

**BT Retail Catalogue**

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**Current Cost Financial Statements 2005**

# BT Retail Catalogue

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## BT Retail Catalogue

<b>Service:</b> <i>Residential telephone line connections</i>
<b>Market:</b> <i>Residential Analogue Exchange Line Services in the UK excluding the Hull area.</i>
<b>Market review:</b> <i>Fixed Narrowband Retail Markets</i>
<b>Product Offering:</b>  <i>Connection of narrowband Residential ordinary, private payphone &amp; SupportLine exchange line(s) within defined service parameters.</i> <i>Includes:</i> <ol style="list-style-type: none"><li><i>1. All direct engineering activity and commissioning to complete connection to the customer premises from the Local Exchange concentrator;</i></li><li><i>2. Engineering and network support activity;</i></li><li><i>3. Customer support activity</i></li><li><i>4. Entry into Residential section of BT Phonebook</i></li></ol>
<b>Customer(s):</b> <i>BT Retail Customers</i>
<b>Price list entry:</b> <i>Section 1, Part 2</i> <a href="http://www.serviceview.bt.com/list/current/docs/maintoc.htm">http://www.serviceview.bt.com/list/current/docs/maintoc.htm</a>

## BT Retail Catalogue

**Service:** *Residential telephone line rentals*

**Market:** *Residential Analogue Exchange Line Services in the UK excluding the Hull area.*

**Market review:** *Fixed Narrowband Retail Markets*

**Product Offering:**

*Rental of narrowband Residential ordinary, private payphone & SupportLine exchange line(s) within defined service parameters.*

*Includes:*

- 1. All direct engineering activity to maintain the connection to the customer premises from the Local Exchange concentrator;*
- 2. Engineering and network support activity;*
- 3. Customer support activity*
- 4. Annual supply of the BT Phonebook for the Phonebook area that the customer lives in.*

**Customer(s):** *BT Retail Customers*

**Price list entry:** *Section 1, Part 2*

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>

## BT Retail Catalogue

<b>Service:</b> <i>Residential local calls</i>
<b>Market:</b> <i>Residential local calls in the UK</i>
<b>Market review:</b> <i>Fixed Narrowband Retail Markets</i>
<b>Product Offering:</b>  <i>Calls made from BT Residential Narrowband PSTN lines to Fixed Line Customers in the caller's local exchange &amp; adjacent exchanges area.</i>  <i>Includes :-</i> <ol style="list-style-type: none"><li><i>1. Inclusive Calls Allowances relating to Local Calls received by Customers that take quarterly BT Options Packages</i></li><li><i>2. Any discounts receivable by the calling customer</i></li><li><i>3. Calls from Northern Ireland Customers to callers in Adjacent Area Exchanges in the Republic of Ireland</i></li><li><i>4. Access to BT's National Operator &amp; Emergency Assistance Services</i></li></ol>
<b>Customer(s):</b> <i>BT Retail Customers</i>
<b>Price list entry:</b> <i>Section 2, Part 1</i> <a href="http://www.serviceview.bt.com/list/current/docs/maintoc.htm">http://www.serviceview.bt.com/list/current/docs/maintoc.htm</a>

## BT Retail Catalogue

<b>Service:</b> <i>Residential national calls</i>
<b>Market:</b> <i>Residential national calls in the UK</i>
<b>Market review:</b> <i>Fixed Narrowband Retail Markets</i>
<b>Product Offering:</b>  <i>Calls made from BT Residential Narrowband PSTN lines to Fixed Line Customers that are neither in the caller's local exchange &amp; adjacent Exchanges Area nor IDD calls</i>  <i>Includes :-</i> <ol style="list-style-type: none"><li><i>1. Inclusive Calls Allowances relating to National Calls received by Customers that take quarterly BT Options Packages</i></li><li><i>2. Any discounts receivable by the calling customer</i></li><li><i>3. Calls from Northern Ireland Customers to callers in Adjacent Area Exchanges in the Republic of Ireland</i></li></ol> <i>Access to BT's National Operator &amp; Emergency Assistance Services</i>
<b>Customer(s):</b> <i>BT Retail Customers</i>
<b>Price list entry:</b> <i>Section 2, Part 1</i> <a href="http://www.serviceview.bt.com/list/current/docs/maintoc.htm">http://www.serviceview.bt.com/list/current/docs/maintoc.htm</a>

## BT Retail Catalogue

**Service:** *International Direct Dialed (IDD) calls to overseas fixed residential (category route A)*

**Market:** *Residential IDD calls category A routes (retail IDD routes which are competitive) in the UK*

**Market review:** *Fixed Narrowband Retail Markets*

**Product Offering:**

*Calls made from BT Retail Residential Narrowband PSTN lines to Fixed line customers on IDD routes deemed competitive in the Wholesale Market*

Includes:-

- 1. Inclusive Calls Allowances relating to Local Calls received by Customers that take quarterly BT Options Packages*
- 2. Any discounts receivable by the calling customer*
- 3. Access to BT's International Operator & Emergency Assistance Services*

**Customer(s):** *BT Retail Customers*

**Price list entry:** *Section 2, Part 2*  
<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>

## BT Retail Catalogue

<b>Service:</b> <i>IDD calls to overseas mobile residential (category route A)</i>
<b>Market:</b> <i>Residential IDD calls category A routes (retail IDD routes which are competitive) in the UK</i>
<b>Market review:</b> <i>Fixed Narrowband Retail Markets</i>
<b>Product Offering:</b>  <i>Calls made from BT Retail Residential Narrowband PSTN lines to mobile customers on IDD routes deemed competitive in the Wholesale Market</i>  <u>Includes:-</u> <ol style="list-style-type: none"><li><i>1. Inclusive Calls Allowances relating to Local Calls received by Customers that take quarterly BT Options Packages</i></li><li><i>2. Any discounts receivable by the calling customer</i></li><li><i>3. Access to BT's International Operator &amp; Emergency Assistance Services</i></li></ol>
<b>Customer(s):</b> <i>BT Retail Customers</i>
<b>Price list entry:</b> <i>Section 2, Part 2</i> <a href="http://www.serviceview.bt.com/list/current/docs/maintoc.htm">http://www.serviceview.bt.com/list/current/docs/maintoc.htm</a>

## BT Retail Catalogue

<b>Service:</b> <i>International Direct Dialed (IDD) calls to overseas fixed residential (category route B)</i>
<b>Market:</b> <i>Residential IDD calls category B routes (retail IDD routes which are non-competitive) in the UK</i>
<b>Market review:</b> <i>Fixed Narrowband Retail Markets</i>
<b>Product Offering:-</b>  <i>Calls made from BT Retail Residential Narrowband PSTN lines to Fixed line customers on IDD routes deemed non-competitive in the Wholesale Market</i>  <i>Includes:</i> <ol style="list-style-type: none"><li><i>Inclusive Calls Allowances relating to Local Calls received by Customers that take quarterly BT Options Packages</i></li><li><i>Any discounts receivable by the calling customer</i></li></ol> <i>Access to BT's International Operator &amp; Emergency Assistance Services</i>
<b>Customer(s):</b> <i>BT Retail Customers</i>
<b>Price list entry:</b> <i>Section 2, Part 2</i> <a href="http://www.serviceview.bt.com/list/current/docs/maintoc.htm">http://www.serviceview.bt.com/list/current/docs/maintoc.htm</a>

## BT Retail Catalogue

<b>Service:</b> <i>IDD calls to overseas mobile residential (category route B)</i>
<b>Market:</b> <i>Residential IDD calls category B routes (retail IDD routes which are non-competitive) in the UK</i>
<b>Market review:</b> <i>Fixed Narrowband Retail Markets</i>
<b>Product Offering:</b>  <i>Calls made from BT Retail Residential Narrowband PSTN lines to mobile customers on IDD routes deemed non-competitive in the Wholesale Market</i>  <u>Includes:-</u> <ol style="list-style-type: none"><li><i>Inclusive Calls Allowances relating to Local Calls received by Customers that take quarterly BT Options Packages</i></li><li><i>Any discounts receivable by the calling customer</i></li><li><i>Access to BT's International Operator &amp; Emergency Assistance Services</i></li></ol>
<b>Customer(s):</b> <i>BT Retail Customers</i>
<b>Price list entry:</b> <i>Section 2, Part 2</i> <a href="http://www.serviceview.bt.com/list/current/docs/maintoc.htm">http://www.serviceview.bt.com/list/current/docs/maintoc.htm</a>

## BT Retail Catalogue

<b>Service:</b> <i>Inland calls to mobiles residential</i>
<b>Market:</b> <i>Residential calls to mobiles in the UK</i>
<b>Market review:</b> <i>Fixed Narrowband Retail Markets</i>
<b>Product Offering:</b>  <i>Calls made from BT Residential Narrowband PSTN lines to Mobile customers in the UK</i>  <i>Includes :-</i> <ol style="list-style-type: none"><li><i>1. Any discounts receivable by the calling customer</i></li><li><i>2. Access to BT's National Operator &amp; Emergency Assistance Services</i></li></ol>
<b>Customer(s):</b> <i>BT Retail Customers</i>
<b>Price list entry:</b> <i>Section 2, Part 1</i> <a href="http://www.serviceview.bt.com/list/current/docs/maintoc.htm">http://www.serviceview.bt.com/list/current/docs/maintoc.htm</a>

## BT Retail Catalogue

**Service:** Residential operator assisted calls in the UK

**Market:** Residential operator assisted calls in the UK

**Market review:** Fixed Narrowband Retail Markets

**Product Offering:**

*Calls made from BT Residential Narrowband PSTN lines to BT Operator Service Agents using the access code 100.*

*Includes :-*

*1. All charged 100 calls that are set up by a BT Operator Service Agent*

*These are :-*

- Operator Onward Connected Calls to a number requested by the customer*
- Advice Duration & charge of calls*
- Alarm Calls*
- Reverse Charges Calls*
- Ex Directory Calls Offered*

*2. Commission payments earned by BT for the 0800 Reverse Service*

**Customer(s):** BT Retail Customers

**Price list entry:** Section 39

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>