasting up to 60 minutes. Plus, calls to 22 other countries will only cost 20p for up to 60 minutes. To take advantage of these capped rates on international calls all you need to do is commit to spending at least £750 per year. See overleaf for additional price per minute rates.

BT Business Plan Option	Local and National Pence Per Minute Rate		Ceiling (inclusive of set up fee)	Set Up Fee
- -	One-year Term	Two-Year Term	,	
£750 site based option	2.7p	n/a	10p	2p
£5k customer option	2.6p	2.5p	10p	2p
£30k customer option	2.5p	2.4p	10p	2p
£100k customer option	2.4p	2.3p	10p	2p

Rewarding

Network Call Performance

BT Network Call Performance (NCP) allows customers to analyse the performance of their network. With BT Business Plan customers can now opt-in to receive free network call performance reports for customer based options. Site based options are free for two quarters.

BT Bill Direct

BT Bill Direct gives the opportunity for your customers' outlying homeworkers to have their call charges directed to the company telephone bill.

Customers can opt-in to register free for BT Bill Direct on customer-based contracts

TotalCare

TotalCare is now free of charge in the initial contract period in the unlikely event a fault is reported.

No monthly charge

Provided your business exceeds the agreed committed spend on its annual call bill, BT Business Plan costs you nothing at all. BT has a variety of billing options making paying and understanding your business costs even easier. For more information contact our specialist team. Furthermore, BT Business Plan is free to join.

Reliability

There's the certainty you get from being connected to one of the world's largest telephone networks. Our financial strengths allows us to bring you the reliability you need – today and tomorrow.

Lines

- Free digital access connection/conversion for ISDN2/2e, Business Highway for site based options
- Free digital access connection/conversion for ISDN2/2e, Business Highway and ISDN30 for customer-based options
- Free connection/conversion to BT Featureline

Mobile rates* for all packages

Fixed to Mobile	Daytime	Evening	Weekend
FM1 (O ₂)*	15.280	10.632	1,899
FM2 (Dolphin)*	20.434	14.487	6.508
FM4 (Orange)*	16.542	12.830	5.069
FM3 (T-Mobile)*	18.324	13.706	3.338
FM5 (Vodafone)*	16.106	8.255	3.210

Prices are in pence per minute. All prices exclude VAT. All prices are correct at the time of going to print – August 2003.

*Different rates may apply where numbers have been ported from other mobile networks. See Section 2, Part 10 of the BT Price List available at www.bt.com for further details. See back page for terms and conditions.

Site-based Option

International calling made predictable

These are, if anything, even simpler. But here's a table to cover 23 countries businesses call most. See over for additional international rates.

Destination	USA	Canada and Europe [†]	Pacific Rim and Norway
Cost per minute	3р	5р	7p
Capped Rate up to 60 minutes	10p	20p	20p

[†]Austria, Belgium, Denmark, Finland, France, Germany, Greece, Republic of Ireland, Italy (excluding Vatican City), Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland. Call set-up fee of 3p applies.

Potential Rewards after 12 months

After 12 months, if you have met your agreed minimum spend of £750 on contributory calls, you'll receive a 5% reward credit on all eligible calls.²

The following list outlines the definition of the applicable call types for the Site-based option for BT Business Plan:

Contributory calls are those that fall into the following call types (these calls contribute to the Committed amount):

Geographic Local	• Local NTS
• Chargeable calls to 0820*	Geographic National
National NTS	• Chargeable calls to 0844*
International Direct Dialled	BT Premium Rate Services*
Chargecard*	International ISDN 64KB
• Directory Services*	• Inmarsat (A,B,M &Mini M)*
Qualifying BT Bill Direct Calls	Operator Services*
• Inmarsat M4 High Speed Data*	Operator Assisted Chargecard*
Fixed to Mobile	• Emsat*
Fixed to International Mobiles	• Information Services e.g. 191, 123*
• Thuraya*	•Iridium*

*These call types are charged at the BT Standard published rates.

Calls that are eligible for the 5% reward credit:

Geographic Local	International Direct Dialled
Fixed to international mobiles	Geographic National
International ISDN 64KB	Qualifying BT Bill Direct Calls
Fixed to Mobile	

Customer Options

International calling made predictable

These are, if anything, even simpler. But here's a table to cover 23 countries businesses call most. See over for additional international rates.

Pricing

Country	Set up Cost	Capped Rate	ppm		
			£5k	£30k	£100k
USA	3p	10p up to 60 minutes	2.9	2.8	2.7
Europe* and Canada	3p	20p up to 60 minutes	4.9	4.8	4.7
Pacific Rim routes and Norway **	3р	20p up to 60 minutes	6.9	6.8	6.7

^{*} Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland (Republic of), Italy (excluding Vatican City), Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland & Canada,

Customers on the Customer Based tiers will also benefit from a better price per minute for any calls that go over the 60 minute cap.

Potential Rewards after 12 months

The End of Term reward $\,$ will be 5% of nominated commitment spend on eligible calls for the Customer-based option. Customers will continue to be reconciled to the minimum committed call spend amount for the contracted tier but may gain more reward credit by committing to a higher amount. For example a customer with the ability to spend £175k pa would sign up for the £100k contract to obtain the agreed pence per minute rates but would commit to £175k to get their 5% reward on their £175k commitment. A 10% tolerance on this higher committed amount will be allowed.

Contracted Spend	Minimum End of Term Reward ² if commitment reached	End of Term Reward if 90% of committed call spend reached
£5k Customer Option	£250	5%
£30k Customer Option	£1,500	5%
£100k Customer Option	£5,000	5%

The following tables outline the definition of the applicable call types for the Customer- based option for BT Business Plan:

Eligible & Contributory calls (must exceed committed call spend for reward qualifications):

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Geographic Local	International Direct Dialled
Fixed to international mobiles	Geographic National
International ISDN 64KB	Fixed to mobile

Non-Eligible & Contributory call spend:

All other PSTN and ISDN call spend is also included in the Total Contributory Call Spend for BT Business Plan but is not eligible for the End of Contract Period Credit calculation.

^{**} Australia, Hong Kong, Japan, Malaysia, Singapore, & Norway

International Call Prices for all packages

The BT Business Plan international call prices are shown in the following tables and apply to all eligible lines for the agreed inventory.

	Prices (ex vat ence per Minute
Afghanistan	90
Albania	4(
Algeria	4(
Andorra	2.
Angola	90
Anguilla	5(
Antarctica Australian	120
Antigua	50
Argentina	7(
Armenia	60
Aruba	60
Ascension Island	9(
Australia	
Austria	
Azerbaijan	50
Azores	20
Bahamas	5(
Bahrain	30
Bangladesh	20
Barbados	50
Belarus	50
Belgium	
Belize	70
Benin	70
Bermuda	50
Bhutan	7(
Bolivia	90
Bosnia	1:
Botswana	70
Brazil	7(
Brunei	70
Bulgaria	1:
Burkina Faso	9(
Burundi	9(
Cameroon	7(
Canada	
Canary Islands	1:
	9(
Cape Verde	5(
Cayman Islands	
Central African Republic	80
Chad	80
Chile	70
China	60
Christmas Islands	2.
Cocos Islands	2.
Colombia	90
Comoros	80
Congo	90
Cook Islands	80
Costa Rica	80
Cote D'Ivoire	80
Croatia	1:
Cuba	90
Cyprus (Not including Northern Cy	
Czech Republic	1:
Denmark	
Diego Garcia	140
Djibouti	80

·	Prices (ex vat)
Route	Pence per Minute
Dominican Republic	50
Ecuador	90
Egypt	30
El Salvador	80
Equatorial Guinea	80
Eritrea	80
Estonia	50
Ethiopia	80 80
Falkland Islands	40
Faroes Fiji	80
Finland	5
France	5
French Guiana	80
French Polynesia	120
Gabon	80
Gambia	80
Georgia	60
Germany	5
Ghana	70
Gibraltar	25
Greece	5
Greenland	80
Grenada	50
Guadeloupe	60
Guam	80
Guatemala	80
Guinea	80
Guinea Bissau	80
Guyana	80
Haiti	70
Honduras	80
Hong Kong	7
Hungary	15
Iceland	40
India	20
Indonesia	60
Iran	80
Iraq	80
Ireland	5
Israel	10
Italy (Excluding Vatican City)	5
Jamaica	50
Japan	7
Jordan	70
Kazakhstan	50
Kenya	80
Kiribati	100
Korea North	120
Korea Republic	15
Kuwait	30
Kyrgyzstan	50
Laos	120
Latvia	50
Lebanon	30
Lesotho	80
Liberia	80
Libya	40
Liechtenstein	15

Route	Prices (ex vat) Pence per Minute
Lithuania	50
Luxembourg	5
Macao	70
Macedonia	40
Madagascar	80
Madeira	20
Malawi	80
Malaysia	7
Maldive Islands	80
Mali	80
Malta Marshall Islands	20 90
	60
Martinique Mauritania	90
Mauritius	80
	80
Mayotte Mexico	70
Micronesia	90
Moldova	60
Monaco	25
Mongolia	90
Montserrat	50
Morocco	40
Mozambique	80
Myanmar	90
Nakhodka	70
Namibia	80
Nauru	100
Nepal	70
Netherlands	5
Netherlands Antilles	60
New Caledonia	120
New Zealand	25
Nicaragua	80
Niger	80
Nigeria	70
Niue	90
Norfolk Island	90
Northern Marianas	80
Norway	7
Oman	60
Pakistan	20
Palau	100
Panama	80
Papua New Guinea	80
Paraguay	80
Peru	80
Philippines	60
Poland	15
Portugal	
Puerto Rico	50
Qatar	60
Reunion	80
Rodrigues Island	80
Romania	15
Ross Island	70
D . E I	15
Russian Federation	
Russian Federation Rwanda Sakhalin	80 70

	Prices (ex vat)
Route	Pence per Minute
Samoa (US)	100
Samoa (West)	120
San Marino	30
São Tomé & Principe	90
Saudi Arabia	30
Senegal	80
Seychelles	80
Sierra Leone	80
Singapore	25
Slovak Republic	25
Slovenia	15
Solomon Islands	100
Somalia	120
South Africa	15
Spain	5
Sri Lanka	90
St Helena	80
St Kitts & Nevis	50
St Lucia	50
St Pierre & Miquelon	50
St Vincent	50
Sudan	80
Surinam	80
Swaziland	80
Sweden	5
Switzerland	5
Syria	70
Taiwan	15
Tajikistan	70
Tanzania	80
Tatastan	70
Thailand	60
Togolese Republic	80
Tonga	120
Trinidad & Tobago	50
Tunisia	40
Turkey	15
Turkmenistan	60
Turks & Caicos	50
Tuvalu	90
United Arab Emirates	30
Uganda	80
Ukraine	40
Uruguay	80
USA	3
Uzbekistan	50
Vanuatu 1	20
Vatican City	15
Venezuela	80
Vietnam	80
Virgin Islands (UK)	25
Virgin Islands (US)	25
Yemen	80
Yugoslavia	15
Zaire	70
Zambia	80
Zimbabwe	80
LIIIDabwe	00

Prices are in pence per minute. All prices exclude VAT. All prices are correct at the time of going to print - August 2003.

Offices Worldwide

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Terms and Conditions

Call rates are in pence per minute. Minimum call charges and set up fee apply. All prices exclude VAT. A full set of Terms and Conditions is available on request. For confirmation of 'Eligibile and Contributory' and 'Non-Eligibile and Contributory' calls please speak to our customer service team.

- This applies to fixed to fixed line geographic calls. Maximum average of four hours per day, per calendar month applies to each local or national number called. Pence per minute rates apply after 60 minutes on each call. Other rates apply to mobiles, non-geographic numbers, e.g. 0845, 0870 and premium rate numbers. Other exclusions apply.
- Additional call types apply to the £750, £5,000, £30,000 or £100,000 spend and reward credit.
 See inside tables for confirmation of 'Eligible & Contributory' and 'Non-Eligible & Contributory' calls.
 Reconciliation fees apply if the £750, £5,000, £30,000 or £100,000 threshold is not met.